



USER GUIDE

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# Polycom<sup>®</sup> RealPresence<sup>®</sup> Web Suite



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# Conventions Used in Polycom Guides





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Polycom guides contain graphical elements and a few typographic conventions. Familiarizing yourself with these elements and conventions will help you successfully perform tasks.

## Information Elements

Polycom guides may include any of the following icons to alert you to important information.

### Icons Used in Polycom Guides

| <i>Name</i> | <i>Icon</i>   | <i>Description</i>   |
|-------------|---|--|
| Note        |    | The Note icon highlights information of interest or important information needed to be successful in accomplishing a procedure or to understand a concept. |
| User Tip    |    | The User Tip icon highlights techniques, shortcuts, or productivity related tips for users.  |
| Web Info    |    | The Web Info icon highlights supplementary information available online such as documents or downloads on support.polycom.com or other locations.          |
| Settings    |  | The Settings icon highlights settings you may need to choose for a specific behavior, to enable a specific feature, or to access customization options.    |

## Typographic Conventions

A few typographic conventions, listed next, are used in Polycom guides to distinguish types of in-text information.

### Typographic Conventions

| <i>Convention</i>         | <i>Description</i>   |
|---------------------------|--|
| <b>Bold</b>               | Highlights interface items such as menus, menu selections, window and dialog names, soft keys, file names, and directory names when they are involved in a procedure or user action. Also used to highlight text to be entered or typed. |
| <i>Italics</i>            | Used to emphasize text, to show example values or inputs (in this form: <i>&lt;example&gt;</i> ), and to show titles of reference documents available from the Polycom Support Web site and other reference sites.                       |
| <a href="#">Blue Text</a> | Used for cross references to other sections within this document and for hyperlinks to sites and documents external to Polycom such as third-party web sites, documentation, and support.  |

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| <i>Convention</i>           | <i>Description</i>   |
|-----------------------------|--|
| <i>Blue Text in italics</i> | Used for hyperlinks to external Polycom resources such as Polycom Support and product web pages. |
| <code>Courier</code>        | Used for code fragments and parameter names.   |

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# Before You Begin

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This user guide shows you how to create and participate in web conference meetings using Polycom® RealPresence® Web Suite.

The RealPresence Web Suite Services Portal enables you to create and schedule meetings, and the RealPresence Web Suite Experience Portal enables you to participate in web video conference meetings using a plug-in or Web Real-Time Communication (WebRTC). Depending on your organization's policy, you can also invite contacts on Google+ to join the meetings. Before you get started using the portals, be sure your system meets the basic requirements listed in this chapter.



## Web Info: An online version of this document is available

If you are reading this document in PDF format, an online version of the [Polycom RealPresence Web Suite User Guide](#) is available in the Polycom documentation library.

## Audience, Purpose, and Required Skills

The audience for this guide are end-users with some familiarity with the video conferencing experience. However, new users should be able to use this guide to familiarize themselves with how RealPresence Web Suite works and how to use the clients.

This guide provides the information needed to schedule and administer meetings on the RealPresence Web Suite Services Portal and attend meetings using the RealPresence Web Suite Experience Portal. This guide also provides feature information for content sharing, audio/video settings, and meeting chat features.

## Terminology Used in this Guide

You will notice the same terms and conventions used repeatedly throughout this guide. Make sure you familiarize yourself with these terms and conventions so that you understand how to perform video conferencing tasks.

- **Attendee** Refers to anyone participating in a RealPresence Web Suite meeting.
- **Guest** The in-meeting role with most restrictive level of privileges. Receives audio and video and has limited permissions.
- **Chairperson** The in-meeting role with the greatest level of privileges. Controls the meeting and has full privileges, including the ability to share content, assign presentation rights, control the meeting roster, and start or end a meeting. The meeting host is automatically given chairperson rights.
- **Participant** The in-meeting role with an intermediate level of privileges. Receives audio and video and typically can also share content.
- **Meeting** An active web conference with a chairperson and one or more participants or guests.

- **Roster** A list of attendees participating in a RealPresence Web Suite meeting. This list shows all attendees of the meeting whether they joined via a web browser or another type of software or hardware endpoint and displays each attendee's role (chairperson, participant, or guest).
- **Content** Enables meeting chairpersons and participants to share documents, graphics, or videos on their desktop with other meeting attendees.
- **WebRTC** Application programming interface (API) that supports browser-based collaboration without requiring a plug-in.
- **Plug-in** A software component that adds a specific feature to an existing software application, such as a web browser.

## System Requirements

This section describes the software components and browser information you need to connect to video conferences using RealPresence Web Suite. Confirm that your system meets these requirements before using the RealPresence Web Suite. If you experience issues with the requirements, see the [Troubleshoot Issues](#) section or contact your company's IT or system administrator.

## Software Component Requirements

Your RealPresence Web Suite deployment can enable you to participate in web video conference meetings using a plug-in or Web Real-Time Communication (WebRTC). The plug-in and extension requirements can differ based on your specific deployment and which web browser you use to connect to meetings.

### RealPresence Web Suite Plug-in

RealPresence Web Suite requires that you install a plug-in that enables audio and video for non-WebRTC video conferences in web browsers. You must install the plug-in before you can join meetings via audio and video from a web browser using RealPresence Web Suite.



**Note: WebRTC meetings and plug-ins**

If your company's RealPresence Web Suite deployment is enabled for WebRTC and you are using a browser that supports WebRTC, you may not be required to install a plug-in.

The RealPresence Web Suite plug-in enables SIP/RTP audio and video services. You are automatically prompted to download and install it (if needed) when you first attempt to join a meeting using RealPresence Web Suite from a Windows PC or Mac.

Depending on your system or browser settings, you may need to do the following:

- If you have a popup blocker or other security features enabled in your browser, you may need to allow the browser to accept the plug-in before you can download or install it.
- You may need to refresh your browser and rejoin the meeting for the plug-in changes to take effect.



- If you already have the plug-in installed in your system from a previous version of RealPresence Web Suite or RealPresence CloudAXIS Suite, you may need to download and install it again.

For more information, contact your browser's help documentation or your company's IT or system administrator.

**Note: End User License Agreement (EULA)**

The RealPresence Web Suite plug-in requires acceptance of a EULA before you can continue using the software. View the [Polycom Software End User License Agreement](#) in the Polycom documentation library for terms and conditions.

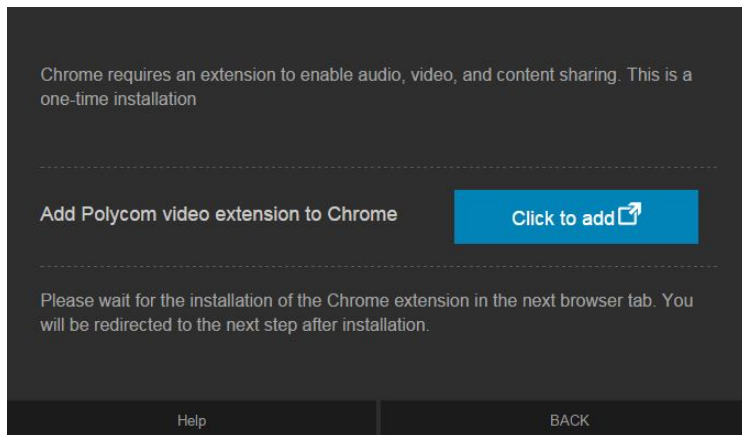
## RealPresence Web Suite Extension

If you are using the Google Chrome web browser, you will need Polycom® RealPresence® Web Suite Extension to do the following:

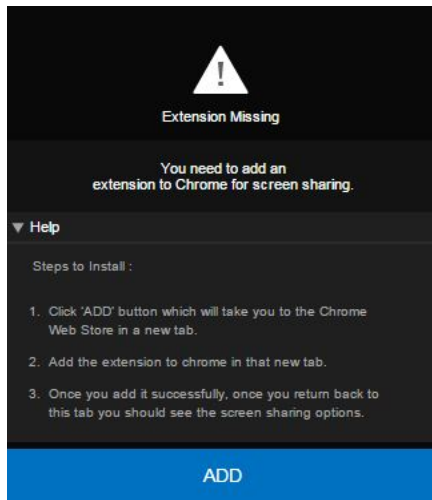
- Participate in a non-WebRTC-enabled meeting using audio and video
- Allow other meeting participants to view your screen

The RealPresence Web Suite Extension may be installed on your system by your administrator. If not, you will be prompted to install it by visiting the Chrome Web Store when you attempt to use RealPresence Web Suite services that require it.

### RealPresence Web Suite Extension prompt to join plug-in-based meetings



## RealPresence Web Suite Extension prompt for screen sharing



## Browser Requirements

Because RealPresence Web Suite connects to video conferences through third-party web browsers, you should consult with your company's IT or system administrators to ensure that your system and browser meet the minimum required specifications. This information can be found in the *Polycom RealPresence Web Suite Release Notes* on [Polycom Support](#).

## Get Help

For more information about installing, configuring, and administering Polycom products, refer to Documents and Downloads on [Polycom Support](#).

## Polycom and Partner Resources

To find all Polycom partner solutions, see [Strategic Global Partner Solutions](#).

## The Polycom Community

The [Polycom Community](#) gives you access to the latest developer and support information. 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.

# Get Started

RealPresence® Web Suite includes two web portals: the RealPresence Web Suite Services Portal and the RealPresence Web Suite Experience Portal. The RealPresence Web Suite Services Portal enables you to schedule and view meetings and manage your calendar and contacts, while the RealPresence Web Suite Experience Portal enables you to attend online video meetings and share content.

## RealPresence Web Suite Services Portal

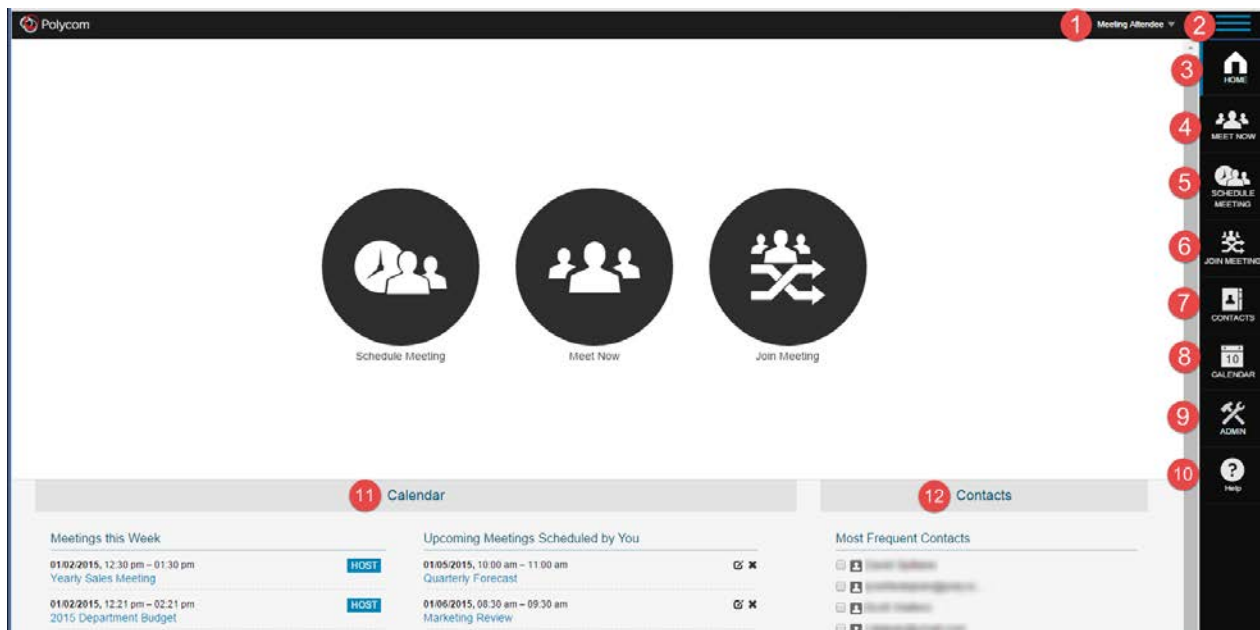
The RealPresence Web Suite Services Portal enables you to schedule, start, and join meetings and manage your contacts and calendar.

### To log in to the RealPresence Web Suite Services Portal:

- 1 Obtain the URL and user or admin account login credentials from your administrator.
- 2 Open a web browser, and enter the URL of the RealPresence Web Suite Services Portal.
- 3 Enter your **Username** and **Password** on the login page.
- 4 Select the **Keep Me Signed In** check box if you want to retain your login credentials on your system.
- 5 Click **LOGIN**.

The RealPresence Web Suite Services Portal user interface is shown next and is described in the table following the graphic.

### RealPresence Web Suite Services Portal user interface



### RealPresence Web Suite Services Portal User Interface Functions and Tasks

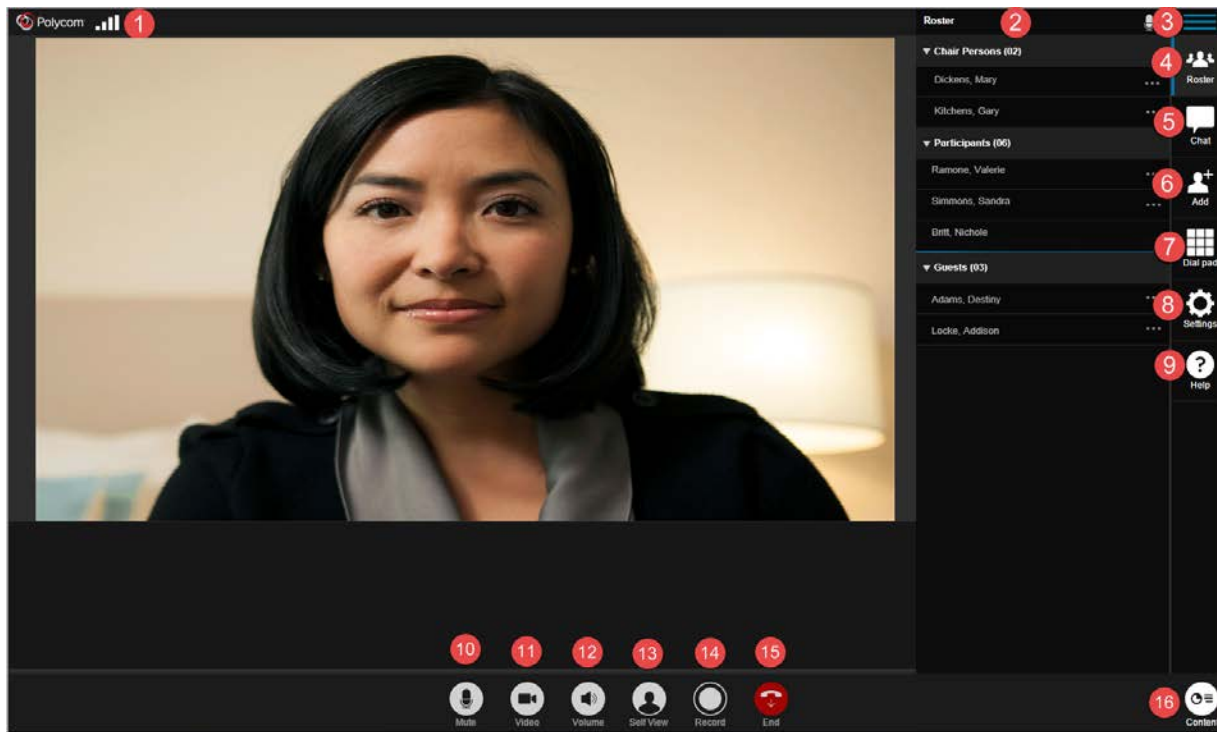
| <i>Number</i> | <i>Icon</i>       | <i>Function</i>   |
|---------------|-------------------|---|
| 1             | User profile menu | Click to log out, edit your personal settings, or change your password.   |
| 2             | Show / hide menu  | Click to show or hide the meeting menu panel.   |
| 3             | Home menu display | Click to open or return to the RealPresence Web Suite Services Portal home screen.  |
| 4             | Meet Now          | Click to start a meeting now, select attendees and meeting options, and send invitations to other meeting participants. You can also click the Meet Now icon on the home page.                        |
| 5             | Schedule Meeting  | Click to schedule a future meeting, select attendees, a time, and meeting options, and send invitations to other meeting participants. You can also click the Schedule Meeting icon on the home page. |
| 6             | Join Meeting      | Click to join a meeting that you were invited to. Enter a valid Virtual Meeting Room (VMR) number and a passcode if one has been given to you.  |
| 7             | Contacts          | Click to show a list of your meeting contacts, start meetings with contacts, and add contacts.  |
| 8             | Calendar          | Click to open the calendar showing your scheduled meetings.   |
| 9             | Administrator     | Click to access a User Management window on the RealPresence Web Suite Services Portal. Only users who have administrator access on the portal see this icon.   |
| 10            | Help              | Click to access an online user guide for RealPresence Web Suite.  |
| 11            | Calendar          | Click to show an abbreviated view of meetings scheduled for the week, along with other upcoming meetings that you have scheduled.   |
| 12            | Contacts          | Click to display a list of your most frequent meeting contacts and Google+ social contacts.   |

## RealPresence Web Suite Experience Portal

After a meeting has started in the RealPresence Web Suite Experience Portal, you can interact with other meeting attendees and control your meeting experience. For information on how to log in to the RealPresence Web Suite Experience Portal directly, see [Join Meetings from a Web URL](#).






The RealPresence Web Suite Experience Portal user interface is shown next and is described in the table following the graphic.

**RealPresence Web Suite Experience Portal user interface**



**RealPresence Web Suite Experience Portal User Interface Functions and Tasks**

| Button | Icon Function          | Available Tasks   |
|--------|------------------------|---|
| 1      | Network Connection bar | Summarizes the quality and reliability of your network connection to the meeting. The bar also displays a lock symbol for encrypted calls.  |
| 2      | Details pane           | Displays details and information related to the menu option chosen from the main menu.  |
| 3      | Show/hide details menu | Click to show or hide the meeting menu and details pane.  |
| 4      | Roster                 | Click to display a list of meeting attendees, which can include chairpersons, participants, and guests.<br>A meeting chairperson can complete the following tasks from the meeting roster: <ul style="list-style-type: none"> <li>• Mute individual meeting attendees or all attendees.</li> <li>• Drop attendees from the meeting.</li> <li>• Change the roles of meeting participants.</li> </ul> |
| 5      | Chat                   | Click to send instant messages to all other meeting attendees.  |
| 6      | Add user               | Click to display the meeting date, link, VMR, and other details, and copy the details to send to a contact you want to have join the meeting.   |
| 7      | Dial pad               | Use to send Dual-Tone Multi-Frequency (DTMF) commands, including recording a meeting or changing the content and video layout during an Advanced Video Coding (AVC) call.   |

| <i>Button</i> | <i>Icon Function</i> | <i>Available Tasks</i>  |
|---------------|----------------------|---|
| <b>8</b>      | Settings             | Click to adjust your audio and video settings for the meeting, or click  to display call information and statistics, along with product information (this can take up to 10 seconds to load).  |
| <b>9</b>      | Help                 | Click to access an online user guide for the RealPresence Web Suite meeting portal.   |
| <b>10</b>     | Microphone           | Click to mute or unmute your microphone.<br><br>While a meeting is in progress, a chairperson can click  at the top of the roster to mute all attendees, or next to an attendee's name in the meeting roster to mute that specific attendee. |
| <b>11</b>     | Video                | Click to stop sending video. Click  to resume sending video.   |
| <b>12</b>     | Speaker              | Click to mute audio from the meeting. Click  to resume hearing audio from the meeting.  |
| <b>13</b>     | Self view            | Click to display a small window showing the view others have of you.  |
| <b>14</b>     | Record meeting       | Click to start recording a meeting. Click  to stop the recording. A message is displayed on the meeting interface to indicate that a meeting is being recorded. By default, only a chairperson can start or stop recordings.                   |
| <b>15</b>     | End meeting          | Click to end a meeting or end your connection to the meeting in progress. By default, only a chairperson can end a meeting for all attendees.   |
| <b>16</b>     | Content sharing      | Click to share content with other meeting attendees. Only attendees with presentation rights can share content.   |

# Manage Contacts and Personal Profile

You can manage different functionalities for your contacts and personal profile. The following sections provide information on using the functionalities for each of these features.

## Manage Contacts

You can store contact information in the RealPresence Web Suite Services Portal address book for future invitations. Maintaining the address book keeps all of your meeting contacts together in one location for easy access. You can add, edit, and delete your contacts in the RealPresence Web Suite Services Portal. You can also add contacts from Google+.

## Add Contacts

You can add contacts to your contacts list from your company's Active Directory or by using an e-mail address. Anyone you invite to a meeting is automatically added to your contact list.

**To add a contact from your company's Active Directory to your contacts list:**

- 1 Click **Contacts** and click **SET UP**.
- 2 On the **Contacts Management** page, click **FROM ENTERPRISE DIRECTORY**, as shown next.



- 3 Type a name in the search field and click  .
- 4 Hover your mouse over the name you want to add, and click  to add the contact to your list.

**To add a contact via e-mail to your contact list:**


- 1 Click **Contacts** and click **SET UP**.
- 2 On the **Contacts Management** page, click **VIA E-MAIL**, complete the fields, and click **ADD**.

## Edit a Contact

Editing a contact in your Contacts list on the RealPresence Web Suite Services Portal helps keep your Contacts list up to date. You can change any information saved for a contact, including first name, last name, e-mail address, and phone number.

**To edit a contact:**


- 1 Click **Contacts** and click **SET UP**.
- 2 On the **Contacts Management** page, locate the contact you want to edit in the list of **Saved Contacts**.

- 3 Click  and edit the information in the text fields.
- 4 Click **SAVE**.

## Delete a Contact

You can delete any contact that you added to your Contacts list.


### To delete a contact:

- 1 Click **Contacts** and click **SET UP**.
- 2 On the **Contacts Management** page, locate the contact you want to delete, and click .
- 3 In the **Delete saved contact** dialog box, click **DELETE**.

## Set Up Social Contacts

Your system administrator can enable applications for RealPresence Web Suite that enable you to send meeting invitations to your contacts on Google+. You must first give RealPresence Web Suite permission to access these contacts.

### To set up social contacts:

- 1 On the RealPresence Web Suite Services Portal home page under **Contacts**, click , if available.
- 2 Sign into your user account and allow RealPresence Web Suite to access your profile information.
- 3 Follow any additional application prompts.

After setting up social contacts, you can view your Google+ contacts in the RealPresence Web Suite Services Portal and schedule meetings with them (see [Schedule Meetings](#)). If your Google+ contacts do not appear, contact your IT or system administrator.

## Update Your Personal Profile

Editing your personal profile enables you to update your name, contact information, location, and password.



### Note: Personal details and Active Directory

If your RealPresence Web Suite system uses Active Directory or enterprise network authentication, you cannot edit personal details in the RealPresence Web Suite Services Portal. Ask your system administrator how to change your contact information in your Active Directory or enterprise profile if you need to make changes.

### To update your personal profile:

- 1 In the top right corner of the RealPresence Web Suite Services Portal, click your name and click **Edit Profile**.
- 2 On the **Edit Profile** page, shown next, edit the information under **Personal settings**.



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**Edit Profile**

▼ **Personal settings**

First Name

Last Name

- 3 If you want a new password, click **Change Password** and enter your password information.
- 4 Confirm that your changes are correct and click **UPDATE**.

# Create, Manage, and Join Meetings

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You can set up meetings that either start immediately or occur at a later time. To create meetings, you must have a user or administrator account on the RealPresence Web Suite Services Portal (see [RealPresence Web Suite Services Portal](#)). With a valid web address and login credentials, you can log into the portal and select the type of meeting you want to create.

## Create Meetings

When you schedule a meeting to start immediately or on a later date, you can set a chairperson or meeting passcode for the meeting. A chairperson code acknowledges when the chairperson joins the meeting. The meeting passcode provides added security and ensures that only invited attendees can enter. If you set a meeting passcode, you need to share that passcode with the other meeting attendees in order for them to join the meeting.

## Start Meetings Immediately

If you schedule a meeting that starts immediately, the RealPresence Web Suite Services Portal launches a meeting in your web browser where you can invite and interact with contacts.

### To start a meeting immediately:

- 1 On the RealPresence Web Suite Services Portal home page, click **Meet Now**.
- 2 On the **Meet Now** page, complete the following fields:
  - In the **To** field, enter valid e-mail addresses, Active Directory contacts' user names, or user names of social contacts.
  - Type a **Subject** for the meeting.
  - Type or paste a meeting agenda in the **Agenda** field.
- 3 Select any of the following optional **Meeting options**:
  - Check **Use Personal VMR** to set up the meeting using your VMR number and enter your VMR number in the text box.
  - Click **Meeting passcode** to add a numeric passcode that attendees must enter to join the meeting.
  - Click **Chairperson passcode** to add a separate numeric passcode for meeting chairpersons.
  - Click **Allow Only Enterprise Users** to specify that only users from within your organization's domain can join the meeting.
- 4 Click **Start** to start the meeting.


At this time, the attendees you invited receive e-mail notifications that include a link to the meeting. When they click the link, they are directed to the online meeting room.
- 5 On the next **Meeting Welcome** screen, click **Continue** to join the meeting.

You can also adjust your audio, video, and speakers before joining the meeting (see [Set Audio and Video Preferences before Meetings](#)).

After you join the meeting, you can invite additional attendees (see [Invite Participants during Meetings](#)).




**User Tip: Start a meeting with a contact from the Contacts list**

You can quickly start a meeting with one contact from your Contacts list. In the RealPresence Web Suite Services Portal, click **Contacts**. Locate your contact, and click . Enter the meeting information and click **Start**.

## Schedule Meetings

If you want to schedule a meeting to start at a later time, use the RealPresence Web Suite Services Portal to enter the meeting details and invite participants. After you schedule the meeting, the portal adds the meeting to your calendar and sends an e-mail to the invited attendees with the link they use to join the meeting.

**To schedule a meeting:**

- 1 On the RealPresence Web Suite Services Portal home page, click **Schedule Meeting**.
- 2 Enter the following information:
  - In the **To** field, enter valid e-mail addresses, Active Directory contacts' user names, or user names of social contacts.
  - In the **Subject** field, type a subject for the meeting (required).
  - In the **Agenda** field, type or paste a meeting agenda.
  - In the **Schedule** fields, click  to select start and end times and dates for the meetings.
  - If inviting contacts in different time zones, click **+ Add Time Zones** and choose a time zone to check the meeting time in that time zone.
- 3 Click **Meeting Options** to select any of the following:
  - Click **Use Personal VMR** to set up the meeting using a personal VMR number. Select the number to use or click **Add New** to create a new personal VMR number.
  - Click **Meeting passcode** to add a numeric passcode that attendees must enter to join the meeting.
  - Click **Chairperson passcode** to add a separate numeric passcode that identifies the meeting chairpersons.
  - Click **Allow only Enterprise Users** to specify that only users from within your organization's domain can enter the meeting.
  - Click **Allow participants to upload documents** to let any participant attach documents.
- 4 Click **Schedule**.

## Attach Documents to the Meeting

If your organization has enabled the Enhanced Content feature, you can attach documents to meetings that you schedule in the RealPresence Web Suite Services Portal. During your meeting, these documents are available for attendees to view and, with the right device capabilities, annotate.



### User Tip: Supported browsers for Enhanced Content

Only attendees using a HTML5-capable browser, such as a Google Chrome, Mozilla Firefox, Apple Safari, or Microsoft Internet Explorer (version 10 and above), can utilize Enhanced Content.

Supported document types include:

- 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)

The maximum file size and per-meeting file space limits are set by your IT or system administrator.

### To attach documents to the meeting:

- In the **Schedule Meeting** screen, either drag and drop the files to the indicated area or click the link to browse to the files.

Documents cannot be added or deleted from the RealPresence Web Suite Services Portal during an ongoing meeting. Use the in-meeting content controls provided by the RealPresence Web Suite Experience Portal for this function (see [Share Enhanced Content](#)).

- To allow invited participants to upload documents during the meeting, make sure to enable the **Allow participants to upload documents** check box in **Meeting options**.
- You can upload or delete documents later by [editing the meeting](#). Participants can only delete the documents they upload, although the Host can delete any participant's document before the meeting begins.



### Note: Uploaded documents are deleted after the meeting.

Be aware that for security reasons, all uploaded documents are deleted once the meeting ends.

The attendees you invited receive e-mail notifications that include a link to the meeting. The meeting is added to your personal schedule and is listed on your calendar and the Home page.

## Manage Your Meetings

Using the RealPresence Web Suite Services Portal to manage your meetings enables you to perform multiple meeting tasks in one location.

## View Scheduled Meetings

You can view and sort your scheduled meetings from the RealPresence Web Suite Services Portal home page or from the Calendar. The RealPresence Web Suite Services Portal home page displays meetings for the week and upcoming meetings that you scheduled. In the Calendar, you can view meetings scheduled for the day, week, or month.

### To view your scheduled meetings on the RealPresence Web Suite Services Portal home page:

- » Log in to the RealPresence Web Suite Services Portal.

The **Calendar** section of the home page shows your upcoming meetings, as shown next.

| Calendar  |   |
|---|---|
| <b>Meetings this Week</b>                               | <b>Upcoming Meetings Scheduled by You</b>               |
| 01/22/2015, 12:56 pm – 02:56 pm<br>2015 Budget          | 01/22/2015, 02:30 pm – 03:30 pm<br>Documentation Review |
| 01/22/2015, 02:30 pm – 03:30 pm<br>Documentation Review |   |
| 01/22/2015, 09:05 am – 10:05 am<br>Status Reports       |   |


### To view your scheduled meetings in the Calendar:

- 1 In the RealPresence Web Suite Services Portal, click **Calendar**.  
The Calendar displays your meetings for the day.
- 2 Click **Weekly** or **Monthly** to change the Calendar view.

## Edit Scheduled Meetings

When you edit a meeting, all invited attendees receive an e-mail notifying them of the change. You can edit only upcoming meetings that you scheduled.

### To edit a scheduled meeting:


- 1 Click **Calendar** and click  next to the meeting you want to edit.
- 2 On the **Schedule Meeting** page, edit the meeting information.
- 3 Optionally, upload or delete documents and change meeting options.
- 4 Click **Update**.

Each invited attendee receives an updated meeting invitation e-mail with the new meeting details.

## Cancel Scheduled Meetings

When you cancel a meeting, all invited attendees receive an e-mail notifying them that the meeting has been cancelled. Any documents attached to the meeting are deleted. You can cancel only upcoming meetings that you scheduled.

### To cancel a scheduled meeting:

- » Click **Calendar** and click  next to the meeting you want to cancel.

The Calendar shows the meeting as cancelled, and each invited attendee receives a cancellation notice.

## Join Meetings

After a host schedules a meeting, each attendee receives an e-mail invitation containing a URL link to the meeting. Attendees can join meetings using the link in their meeting invitation, from the RealPresence Web Suite Experience Portal, or from the RealPresence Web Suite Services Portal. The meeting host automatically becomes the meeting chairperson upon joining the meeting. You can join a scheduled meeting up to five minutes before its scheduled start time.



**Note: In some cases, the chairperson must start the meeting before participants can interact with each other.**

Depending on the settings in the RealPresence DMA conference template being used, some meetings may require the chairperson to join before the session can start; until then, attendees cannot see or interact with each other.

Before you connect to a meeting, you can set your audio, video, and speaker components, or disable audio and video on the RealPresence Web Suite Experience Portal (see the section [Manage Audio and Video Preferences](#)).

## Join Meetings from the RealPresence Web Suite Services Portal

If enabled by your system administrator, you can join meetings from the RealPresence Web Suite Services Portal using the virtual meeting room (VMR) number for the meeting.

**To join a meeting from the RealPresence Web Suite Services Portal using its VMR number:**

- 1 In the RealPresence Web Suite Services Portal, click **Join Meeting**.
- 2 On the **Join Meeting** screen, enter the **VMR** and **Passcode** (if applicable) provided in the meeting invitation, and click **Start**.

The RealPresence Web Suite Experience Portal appears.

## Join Scheduled Meetings

From the RealPresence Web Suite Services Portal home page or Calendar, you can join meetings that you or another person scheduled.

**To join a scheduled meeting from the RealPresence Web Suite Services Portal:**

- 1 In the RealPresence Web Suite Services Portal, locate the meeting on the home page or the **Calendar**, and click the meeting.

The Meeting Details dialog opens, as shown next.

| Meeting Details |   |
|-----------------|---|
| Web URI         | <a href="https://experienceportal-170.cloudax.is/PF83m0nF3m">https://experienceportal-170.cloudax.is/PF83m0nF3m</a> |
| VMR number      | 0071006   |
| Name            | 2015 Budget   |
| Agenda          | No agenda set yet.  |
| Date            | Thu January 22, 2015  |
| Time            | 12:56 pm  |
| Duration        | 2:00 Hrs.   |
| Created By      | Ashley Dickens  |
| People Invited  |   |

JOIN CLOSE

- 2 Click the link or click **JOIN**. Or, if you scheduled the meeting, click **HOST**.

## Join Meetings from a Web URL

If you are not logged into the RealPresence Web Suite Services Portal, you can join a meeting using a web URL from a chat message, calendar invitation, or e-mail on your Windows or Mac computer.

### To join a meeting from a web URL on a computer:

- 1 Click the web URL in the meeting invitation or copy and paste the web URL into the address bar of your web browser.
- 2 On the login page, do one of the following:
  - Enter your enterprise login credentials.
  - Toggle the **Join as a guest** option and enter your name and e-mail address.
- 3 Enter the meeting passcode, if applicable, and toggle the **Audio and Video** option to enable or disable all audio and video before you enter the meeting. For more information, see [Set Audio and Video Preferences before Meetings](#).
- 4 Click **Join the Meeting**. If you have disabled your audio and video, you connect directly to the meeting.
- 5 Configure your audio and video preferences if you did not disable them in the login page. For more information, see [Configure Audio and Video for Meetings that use a Plug-in](#) or [Configure Audio and Video for Meetings that use WebRTC](#).
- 6 Click **Continue** to connect to the meeting.

## Join Meetings from a Mobile Device

If you are joining the meeting from a tablet or smartphone, you connect to the meeting through RealPresence Mobile.

**Note: Information for RealPresence Mobile users**

If you are participating in meetings from a tablet or phone device using RealPresence Mobile, see the [RealPresence Mobile Support](#) page for useful information on using the application.

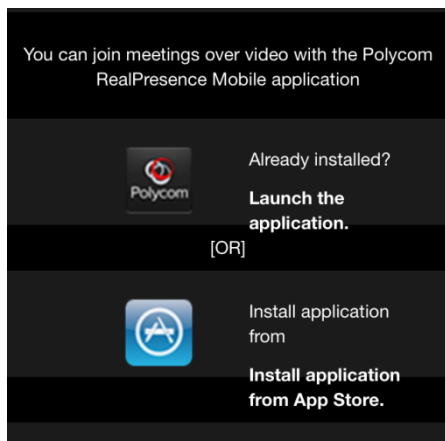
**To join a meeting from a mobile device:**

- 1 On your device, tap the web URL in the meeting invitation or copy and paste the web URL into the address bar of your web browser.
- 2 On the login page, do one of the following:
  - Enter your enterprise login credentials.
  - Toggle the **Join as a guest** option and enter your name and e-mail address.
- 3 Enter the meeting passcode, if applicable, and toggle the **Audio and Video** option to enable or disable all audio and video before you enter the meeting.

If you disable audio and video for your meeting, you can still connect to the meeting and use the Roster, Chat, and content sharing capabilities through your device's web browser. For more information, see [Set Audio and Video Preferences before Meetings](#).

**4 Tap Join the Meeting.**

If you have enabled audio and video for the meeting, a notification informs you that you can join the meeting using RealPresence Mobile, as shown next on an iPhone.



- 5 If you have the RealPresence Mobile application installed, tap **Launch the application**. If not, install the application from the App Store or Google Play store.

Once the RealPresence Mobile application starts, it dials into the conference automatically.

## Join Meetings from a Restrictive Environment

In a restrictive firewall environment, you can join video conferences only in Limited Experience Mode. In this situation, after you click **Join the Meeting**, you may be prompted to enter proxy credentials provided by your system administrator.



**To join a meeting in an environment that requires proxy authentication:**

- » Do one of the following:
  - From a Windows client, enter your proxy credentials, and click **OK**.
  - From a Mac client, enter your proxy credentials or click **Always Allow** or **Allow** to retrieve previously entered proxy credentials from your system keychain.

# Configure Audio and Video Preferences

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In the RealPresence Web Suite Experience Portal, you can choose to set your audio and video preferences before the meeting, or adjust those preferences during a meeting. You can also view your video stream and mute your microphone, speakers, or camera before or during meetings.

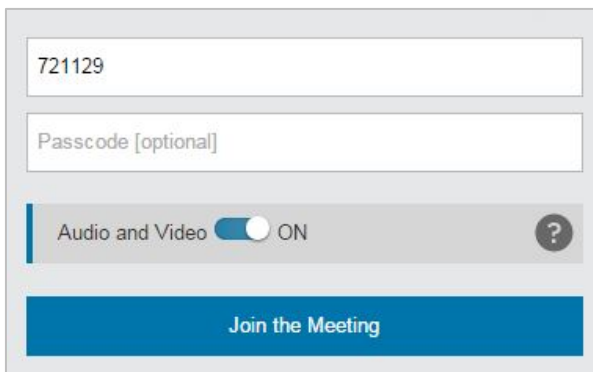
## Set Audio and Video Preferences before Meetings

When you access the RealPresence Web Suite Experience Portal, shown next, you can set the following audio and video options before you enter a meeting:

- Enable or disable audio and video before you join.
- Select the audio/video components you want to use for the meeting.
- Mute your video, microphone, or speakers before you join the meeting.
- Adjust the Call Quality slider (by default, set to high) to change the bandwidth to be used this call.

**To enable or disable all audio and video before joining a meeting:**

- 1 Toggle the **Audio and Video** setting, as shown next.



- When you enable **Audio and Video**, you are able to join meetings with full feature capabilities.
- When you disable **Audio and Video**, you only have access to Roster, Chat, and possibly content in the meeting. Audio and video are unavailable. Content will be available if the meeting and your client are enabled for Enhanced Content but will be unavailable otherwise.


- 2 Click **Join the Meeting**.

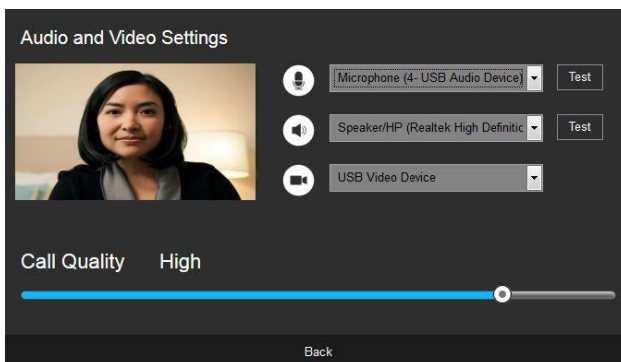
Once you join the meeting, you are directed to the audio and video preferences screen to set up specific camera, microphone, and speaker settings if you have enabled audio and video. If you have disabled them, you connect directly to the meeting screen.

## Configure Audio and Video for Meetings that Use a Plug-in

If your RealPresence Web Suite system uses a plug-in-based deployment, you can configure your audio and video settings directly in the RealPresence Web Suite Experience Portal.

### To select audio and video preferences before joining a meeting:

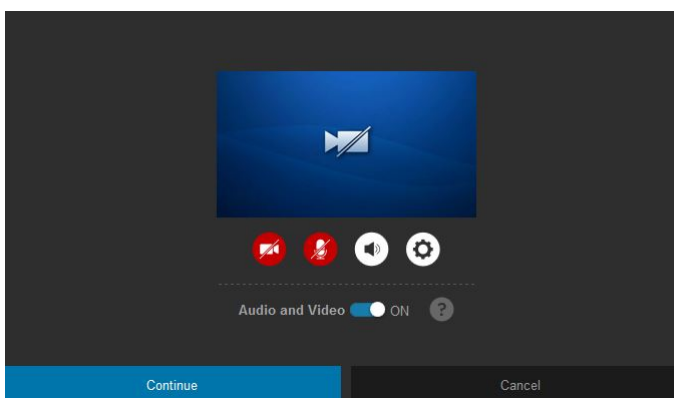
- 1 Click  on the audio and video preview screen. On the **Audio and Video Settings** screen, choose your **Microphone**, **Speaker**, and **Camera** settings, as shown next.



- 2 Use the **Test** buttons to ensure that your microphone and speaker are working.
- 3 Move the **Call Quality** slider to the left to reduce call quality (and bandwidth used) or to the right to increase call quality (and bandwidth used).
- 4 Click **Back**.

### To mute your audio and video before joining the meeting:

- In either the audio and video preview screen or the **Audio and Video Settings** screen, click the camera, microphone, and speaker icons to toggle your audio or video on and off. The icons turn red to show that those components are muted, as shown next.



- To disable all audio and video before you join a meeting, toggle the **Audio and Video** setting. If you turn off your audio and video, you only have access to Roster, Chat, and content in the meeting. You might use this for a second device, such as a phone or tablet.

## Configure Audio and Video for Meetings that Use WebRTC

If your RealPresence Web Suite system uses WebRTC, you must configure your audio and video settings in the browser and not in the RealPresence Web Suite Experience Portal interface.

### To select audio and video preferences before joining a meeting:

- 1 Click the camera icon on the right side of your browser's URL field to access your camera and microphone settings.
- 2 Allow the browser to access your camera and microphone and select your audio and video preferences. Consult your browser's help documentation or your company's IT administrator for help setting your audio and video preferences within your browser.

You may need to refresh your browser and rejoin the meeting for the camera and microphone changes to take effect.









### Note: WebRTC calls supported only in Google Chrome in RealPresence Web Suite 2.0.0

In RealPresence Web Suite 2.0.0, WebRTC calls are only supported in a Google Chrome browser. If you have a RealPresence Web Suite deployment with WebRTC and try to access a meeting from browser other than Chrome, your meeting will connect with a plug-in.

## Control Audio and Video during Meetings

During a meeting, you can control audio and video using the buttons at the bottom of the RealPresence Web Suite Experience Portal or change audio and video settings in the **Settings** pane.

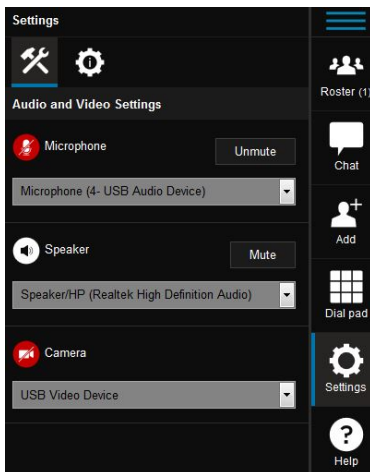
### To control audio and video during a meeting:

- To mute or unmute the video you send to the conference, click  or .
- To mute or unmute the audio you send to the conference, click  or .
- To mute or unmute meeting audio from being played from your speakers, click  or .
- To display or hide the small window showing the view others have of you, click **Self View**.

### To adjust your audio and video settings in the Settings pane during a meeting:

- 1 Click **Settings**.

The **Settings** pane appears, as shown next.




- 2 To change your microphone, speakers, or camera, select the one you want from the associated list.
- 3 To mute or unmute your microphone or speakers, click the associated **Mute** or **Unmute** button.



**Note: Settings menu only available for plug-in-based meetings**

The Settings menu for controlling audio and video during meetings is only available for plug-in-based meetings. You must configure audio and video settings for meetings using WebRTC in your browser (see [Configure Audio and Video for Meetings that Use WebRTC](#)).

## Control the Display Screen during Meetings

The RealPresence Web Suite Experience Portal displays a video stream of all attendees who enter the meeting with a functional camera on their computer or device. The video stream for attendees without cameras is replaced by a privacy placeholder, which is also shown when participants click  to mute their video.

The RealPresence Web Suite supports two styles of video layout: AVC and SVC. The capabilities and settings of the multipoint control unit (MCU) that is hosting the conference determine whether the AVC or SVC layout is used for a given conference.

In the AVC layout, images of the other participants in the conference are displayed in a single video pane. In the SVC layout, the video image received from each remote endpoint is displayed in a separate video pane. In SVC mode, you can double-click on a video or content pane to zoom in on it and hide all the others and double-click the image or content again to restore the full layout.

# Participate in Meetings

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During meetings, you can participate by sharing content, recording the meeting, chatting with other meeting attendees, managing participants, and managing presentation rights.

## Sharing Content

To enhance the collaboration experience, the RealPresence Web Suite Experience Portal enables you to share documents, presentations, and other content with other meeting attendees.

Users can only share content if they have the appropriate in-meeting privileges. Typically, only chairpersons and participants are allowed to share desktop content during a meeting. Your administrator can configure the permissions for sharing content, or users can request presentation rights from the chairperson (see [Request Presentation Rights](#)).

The content-sharing capabilities available to you depend on whether your organization has enabled the RealPresence Web Suite Enhanced Content feature and if you are using a supported device to connect to the meeting.

The two alternatives are described in the following sections:

- [Share Basic Content](#) describes the basic screen-sharing capability available without the Enhanced Content feature.
- [Share Enhanced Content](#) describes the far greater content and collaboration functionality provided by that feature.

## Share Basic Content

When you share content in Basic Content mode, the other attendees in the meeting see your screen as an additional video window. If you have multiple monitors, you can choose which one to share.


### To share content during a meeting:

- 1 In the RealPresence Web Suite Experience Portal, click **Content**.
- 2 Select the desktop monitor you want to share, and click **Share**.

The Content Sharing toolbar displays, as shown next.



### To stop sharing content:

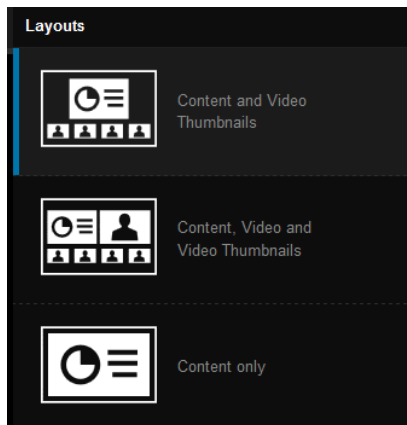
- » On the Content Sharing toolbar, click .

## Control the Layout in Basic Content Mode

When a participant is sharing content, the content appears as an additional video window on all attendees' screens except for the presenter's. The attendees receiving the content can choose which layout of the content and people they want to see.

## To control the layout of content and people that you see:

- 1 During a meeting with shared content, click **Layouts**.
- 2 Choose one of the content layouts, as shown next.



The layout you see changes to the one you selected.

## Share Enhanced Content

The optional Enhanced Content feature included in RealPresence Web Suite Pro uses the capabilities of HTML5 content sharing to provide 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.  
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.
- Endpoints with native HTML5 support can participate directly. Shared content is also available (as the equivalent of a screen share) to standards-based video endpoints, but attendees using those systems can't annotate or edit the content.



**Note: Enhanced Content ends if a standards-based video endpoint shares content**

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

For scheduled meetings, the meeting organizer and invited participants can upload documents to attach to the meeting in advance. For more information, see [Schedule Meetings](#).

**To share Enhanced Content during a meeting:**

- 1 In the RealPresence Web Suite Experience Portal, click **Content**.

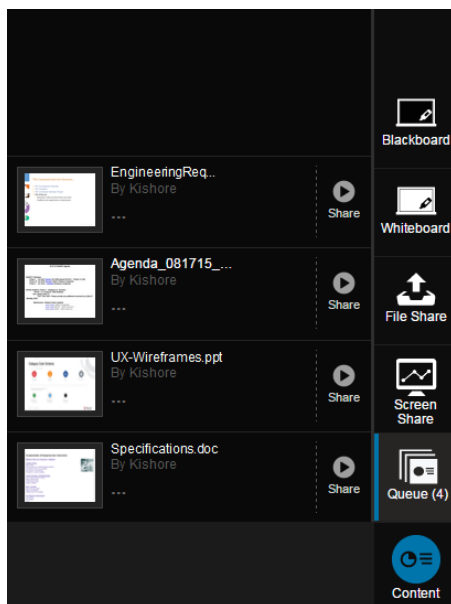
The Content Source panel appears on the right. If there are documents already attached to the meeting, **Queue** is selected, and the Content Queue panel displays thumbnails and information about the available content. Otherwise, the options available are: Screen Share, Documents, Whiteboard, and Blackboard.

- 2 To share your desktop or an application window, click **Screen Share** and select the monitor or application to share.

You can add multiple monitors or applications. The Content Queue shows a thumbnail of each one.

- 3 To upload files for sharing, click **File Share** and either drag and drop the files to the indicated area or click the link to browse to the files.

You can upload multiple files at a time. The Content Queue shows the upload progress for each file. Once uploading is complete, it shows a thumbnail of the file, as shown next.



- 4 To add a whiteboard or blackboard to the Content Queue, click its icon in the Content Source panel.

You can add multiple blackboards and whiteboards. The Content Queue shows a thumbnail of each. Click its name to rename it.

- 5 To share an item in the Content Queue, click the **Share** button.



You can share multiple items at a time. The shared items are highlighted in the Content Queue and move to the Stage. This is the area to the left of the Content Queue that's shared with others.

HTML5-capable attendees control locally their view of the Stage. They can choose which item to view by double-clicking its thumbnail or clicking its Maximize button.

For legacy endpoint attendees, the server-side connector transcodes the multiple HTML5 media streams to a single image (video stream), and they see the most active content (this is analogous to active talker selection for audio).

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

## Annotate Content

Using the toolbar to the left of the Stage, HTML5-capable attendees can draw, highlight, add text, and more (but not on shared monitors/applications or content from a legacy endpoint). Attendees' annotations are flagged with their names.

Click the pushpin at the bottom of the toolbar to pin or unpin (auto-hide) the toolbar. Hover over a toolbar item to see what it does. The drawing tools should be familiar to anyone who has worked with draw/paint applications. The best way to learn these is by experimenting. Other toolbar items include:



**Show/Hide Video** Click to show or hide the inset showing the people video for the meeting.



**Lock/Unlock Contents** Click to lock or unlock the Stage. This option is available to everyone with presentation rights, and the first presenter to click it locks out everyone else, preventing them from sharing content.



**Annotation Toolbar** Click to enable or disable the Annotation Tools. Within the Annotation toolbar are the following Annotation Tools:



**Pen** Turns your mouse pointer into a paintbrush, letting you write or draw on the shared content screen.



**Select** Hover over an object to highlight it and click to select it. With the object selected, you can move it, change the color or line weight, or clear it.



**Focus Pointer** Turns your mouse pointer into the electronic equivalent of a laser pointer, letting you point out things to others. On a shared item, hold down the left mouse button to display a pointer flagged with your name to the others in the conference.



**Shapes** Enables you to draw shapes on your content screen.



**Eraser** Unlike the eraser feature in paint programs, this tool erases an entire annotation object with one click. Hover over an object to highlight it and click to delete it.



**Color** Change the color of your annotations.



**Line Weight** Change the thickness of the annotation lines.



**Clear Annotation** Click to delete all annotations (yours and others') from the currently active content on the Stage.

## Save Annotations and Files

HTML5-capable attendees 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.

### To save an annotated image, whiteboard, or blackboard:

- 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 its thumbnail at the bottom of the Stage).

- 2 Click the **Download**  button and select **Screenshot**.

A PNG file of the item and its annotations is downloaded to your PC.

### To save an annotated image of a page from a document:

- 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 .

- 4 Click the **Download**  button and select **Screenshot**.

A PNG file of the current page and its annotations is downloaded to your PC.

### To save an unannotated copy of a full document:

- 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 .

- 4 Click the **Download**  button and select **File**.

A copy of the document is downloaded to your PC.

## Record a Meeting

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

Ask your system administrator about recording on your system.



### To record a meeting:

- » Click .

The button turns red to show that recording is in progress, and the notification bar displays the message *Recording started*.


### To stop recording a meeting:

- » Do one of the following:

- Click  to stop recording, but continue the meeting.
- Click  and end the meeting for all.

To obtain a copy of a recorded meeting, contact your IT or system administrator.

## Chat with Meeting Attendees

You can send chat messages to other attendees during a meeting, and all meeting attendees can view and participate in the chat while the meeting is in progress. When there are chat messages, the Details menu displays a chat notification .


### To send a chat message to the other attendees:

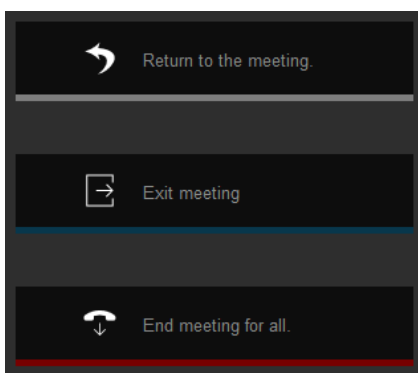
- 1 In the RealPresence Web Suite Experience Portal, click **Chat**.
- 2 In the chat box, type a message in the text field.
- 3 Press **Shift+Enter** to start a new line within the message.
- 4 Press **Enter** to send the message.

## End a Meeting

Depending on permission settings configured by your administrator, the chairperson may be the only person who can end a meeting for all (guests can never end a meeting). Participants and guests can leave a meeting. When a chairperson ends the meeting, all attendees are automatically signed out. When a chairperson, participant, or guest leaves the meeting, the meeting continues until another chairperson ends the meeting for all.

### To end a meeting:

- 1 Click .
- 2 Select one of the available options, as shown next:
  - Return to the meeting.
  - Exit the meeting.
  - End the meeting for all.



# Manage Meeting Participation

Attendees join meetings as a chairperson, a participant, or a guest. The type of attendee you connect as determines your level of permissions and participation in a meeting. For more information on each attendee type, see [Terminology Used in this Guide](#).

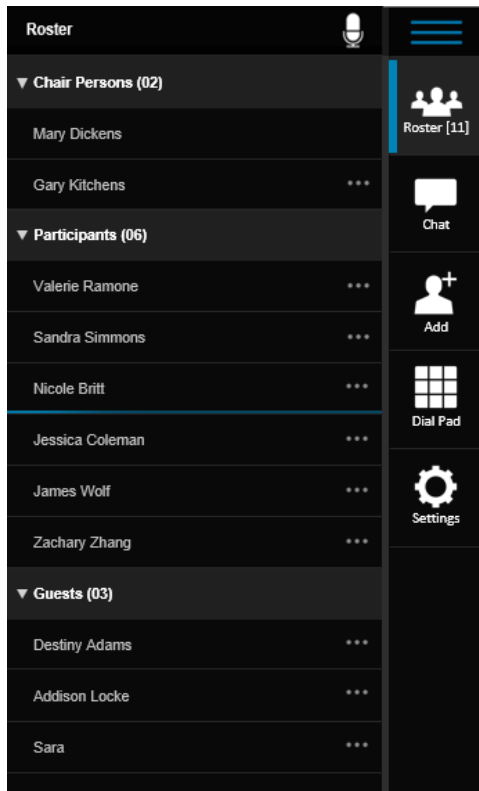
The Roster lists all conference chairpersons, participants, and guests. Depending on the permissions configured by your administrator, meeting attendees can use the Roster to manage the conference participants and guests. Contact your IT or system administrator if you have questions regarding the permissions settings for each attendee type in your RealPresence Web Suite system.

## Control the Meeting Roster

From the Roster, you can invite new participants, promote or demote participants, assign and approve requests for presentation rights, mute all or specific conference participants, and drop meeting attendees from the meeting.

The following figure shows the Roster with chairpersons, participants, and guests from the chairperson's view. The total number of attendees is shown on the Roster icon.

**Chairperson Roster view in the RealPresence Web Suite Experience Portal**

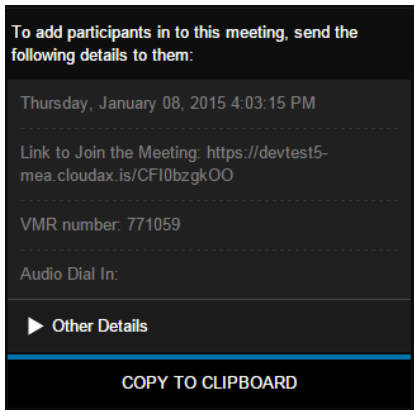


## Invite Attendees during Meetings

If enabled by your administrator, any meeting attendee (chairperson, participant, or guest) can invite people to join your video conference by e-mail.

### To invite participants to a live meeting:


- 1 Click Add to open the meeting details pane, as shown next.




- 2 Click **COPY TO CLIPBOARD**.
- 3 Create a new e-mail, paste the meeting details into the body of the e-mail, and send it to the persons you want to invite to the meeting.


Your contacts receive an e-mail that includes the time, date, link, and VMR information for the meeting.

## Mute Meeting Attendees


Chairpersons (and participants if enabled by your administrator) can mute all meeting attendees or individual attendees. When a chairperson mutes attendees, a message notifies them and the mute icon  is displayed in the Roster. Attendees muted by a chairperson cannot unmute themselves, and a chairperson cannot unmute attendees who muted themselves.


### To mute all meeting attendees:

- 1 Click **Roster**.
- 2 At the top of the Roster, click  and confirm you want to mute all attendees.

The mute icon  is displayed for all the attendees listed in the Roster.

### To mute individual attendees:


- 1 Click **Roster** and click an attendee.
- 2 Click .

The attendee is muted, and the mute icon  is displayed in the Roster.

## Drop Meeting Attendees

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


### To drop an attendee:

- 1 Click **Roster** and click an attendee.
- 2 Click  and confirm you want to drop the attendee.

## Promote or Demote Meeting Attendees

Chairpersons (and participants if enabled by your administrator) can either promote participants to chairpersons and guests to participants, or demote chairpersons to participants and participants to guests.

### To promote or demote meeting attendees:

- 1 Click **Roster** and click an attendee.
- 2 Click  and select **Chairperson**, **Participant**, or **Guest**.

The attendee is notified of his or her new role.

## Administer Presentation Rights


Chairpersons and participants automatically have presentation rights, and your administrator can enable guests to have automatic presentation rights as well. If guests are not enabled by the administrator, they must ask for presentation rights if they want to present content during a meeting. The chairperson (and participants if enabled by your administrator) can assign presentation rights to a guest by [promoting the guest](#).

Guests who want to present content during a meeting must ask for presentation rights, and a chairperson can approve or deny the requests.

## Assign Presentation Rights

Chairpersons (and participants if enabled by your administrator) can assign presentation rights to guests so that they can share desktop content during a meeting.

### To assign presentation rights to guests:

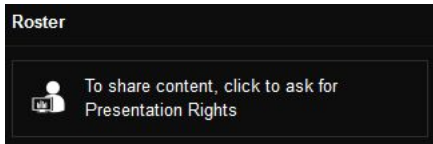
- 1 Click **Roster** and click a guest.
- 2 Click  and click **Chairperson** or **Participant**, depending on the role you want to assign to the guest.


## Request Presentation Rights

Meeting attendees must have presentation rights to share content. If you lack presentation rights and want to share content with other attendees, you need to request presentation rights from the chairperson (and participants if enabled by your administrator).


### To request presentation rights:

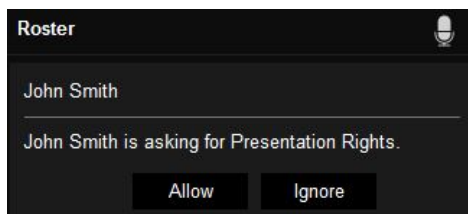
- » Click the **Roster** and click **To share content, click to ask for Presentation Rights**, as shown next.



A message at the top of the RealPresence Web Suite Experience Portal informs you if the request is approved or denied. If approved,  appears at the bottom right of your screen (see [Sharing Content](#)). If denied, you cannot ask for presentation rights again.

## Authorize Presentation Rights

Only chairpersons (and participants if enabled by your administrator) can receive and approve or deny requests for presentation rights. When a guest requests presentation rights, a message at the top of the RealPresence Web Suite Experience Portal informs you of the request. In addition, a Content Request icon  appears on the Details menu, and the request appears in the Roster, as shown next. You can allow or ignore (deny) the request.



### To authorize presentation rights:

- To allow presentation rights for an attendee, click **Roster** and in the request, click **Allow**.
- To deny presentation rights for an attendee, click **Roster** and in the request, click **Ignore**.

# Use Accessibility Features

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The following table lists accessibility features available for users in the RealPresence Web Suite Services and RealPresence Web Suite Experience Portals.

## Accessibility Features in the RealPresence Web Suite Services and RealPresence Web Suite Experience Portals

| <i>Accessibility Feature</i> | <i>Description</i>   |
|------------------------------|--|
| Enlarged text and images     | You can view enlarged text and images in both portals by using a screen magnifier or any other Assistive Technology available on your computer.  |
| Text icons and menu options  | Every menu option and icon in both portals include text that can be read by a screen reader. Text is also provided for all animations.   |
| High Contrast visibility     | You can view most screens in the RealPresence Web Suite Services Portal in High Contrast mode. The color contrast ratio for most text elements is 7.5:1 except for error alerts where the contrast ratio is 3.9:1. |
| Keyboard shortcuts           | You can perform major feature tasks in the both portals using the Tab, Enter, and arrow keys on the keyboard.  |
| Non-speech operations        | You can communicate with other meeting attendees in non-audio ways using video and instant messages.   |
| Amplified audio output       | Audio output during meetings is compatible with the use of hearing loop technology.  |
| Visual speaker indication    | An active speaker indicator displays in the Roster in the RealPresence Web Suite Experience Portal, and the name of meeting attendees display on the individuals' video display.                                   |



### **Web Info: View accessibility features available for your devices**

You can view additional accessibility features available for Windows and Apple computers and devices by visiting the manufacturer's website.



# Troubleshoot Issues

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This section provides troubleshooting procedures that can assist you with solving such typical conferencing problems as video, audio, and loading-screen errors. If you experience other problems or the information in this section does not solve your issue, contact your company's IT or system administrator.

## Joining a Meeting Using WebRTC

If your RealPresence Web Suite deployment uses WebRTC to connect video conferences, you will experience some differences from how you may have joined meetings in the past. When using WebRTC, you may experience the following:

- You do not need to install a plug-in to join meetings, but you will need to install the RealPresence Web Suite Chrome extension to share your screen.
- In some cases, you may not be able to connect to the meeting through WebRTC, and the system will offer you the option of installing a plug-in.
- You will have to grant permission to your browser to access your camera and mic.
- Setting your mic and camera preferences and permissions are done through the browser itself, not the RealPresence Web Suite Experience Portal interface. You do not have an audio or video settings menu or options when joining a meeting.
- You might start a call in Mesh Mode (three or fewer participants) and later transition to a call using an MCU bridge.

## Unable to Create Meetings

If you are unable to create meetings, have your administrator confirm the settings outlined in the Troubleshoot Issues section of the *Polycom RealPresence Web Suite Administrator Guide*.

## Unable to Launch the Welcome Screen

When you enter a meeting, the welcome screen shows video options (see [Configure Audio and Video Preferences](#)). If you are unable to launch the welcome screen after creating a meeting, have your administrator confirm the settings outlined in the Troubleshoot Issues section of the *Polycom RealPresence Web Suite Administrator Guide*.

## Unable to Add an Active Directory User

If you are unable to add an Active Directory user, have your administrator confirm the settings outlined in the Troubleshoot Issues section of the *Polycom RealPresence Web Suite Administrator Guide*.

## Unable to Host or Join Meetings

If you see the error message "Video resources are not available" when you try to host or join a meeting, contact your administrator.

## Unable to Send E-mail Notifications

If you are unable to send e-mail notifications, have your administrator confirm the settings outlined in the Troubleshoot Issues section of the *Polycom RealPresence Web Suite Administrator Guide*.

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### Receiving “Unable to Create a Conference with a Personal VMR” Message

If you receive the “Unable to Create a Conference with a Personal VMR” message, have your administrator confirm the settings outlined in the Troubleshoot Issues section of the *Polycom RealPresence Web Suite Administrator Guide*.

### Receiving “External Server Not Set” Message

If you receive the “External Server Not Set” message after clicking **Meet Now**, have your administrator confirm the settings outlined in the Troubleshoot Issues section of the *Polycom RealPresence Web Suite Administrator Guide*.

### Receiving a Blue Video Screen

If a blue video screen replaces your video stream, your camera is being used by another application. To correct this problem, close the other application that is using the camera, and re-enter the meeting.

### Login Fields Do Not Display

If the Username and Password fields do not display in the Welcome screen, be sure JavaScript is running on your computer.

### Experiencing Issues with Internet Explorer

If scheduled meetings are not displayed in the Calendar or newly created contacts are not displayed in Contacts in Internet Explorer, press **F12**, select **Cache**, and select **Always Refresh from Server**.

### Seeing the Camera Silhouette Image for your Self-View

Seeing this silhouette may indicate that another application is using the camera. Close the application using the camera and try again.

### Forgot Password and Change Password Requests

Contact your company’s IT or system administrator if you have forgotten your password or want to change it.

### Experiencing Echoes While a Meeting is in Progress

This issue is typically caused by a high volume setting. Try setting the speaker volume to 50 percent for all participants in the conference.

### Experiencing Low Audio from a Participant

You may experience low audio when the participant with low volume first joins the meeting. It is usually caused by the participant’s low microphone volume. The participant should increase the microphone gain/boost level.

#### To increase the microphone gain/boost level:

- 1 Click **Start > Control Panel > Hardware and Sound > Sound**.
- 2 Click the **Recording** tab and double-click the selected microphone.
- 3 Click the **Levels** tab.
- 4 Increase the **Microphone Boost** and the **Microphone Level**.
- 5 Click **OK** until all screens are closed.

## Resolving Miscellaneous Audio Issues

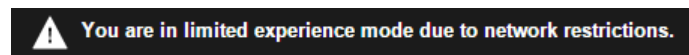
Starting with Windows Vista, Microsoft introduced a process to perform audio enhancements. Depending on the enabled enhancements, this process can use a significant amount of CPU and cause a drop in call quality. Polycom includes all of the required enhancements in the audio library. Disabling this process and using the Polycom-included enhancements may resolve audio issues.

### To disable Windows audio enhancements in Windows 7:

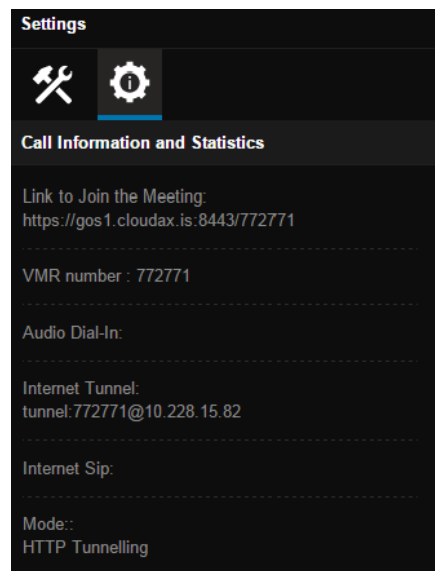
- 1 Right-click the speaker icon in the notification area of the taskbar.
- 2 Select **Playback Devices**.  
The available devices are listed on the screen.
- 3 Double-click the device with a green checkmark.
- 4 Click the **Enhancements** tab.
- 5 Select the **Disable all enhancements** check box.
- 6 Click **OK** to save your changes and close the window.

### A Message Says You Are in “limited experience mode”

In a restrictive firewall environment, you can may join a video conference in “Limited Experience Mode”. If your call joins in Limited Experience Mode, the following message at the top of the RealPresence Web Suite Experience Portal informs you of that.

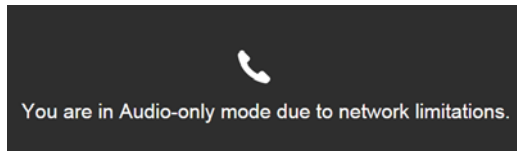


On the Meeting page, the call information indicates that Mode is HTTP Tunneling, as shown next.



Participating in a meeting in Limited Experience Mode can also affect the quality of the meeting experience; video quality might be affected by higher latency and lower bitrate when connecting.

If poor network conditions persist, your call may be dropped to audio-only mode. If so, the following message is displayed on the screen.

**To adjust your audio or video quality in Limited Experience Mode:**

If you experience problems joining a meeting from a slow network, you can try the following:

- 1 End the meeting and log out of the RealPresence Web Suite Experience Portal.
- 2 On the login screen, click **Settings**, and slide the **Call Quality** settings to **Low** or **Audio only**.  
For more information, see [Set Audio and Video Preferences before Meetings](#).