USER GUIDE

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Polycom® RealPresence® Web Suite

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About This Guide

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

RealPresence Web Suite enables you to schedule and join meetings, participate in web video conferencing meetings, and share content with meeting attendees. Depending on your organization policy, you can also invite social media contacts to join the meetings.

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 portal 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 and video settings, and meeting control 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. A guest attendee receives audio and video and has limited permissions for other meeting functions.

Chairperson The in-meeting role with the greatest level of privileges. A chairperson attendee controls the meeting and has full privileges, including the ability to share content, assign content sharing 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. A participant attendee 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 using a web browser or another type of software or hardware endpoint and displays each attendee role (chairperson, participant, or guest).

Content Documents, graphics, Whiteboards, blackboards, or videos that are shared with other meeting attendees.

Extension A computer program that extends the functionality of a web browser in some manner.

Plug-in A software component that adds a specific feature to an existing software application, such as a web browser.

System Requirements

Because the RealPresence Web Suite connects to video conferences through web browsers on a computer or mobile device, you should consult with your company 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** at 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.

Getting Started

Your RealPresence Web Suite deployment includes two web portals: the RealPresence Web Suite Services Portal and the RealPresence Web Suite Experience Portal.

In the RealPresence Web Suite Services Portal, you can perform the following tasks:

- Manage calendar and contacts
- Schedule meetings
- Join meetings

In the RealPresence Web Suite Experience Portal, you can perform the following tasks:

- Join meetings
- Record meetings
- Control the meeting roster
- Share content and use collaboration tools

Your company's RealPresence Web Suite system has a set of URLs that you use to connect to the portals. Contact your company IT or system administrator to get the URLs you need for your system deployment.

This section includes the following topics:

- Accessing the Portals
- Updating Your Personal Profile
- Downloading and Installing Meeting Software

Accessing the Portals

Depending on how your organization deploys RealPresence Web Suite, there are different options for accessing the web portals. You can access the portals using one of the following methods:

- Company Enterprise Directory credentials
- Dedicated RealPresence Web Suite account user name and password
- Automatic login through your company deployment (no credentials needed)
- Guest login using your name and email address (when joining meetings only)

Contact your company IT or system administrator to find out which method you need to use to log in.

Log In Using a User Name and Password

If your system deployment is set up to use Enterprise Directory or a dedicated RealPresence Web Suite account, you log in to either portal using those login credentials.

To log in using a user name and password:

1 Enter the portal URL into your web browser.
2 On the portal login page, enter your user name and password.
3 Enable the **Remember me** check box if you do not want to log in each time (optional).
4 Enter the portal by doing one of the following:
   - For the RealPresence Web Suite Services Portal, click **LOGIN**.
   - For the RealPresence Web Suite Experience Portal, click **Join the Meeting**.

Log In as a Guest

If you do not have a user name and password and your company does not use an automatic login, you can log in and join a meeting as a guest.

To join a meeting as a guest:

1 Enter the RealPresence Web Suite Experience Portal into your web browser.
2 On the portal login page, toggle the **Join as a guest** option and enter your name and email address.
3 Click **Join the Meeting**.

Updating Your Personal Profile

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

If your RealPresence Web Suite system uses Enterprise 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 Enterprise 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, edit the information under **Personal settings**.
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**.

Downloading and Installing Meeting Software

To join most meetings in the RealPresence Web Suite Experience Portal, you will need to download and install a software plug-in for your browser to connect. You may also need to install a software extension if you connect with the Google Chrome browser. The plug-in and extension requirements can differ based on your specific deployment and which web browser you use to connect to meetings.

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

- If you have a pop-up blocker or other security features enabled in your browser, you may need to allow the browser to accept the plug-in or extension before you can download or install it.

- You may need to refresh your browser and rejoin the meeting for the software changes to take effect.
- If you already have the plug-in or extension 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, refer to your browser help documentation or contact your company IT or system administrator.

Install the Plug-in

For most meetings, you must install a plug-in to enable audio and video for your video conference. You are automatically prompted to download and install the plug-in (if needed) when you first attempt to join a meeting or if the software version in your deployment has changed.

To download and install the RealPresence Plug-in:

» Install the plug-in by following the on-screen prompts using the standard installation process for your browser.

Install the Extension

If you are using the Google Chrome web browser, you may need the Polycom® RealPresence® Extension to enable audio and video for your video conference or to allow other meeting attendees to view your screen when sharing content.

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.

To install the RealPresence Web Suite extension:

» Click **Add** to download and install the RealPresence Web Suite extension from the Chrome Web Store when prompted by the on-screen instructions.

Managing Contacts

The RealPresence Web Suite Services Portal address book keeps all your meeting contacts together in one location for easy access. From the address book, you can manage contacts manually, from your corporate or enterprise directory, or from social media accounts.

This section includes the following topics:

- Add a Contact Using Enterprise Directory
- Add a Contact Manually
- Edit a Contact
- Delete a Contact
- Set Up Social Media Contacts

Add a Contact Using Enterprise Directory

You can add contacts to your contacts list from your company Enterprise Directory. Anyone you invite to a meeting is automatically added to your contact list.

To add a contact from your company Enterprise Directory to your contacts list:

1 From the **Open** menu panel, click **Contacts > Set Up**.

2 On the **Contacts Management** page, click **From Enterprise Directory**.

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.

Add a Contact Manually

You can add contacts to your contacts list by adding their information manually. Anyone you invite to a meeting is automatically added to your contact list.

To add a contact manually to your contact list:

1 From the **Open** menu panel, click **Contacts > Set Up**.

2 On the **Contacts Management** page, click **Create New** and complete the required fields.

3 Click **Add**.

Edit a Contact

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

To edit a contact:

1. From the Open Menu panel, click **Contacts > Set Up**.
2. On the **Contacts Management** page, select 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. From the **Open** menu panel, click **Contacts > Set Up**.
2. On the **Contacts Management** page, select the contact you want to delete and click ✖ .
3. In the **Delete saved contact?** dialog box, click **Delete**.

Set Up Social Media 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. Do one of the following:
   - On the RealPresence Web Suite Services Portal home page, under **Contacts**, click , if available.
   - From the **Open** menu panel in the RealPresence Web Suite Services Portal, click **Contacts**.
2. Sign in to your user account and allow RealPresence Web Suite to access your profile information.
3. Follow any additional application prompts.
4. After setting up social contacts, you can view your Google+ contacts in the RealPresence Web Suite Services Portal and schedule meetings with them. If your Google+ contacts do not appear, contact your IT or system administrator.

Scheduling Meetings

To schedule meetings, you must have a user or administrator account on the RealPresence Web Suite Services Portal.

This section includes the following topics:

- Meeting Passcodes
- Uploading Documents to Meeting Invitations
- Schedule a Meeting
- Viewing Scheduled Meetings
- Edit a Scheduled Meeting
- Cancel a Scheduled Meeting

Meeting Passcodes

When you schedule a meeting, you have the option to set passcodes to control who can enter or manage the meeting.

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 for them to join the meeting.

Chairperson passcode Enables an attendee to control a meeting by managing content sharing permissions, muting attendees, or ending a meeting.

Uploading Documents to Meeting Invitations

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. You can also upload or delete documents later by editing the meeting. Participants can only delete the documents they upload, although the Host can delete any document of the participants before the meeting begins.

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.

During your meeting, these documents are available for attendees to view and, with the right device capabilities, annotate. Only attendees using a HTML5-capable browser, such as a Google Chrome, Mozilla Firefox, Apple Safari, or Microsoft Internet Explorer (version 11 and above) can utilize Enhanced Content.

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. For security reasons, all uploaded documents are deleted once the meeting ends.

Schedule a Meeting

To schedule a meeting, 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 email 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 email addresses, Enterprise 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 are in different time zones, click **Add Time Zones** and choose a time zone to check the meeting time in that time zone.
3. Optionally, upload documents associated with the meeting by doing one of the following:
    - Drag and drop the files to the indicated area.
    - Click the link to browse to the files.
4. Select any of the following optional **Meeting options**:
    - Click **Use Personal VMR** and select a personal VMR number from the drop-down menu.

      If you do not have a VMR number listed or need to add a new number, you can add one by doing the following:

      1. Select **Add New** from the VMR number drop-down menu.
      2. Enter the new VMR number in the field provided.
      3. Optionally, add a VMR passcode if needed.
    - 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 organizational domain can enter the meeting.
    - Click **Allow participants to upload documents** to let any participant attach documents.

5 Click **Schedule**.

The attendees you invited receive email 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.

If you choose to use a meeting or chairperson passcode, the passcode is not included in the meeting invite. Send the passcode to the participants offline.

Viewing Scheduled Meetings

You can view and sort your scheduled meetings from the RealPresence Web Suite Services Portal home page or from the Calendar.

View a Scheduled Meeting on the Home Page

The RealPresence Web Suite Services Portal home page displays meetings for the week and upcoming meetings that you scheduled.

To view your scheduled meetings on the portal home page:

» Log in to the RealPresence Web Suite Services Portal.

The **Calendar** section of the home page shows your recently scheduled and upcoming meetings.

View a Scheduled Meeting in the Calendar

In the Calendar, you can view meetings scheduled for the day, week, or month.

To view your scheduled meetings in the Calendar:

1 From the **Open Menu** panel 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.

3 In the Meetings Calendar page, enable the **Show Only the Meetings Scheduled By Me** check box to display the meetings scheduled by you.

Edit a Scheduled Meeting

When you edit a meeting, all the invited attendees receive an email notifying them of the change. You can edit only upcoming meetings that you scheduled, and you cannot edit a meeting within five minutes of the meeting start time.

To edit a scheduled meeting:

1 From the Open Menu panel in the RealPresence Web Suite Services Portal, click **CALENDAR**.

2 Click next to the meeting you want to edit.

3 On the **Schedule Meeting** page, edit the meeting information.

4 Optionally, upload or delete documents and change meeting options.

5 Click **Update**.

Each invited attendee receives an updated meeting invitation email with the new meeting details.

Cancel a Scheduled Meeting

When you cancel a meeting, all the invited attendees receive an email notifying them that the meeting has been canceled and any documents attached to the meeting are deleted. You can cancel only upcoming meetings that you scheduled, and you cannot cancel a meeting within five minutes of the meeting start time.

To cancel a scheduled meeting:

1 From the Open Menu panel in the RealPresence Web Suite Services Portal, click **CALENDAR**.

2 Click ✖ next to the meeting you want to cancel.

3 Click **OK**.

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

Joining Meetings

After a host schedules a meeting, each attendee receives an email invitation containing a URL link to the meeting. Attendees can join meetings from the RealPresence Web Suite Services Portal from the link in their meeting invitation or from the RealPresence Web Suite Experience Portal. You can join a scheduled meeting up to five minutes before its start time.

The meeting host automatically becomes the meeting chairperson upon joining the meeting. Depending on the settings used in your deployment, some meetings may require the chairperson to join before the session can start. Until then, attendees cannot see or interact with each other.

This section includes the following topics:

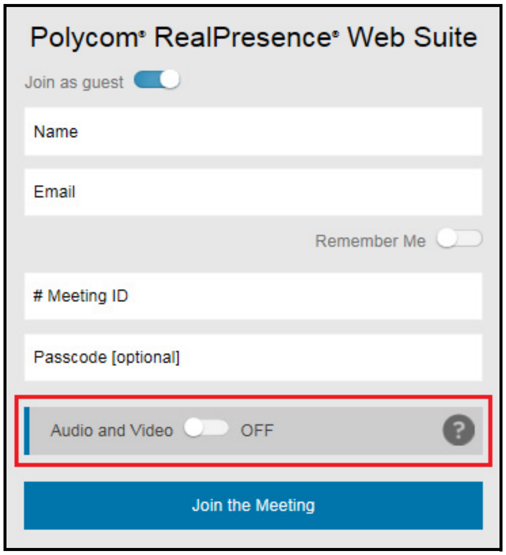
- Joining Meetings for Collaboration Only
- Joining Meetings from Outside a Firewall
- Joining Ad Hoc Meetings
- Join a Meeting Using a VMR
- Join a Meeting from the Calendar
- Join a Meeting from a Web URL
- Join a Meeting from a Mobile Device
- End a Meeting

Joining Meetings for Collaboration Only

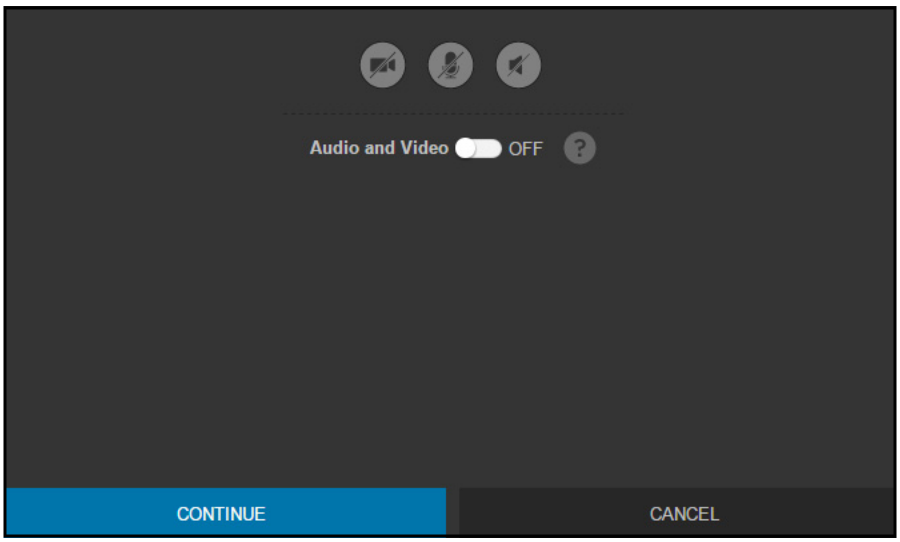
You have the option to join meetings without audio and video, with only access to Roster, Chat, and possibly content in the meeting. Content is available if the meeting and your client are enabled for Enhanced Content but is unavailable otherwise. You might use this option for a second device, such as a phone or tablet.

Collaboration-only meetings are set up by toggling the **Audio and Video** setting to **OFF** on the RealPresence Web Suite Experience Portal login screen or the audio and video preview screen.

RealPresence Web Suite Experience Portal login screen with Audio and Video off



RealPresence Web Suite Experience Portal audio and video preview screen with Audio and Video off



Joining Meetings from Outside a Firewall

If the meeting you are joining is behind a firewall, you may be prompted to enter proxy credentials to connect to the meeting. Contact your company IT or system administrator to get the correct credentials for your network, computer, or browser.

Joining Ad Hoc Meetings

If you start an ad hoc meeting directly from the RealPresence Web Suite Services Portal, the portal launches a meeting in your web browser where you can invite contacts and interact with other meeting attendees.

Start an Ad Hoc Meeting

Starting an ad hoc meeting directly from the RealPresence Web Suite Services Portal is similar to scheduling a meeting. The only difference is you connect directly to the meeting after you send the meeting invitation to other attendees.

To start an ad hoc meeting:

1 Access the **Meet Now** page using one of the following options:
   - ➢ On the RealPresence Web Suite Services Portal home page, click **Meet Now**.
   - ➢ From the Open Menu panel in the RealPresence Web Suite Services Portal, click **Meet Now**.

2 Complete the following fields:
   - ➢ In the **To** field, enter valid email addresses, Enterprise Directory contacts user names, or user names of social media 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 organizational domain can join the meeting.

4 Click **Start** to start the meeting.

   At this time, the attendees you invited receive email notifications that include a link to the meeting. When they click the link, they are directed to the online meeting room.

5 Configure your audio and video preferences and click **Continue** to join the meeting.

If you choose to use a meeting or chairperson passcode, the passcode is not included in the meeting invite. Send the passcode to the participants offline.

Start a Meeting from Your Contacts List

You can also start an ad hoc meeting directly from your Contacts list in the RealPresence Web Suite Services Portal.

To start a meeting with a contact from the Contacts list:

1 In the RealPresence Web Suite Services Portal, click **Contacts**.

2 Locate your contact, and click .

3 On the **Meet Now** page, complete the following fields:

- In the **To** field, enter valid email addresses, Enterprise Directory contacts user names, or user names of social media contacts for other people you wish to invite.
- Type a **Subject** for the meeting.
- Type or paste a meeting agenda in the **Agenda** field.

4 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 organizational domain can join the meeting.

5 Click **Start** to start the meeting.

At this time, the attendees you invited receive email notifications that include a link to the meeting. When they click the link, they are directed to the online meeting room.

6 Configure your audio and video preferences, and click **Continue** to join the meeting.

If you choose to use a meeting or chairperson passcode, the passcode is not included in the meeting invite. Send the passcode to the participants offline.

Join a Meeting Using a VMR

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 using a VMR number:

1 Access the **Join Meeting** page using one of the following options:

- On the RealPresence Web Suite Services Portal home page, click **Join Meeting**.
- From the Open Menu panel in the RealPresence Web Suite Services Portal, click **JOIN MEETING**.

2 Enter the **VMR** and **Passcode** (if applicable) provided in the meeting invitation, and click **Start**.

3 Configure your audio and video preferences, and click **Continue** to join the meeting.

Join a Meeting from the Calendar

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

To join a meeting from your Calendar:

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

The Meeting Details dialog opens and provides you with your meeting information.

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

3 Configure your audio and video preferences, and click **Continue** to join the meeting.

Join a Meeting from a Web URL

If you are not logged in to the RealPresence Web Suite Services Portal, you can join a meeting using a web URL from a chat message, calendar invitation, or email 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 In the login section, do one of the following:

- Enter your login credentials (if required).
- Toggle the **Join as a guest** option and enter your name and email address.

3 If the VMR number is not listed, enter the VMR for your meeting. If you do not know the VMR number for your meeting, contact the meeting host.

4 Enter the meeting passcode (if applicable).

5 Toggle the **Audio and Video** setting to enter the meeting with full audio and video capabilities or to join the meeting with collaboration only.

6 Click **Join the Meeting**.

If you choose to join the meeting with collaboration only, you connect directly to the meeting.

7 Configure your audio and video preferences, and click **Continue** to join the meeting.

Join a Meeting from a Mobile Device

If you are joining a meeting from a tablet or smartphone, you connect to the meeting through RealPresence Mobile. See the RealPresence Mobile Support page for information about using RealPresence Mobile.

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 login credentials (if required).
- Toggle the **Join as a guest** option and enter your name and email address.

3 Enter the meeting passcode (if applicable).

4 Toggle the **Audio and Video** setting to enter the meeting with full audio and video capabilities or to join the meeting with collaboration only.

5 Tap **Join the Meeting**.

A notification informs you that you can join the meeting using RealPresence Mobile.

6 Launch the RealPresence Mobile application.

- If you already have the RealPresence Mobile application installed, tap **Launch the application**.
- If you do not have the application installed, install it from the App Store or Google Play store. The application launches automatically after installation.

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

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.

To end a meeting:

1 Click  at the bottom of your screen.

2 Select one of the available options:

- **Return to the meeting**
- **Exit meeting**
- **End meeting for all**

Audio and Video Preferences

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

This section includes the following topics:

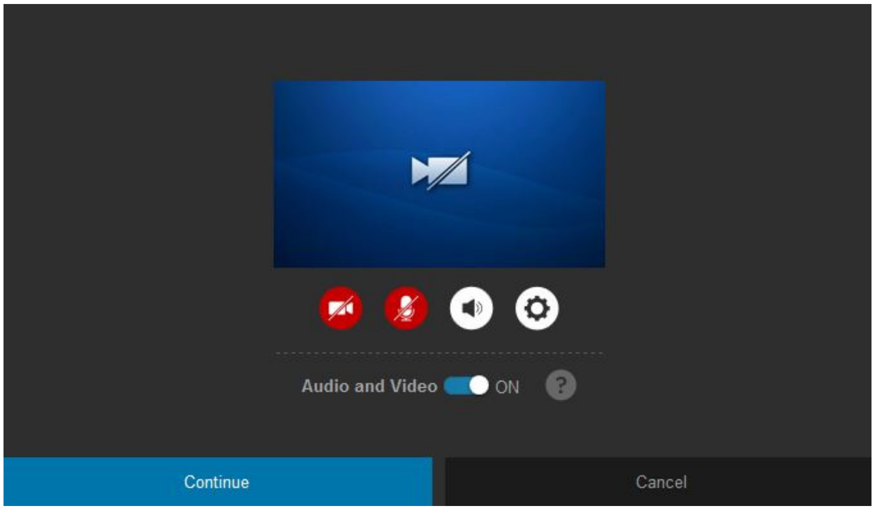
- Selecting Audio and Video Components
- Mute or Unmute Your Microphone
- Mute or Unmute Your Speaker
- Mute or Unmute Your Video
- Show or Hide Self-view
- Show or Hide the Meeting Video
- Using Zoom

Selecting Audio and Video Components

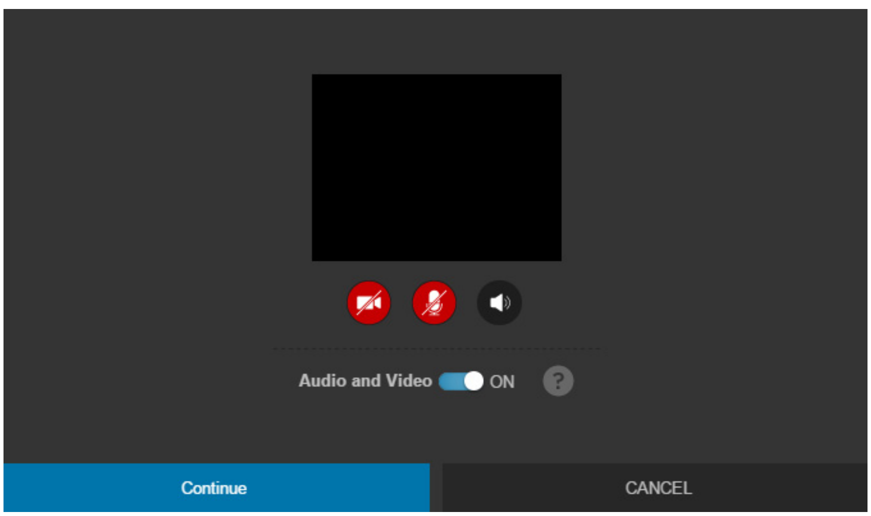
How you select your audio and video components depends on whether your RealPresence Web Suite system uses a plug-in or not to connect to meetings. You can configure the settings for plug-in-based meetings in the portal user interface, but if your deployment does not require a plug-in, you must configure audio and video in the browser settings directly.

You can determine that your meeting connects with a plug-in if you see the icon on the audio and video settings screen.

Audio and video preview screen for a plug-in-based meeting



Audio and video preview screen for a meeting that connects without a plug-in

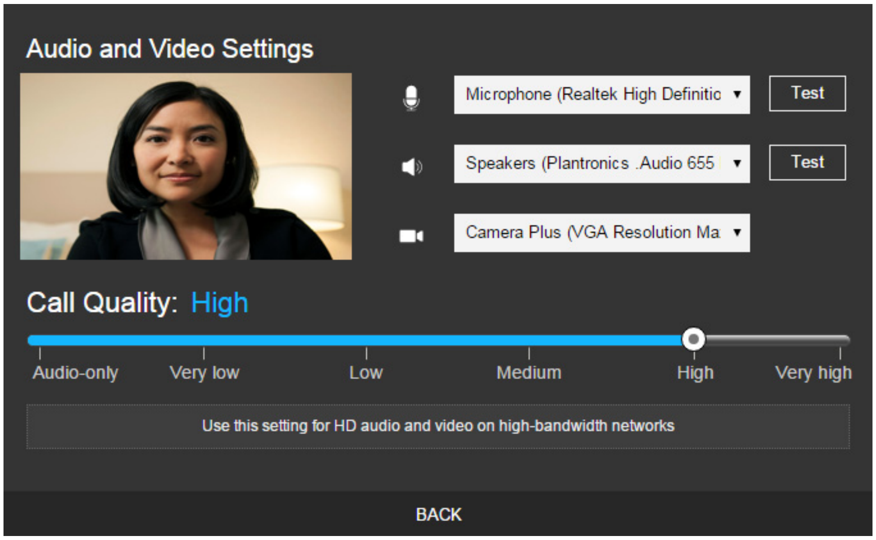


Configure Preferences for a Plug-in-based Meeting Before Joining

You can select the audio and video components for plug-in-based meetings before you join a meeting.

To select audio and video preferences before joining a meeting:

1. Click on the audio and video preview screen.
2. On the **Audio and Video Settings** screen, choose your **Microphone**, **Speaker**, and **Camera** components.



3 Use the **Test** buttons to ensure that your microphone and speaker are working.

4 Move the **Call Quality** slider between **Audio Only** and **Very High** to change how well the video displays during your meeting (if at all). This setting affects the amount of bandwidth you consume.

5 Click **Back**.

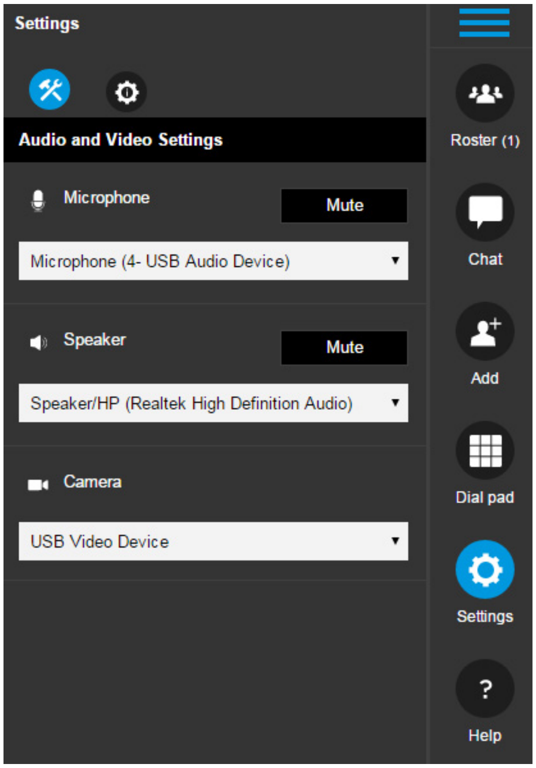
Configure Preferences for a Plug-in-based Meeting During a Meeting

You can select the audio and video components for plug-in-based meetings during the meeting.

To select audio and video preferences during a meeting:

1 Click **Settings** in the meeting menu on the right side of the screen.

2 In the **Audio and Video Settings** detail pane, choose your **Microphone**, **Speaker**, and **Camera** components.



3 Click **Settings** again to close the detail pane.

Configure Audio and Video for a non Plug-in Meeting

If your RealPresence Web Suite system does not use a plug-in to connect to meetings, you must configure your audio and video settings in the browser controls and not in the RealPresence Web Suite Experience Portal interface. You should configure these options before you join the meeting so you don't lose connectivity.

Currently, only Google Chrome supports meetings that connect without a plug-in.

To select audio and video preferences for meetings that connect without a plug-in:

1 Click the camera icon on the right side of your browser 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 help documentation or your company 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.

Mute or Unmute Your Microphone

You can mute your microphone before you enter a meeting or during a meeting.

To mute or unmute your microphone:

» Click or in the following locations:

- The audio and video preview screen
- The **Audio and Video Settings** screen
- The bottom of your meeting window
- On the toolbar at the top of your meeting window

Mute or Unmute Your Speaker

You can mute your speaker before you enter a meeting or during a meeting.

To mute or unmute your speaker:

» Click or in the following locations:

- The audio and video preview screen
- The **Audio and Video Settings** screen
- The bottom of your meeting window

Mute or Unmute Your Video

When you mute your video or join a meeting without a camera, your video stream is replaced with a privacy placeholder. Depending on your system deployment, your video stream may display as a black box.

To mute or unmute your video:

» Click or in the following locations:

- The audio and video preview screen
- The **Audio and Video Settings** screen
- The bottom of your meeting window

Show or Hide Self-view

You can show or hide your own video stream in the meeting window during a meeting. Showing or hiding your video does not mute your video stream to other participants.

To display or hide your video stream:

» Click or at the bottom of your meeting window.

Show or Hide the Meeting Video

You can show or hide the video stream in the meeting window during a meeting.

To show or hide the meeting video:

» Click **Show/Hide Video**  on the left toolbar to show or hide the inset showing the people video stream for the meeting.

Using Zoom

How a meeting displays is dependent on how your administrator has configured RealPresence Web Suite. For meetings where participants are displayed in separate video panes, you can double-click to zoom in or zoom out.

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

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

This section includes the following topics:

- Record a Meeting
- Retrieving Your Recorded Meeting

Record a Meeting

If you have the correct permissions, you can record a meeting directly from the RealPresence Web Suite Experience Portal.

To record a meeting:

1. Click at the bottom of your screen.

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

2. To stop recording, do one of the following:
   - Click to stop recording but continue the meeting.
   - Click to end the meeting for all.

Retrieving Your Recorded Meeting

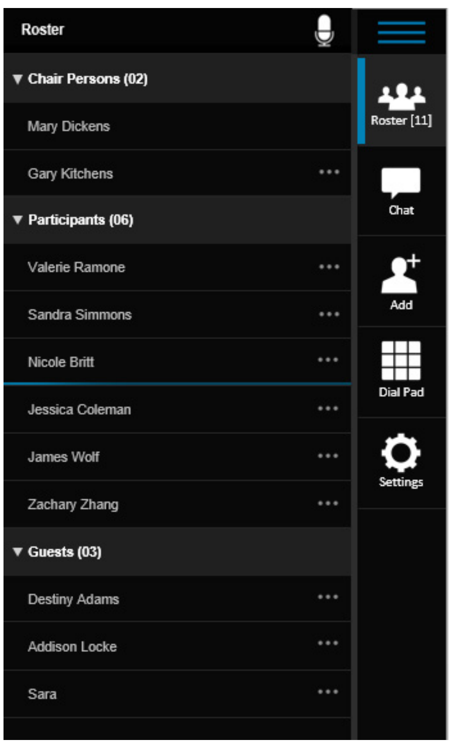
Depending on the recording system your RealPresence Web Suite deployment uses, you may receive an email notification with a link to your recorded meeting. If you do not receive notification that your meeting recording is ready for viewing, contact your company IT or system administrator for more information.

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.

For information on changing attendee roles through the Roster for content sharing, see Content Sharing Permissions

Roster view



This section includes the following topics:

- Chat with Meeting Attendees
- Invite Attendees during Meetings
- Muting Meeting Attendees
- Drop a Meeting Attendee

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. 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.

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 email.

To invite participants to a meeting:

1. Click **Add** to open the meeting details pane.
2. Click **COPY TO CLIPBOARD**.
3. Create a new email, paste the meeting details into the body of the email, and send it to the persons you want to invite to the meeting.

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

Muting Meeting Attendees

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

Mute All Meeting Attendees

Chairpersons (and participants if enabled by your administrator) can mute all meeting attendees at one time.

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.

Mute Individual Meeting Attendees

Chairpersons (and participants if enabled by your administrator) can choose to mute and unmute individual attendees during meetings.

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 a Meeting Attendee

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

To drop an attendee from the meeting:

1. Click **Roster** and click the name of the attendee.
2. Click Hang up to confirm you want to drop the attendee.

Sharing Content

To enhance the collaboration experience, you can share documents, presentations, and other content with the meeting attendees.

The content-sharing capabilities available to you depend on what options your organization has enabled for content sharing and if you are using a supported browser or device to connect to the meeting.

This section includes the following topics:

- Content Sharing Permissions
- Shared Content Queue
- Share Your Screen
- Share Files
- Use the Whiteboard
- Use the Blackboard
- Stop Sharing Content
- Control the Content Layout
- Annotating Content
- Saving Annotations and Files

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 to share content, and a chairperson (or participant if enabled by your administrator) can approve or deny the requests. The chairperson can also change the guest attendee role to enable content sharing.

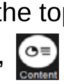
Request to Share Content

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).

To request content sharing permissions:

» Click **Roster** and click **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 content sharing permissions again.

Approve Content Sharing Requests

Chairpersons (and participants if enabled by your administrator) can approve content sharing requests from guests without changing the attendee meeting role.

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.

To approve content sharing permissions:

1 Click **Roster**.

2 In the request, click **Approve**.

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 for an attendee, then the attendee cannot request the permissions 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.

To deny content sharing permissions:

1 Click **Roster**.

2 In the request, click **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.

To assign content sharing permissions to guests:

1 Click **Roster**.

2 Select the name of a guest and click **Change Status**.

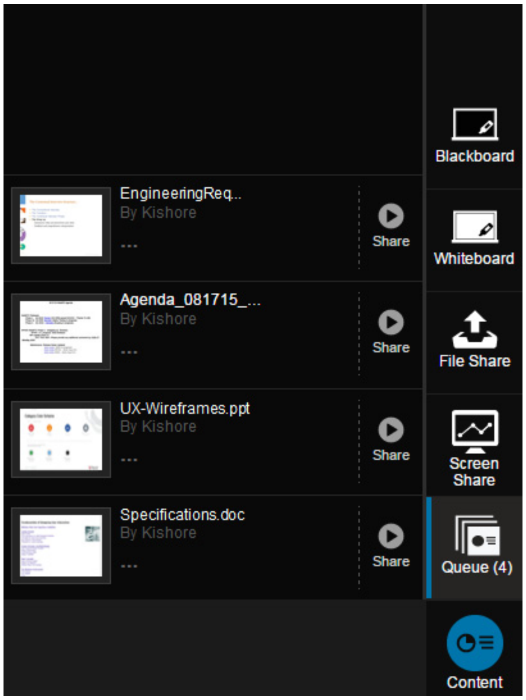
3 Click **Chairperson** or **Participant** depending on the role you want to assign to the guest.

The attendee is notified of the new role and can now share content.

Shared Content Queue

You can view the shared monitors, applications, files, whiteboards, and blackboards in the shared content Queue panel, which displays thumbnails and information about the available content. You can share up to six multiple streams of content simultaneously.

Shared Content Queue



Share Content from the Queue

All content sharing is initiated from the Queue. Here you can view preloaded content as well as select specific content to share.

To enable content sharing from the Queue:

1 Click **Content** in the lower-right corner. If there are documents already attached to the meeting, **Queue** is selected.

2 Click the **Share** button for the file you want to share.

The shared item moves to the stage (the area to the left of the Queue that is shared with others).

View a Specific Content Source

When you have multiple files being shared simultaneously, you can switch between them in the main content sharing stage.

To view a specific content source or switch between files:

» Choose a shared content item to view by doing one of the following:

- Double-click the thumbnail of the item in the Content Queue.
- Click the Maximize button of the file on the stage.
- If the document is minimized at the bottom of the stage, double-click the thumbnail to maximize it.

Share Your Screen

Screen sharing is a way to show content without pointing to a specific application, image, whiteboard, or blackboard. With screen sharing, a copy of your desktop is broadcast to everyone in the meeting.

To share your screen:

1 Click **Content**.

2 Choose one of the following options:

- ➢ Select the desktop monitor you want to share and click **Share**.

  The Content Sharing toolbar appears at the top of your screen.

- ➢ Click **Screen Share** to share your desktop or an application window.

Share Files

You can share supported files directly with the meeting attendees. This option may not be available to you depending on your company's licensing preferences.

Supported file 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)

To share files:

» Click **File Share** to upload files for sharing by doing one of the following:

- ➢ Drag and drop the files to the indicated area.
- ➢ Click the link to browse to the files.

Use the Whiteboard

The whiteboard allows meeting attendees to draw or write on a shared space. This option may not be available to you depending on your company's licensing preferences.

To use the whiteboard:

» Click **Whiteboard** to add a whiteboard to the content Queue.

Use the Blackboard

The blackboard allows meeting attendees to draw or write on a shared space. This option may not be available to you depending on your company's licensing preferences.

To use the blackboard:

» Click **Blackboard** to add a blackboard to the content Queue.

Stop Sharing Content

You can stop sharing all content, your screen, or individual files from the content Queue or from the main meeting window.

To stop sharing content:

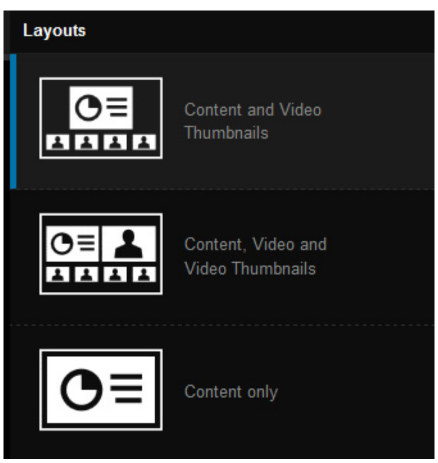
» Click ■ on your screen or file.

Control the Content Layout

In some cases, shared content appears as an additional video window on all attendee screens except for the presenter. The attendees can choose the layout of the content and the people they want to view.

To control the video and content layout:

1 Click **Layouts**.
2 Choose one of the available content and video stream layouts.



Your meeting screen changes to the layout you selected.

Annotating Content

Using the toolbar to the left of the stage, attendees can draw, highlight, and add text to shared documents, images, whiteboards, and blackboards. The attendee annotations are flagged with their names. This option may not be available to you depending on your company's licensing preferences.

Launch the Annotation Toolbar

You can launch the Annotation toolbar to draw, highlight, and add text to the shared documents and images.

To launch the annotation toolbar:

1 Click to expand or hide the Annotation Toolbar.
2 Click the pushpin at the bottom of the toolbar to pin or unpin (auto-hide) the toolbar.

Write or Draw on Shared Content

This tool turns your mouse pointer into a pen to write or draw on your content screen.

To use the pen:

1 Click .
2 Disable the pen by clicking or choosing another annotation tool.

Draw Shapes on Shared Content

This tool enables you to draw predefined shapes on your content screen.

To draw on your content screen:

1 Click .
2 Select the shape you want to draw.

Use the Focus Pointer

This tool turns your mouse pointer into the electronic equivalent of a laser pointer to indicate items on the content screen.

To use the focus pointer:

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

Select an Annotation Object

This tool enables you to select the object so you can modify the object color and line thickness, move the object, or erase the object.

To select an object:

1 Click .
2 Hover over an object to highlight it and click to select it.
3 With the object selected, you can perform any one of the following tasks:
   - Move the object
   - Change the object’s color
   - Change the object’s line thickness
   - Erase the object

Change the Annotation Color

This tool gives you options for changing the color of your annotations.

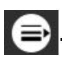
To change the annotation color:

1 Click .
2 Select the color you want to change the annotation to.

Change the Annotation Line Thickness

This tool gives you options for changing the line thickness of your annotations.

To change the thickness of the annotation lines:

1 Click .
2 Select the line thickness you want to change to.

Erase Annotation Objects

This tool erases an entire annotation object with one click.

To erase an annotation object:

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

Delete All Annotations

This tool deletes all annotations (yours and others’) from the currently active content in the meeting window.

To delete annotations:

» Click  to delete all annotations.

Saving Annotations and Files

You can save images of the annotations made during a meeting. This option also may not be available to you if your IT or system administrator has disabled this option system wide.

Save a Screenshot of Annotated Graphical Content

You can save a screenshot of the annotated graphical content (an annotated image, whiteboard, or blackboard) to your local system from the main meeting window.

To save an annotated image, whiteboard, or blackboard:

1 Select the graphical content you wish to save using one of the following options:

- Hover over the top-right corner of the item (if maximized) to display its collapsed toolbar and expand it by clicking the arrow.
- Hover over the thumbnail at the bottom of the meeting window.

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

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

Save a Screenshot of an Annotated Document Page

You can save a screenshot of an annotated image from a document page to the local system from the main meeting window.

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

1 If the document is minimized at the bottom of the meeting window, 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 the **Download** button and select **Screenshot**.

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

Save an Unannotated Copy of a Document File

You can save an unannotated copy of a document source file to your local system from the main meeting window.

To save an unannotated copy of a full document source file:

1 If the document is minimized at the bottom of the meeting window, double-click the thumbnail to maximize it.

2 Hover over the top of the document to display its toolbar.

3 Click the **Download** button and select **File**.

A copy of the document is downloaded to the computer.

Accessibility Features

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

Accessibility Features in RealPresence Web Suite

Accessibility Feature	Description
Enlarged text and images	You can view enlarged text and images in both portals by using a screen magnifier or other Assistive Technology options available on your computer or device.
Text icons and menu options	Menu options and icons in both portals include text that can be read by screen readers. 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 both portals using the Tab, Enter, and arrow keys on the keyboard.
Nonspeech options	You can communicate with other meeting attendees using video and instant messages.
Amplified audio output	Audio output during meetings is compatible with hearing loop technology.
Visual speaker indication	An active speaker indicator displays in the Roster in the RealPresence Web Suite Experience Portal.

You can view additional accessibility features available for your computer or device by visiting the manufacturer website.

Troubleshooting

This section provides troubleshooting procedures for solving typical conferencing problems such 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 IT or system administrator.

This section includes the following troubleshooting topics:

- Troubleshooting Login and Password Issues
- Troubleshooting Connectivity Issues
- Troubleshooting Browser Issues
- Troubleshooting Contacts Issues
- Troubleshooting Meeting Issues
- Troubleshooting Content Sharing Issues
- Troubleshooting Audio Issues
- Troubleshooting Video Issues
- Troubleshooting Plug-in and Extension Issues

Troubleshooting Login and Password Issues

This section explains how to troubleshoot login issues and change your password.

Login Fields Do Not Display

If the user name and password fields are not displayed on the Welcome screen, ensure that JavaScript is running on your computer.

Forgot Password and Change Password Requests

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

Troubleshooting Connectivity Issues

Connectivity issues occur mainly if the settings are not properly configured. This section explains how to troubleshoot connectivity issues.

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

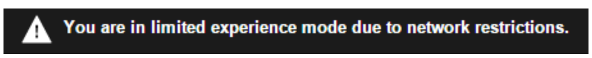
If you receive the “Unable to Create a Conference with a Personal VMR” message, have your administrator confirm the settings outlined in the Troubleshoot Issues section of the *Polycom RealPresence Web Suite Administrator Guide* (available at Polycom Support).

“External Server Not Set” Message

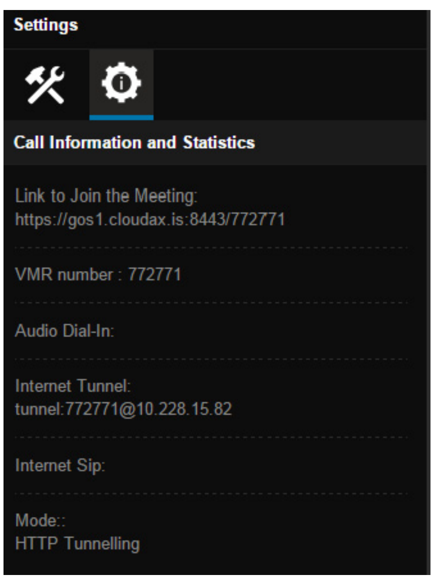
If you receive the “External Server Not Set” message after clicking **Meet Now**, have your administrator confirm the settings outlined in the Troubleshoot Issues section of the *Polycom RealPresence Web Suite Administrator Guide* (available at Polycom Support).

“You are in limited experience mode” Message

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.

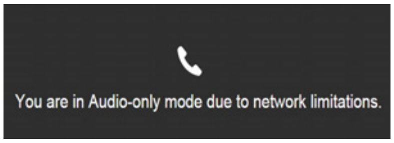


On the Meeting page, the call information indicates that the Mode is HTTP Tunneling.



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 bit rate 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.



If you experience problems joining a meeting from a slow network, you can try to adjust your audio or video quality to increase connectivity.

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

1. End the meeting and log out of the RealPresence Web Suite Experience Portal.
2. Log back in to the RealPresence Web Suite Experience Portal and rejoin the meeting.
3. On the login screen, click **Settings**, and slide the **Call Quality** settings to **Low** or **Audio-only**.

Troubleshooting Browser Issues

Sometimes, you may encounter issues while using third-party browsers. This section explains how to troubleshoot the browser issues.

Internet Explorer Issues

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**.

Chrome Users Cannot Join Meeting with Audio or Video

The Chrome browser requires hardware acceleration in order to display meeting video. If it is not available, the user sees an error message stating “Cannot join the meeting with Audio/Video” when attempting to join. The message also describes how to enable hardware acceleration and advises contacting the system administrator or using a different browser if it does not work.

Troubleshooting Contacts Issues

This section explains how to troubleshoot the issues related to contacts.

Unable to Add or Search an Enterprise Directory User

If you are unable to add an Enterprise Directory user, then the LDAP is not configured properly. Have your administrator confirm the settings outlined in the Troubleshoot Issues section of the *Polycom RealPresence Web Suite Administrator Guide* (available at Polycom Support).

Unable to Receive Meeting Email Notifications After Scheduling

If your meeting participants do not receive their email notifications, have your administrator confirm the settings outlined in the Troubleshoot Issues section of the *Polycom RealPresence Web Suite Administrator Guide* (available at Polycom Support).

Troubleshooting Meeting Issues

This section explains issues you may encounter while scheduling or joining a meeting.

Unable to Schedule Meetings

If you are unable to schedule meetings, have your administrator confirm the settings outlined in the Troubleshoot Issues section of the *Polycom RealPresence Web Suite Administrator Guide* (available at Polycom Support).

Meeting Invitations Do Not Display in Outlook and Polycom Concierge

Depending on your Exchange environment and Outlook client settings, you may not see meeting invitations from the RealPresence Web Suite Services Portal meeting scheduler in your Outlook and Polycom Concierge calendar views until you have opened and possibly accepted the meeting invitation in your Outlook client email view. This issue is seen most frequently by users of Outlook Web Access and Outlook for Macintosh. As an end user, you may be able to change your calendar settings to automatically process email-based meeting requests to display in your calendar.

To change the automatic calendar notification settings:

1 Log into your organization’s Outlook Web Access web page (contact your company’s network or system administrator if you don’t know the URL).

2 Go to the calendar settings page.

3 Enable the check box, if available, to automatically process requests and responses from external senders.

For more information, see your email client’s help documentation or contact your company’s IT or system administrator.

Unable to Launch the Welcome Screen

When you enter a meeting, the Welcome screen shows video options. If you are unable to view the Welcome screen after launching the meeting, have your administrator confirm the settings outlined in the Troubleshoot Issues section of the *Polycom RealPresence Web Suite Administrator Guide* (available at Polycom Support).

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 Start a Meeting Using the Meet Now Function

If you try to start a meeting using the **Meet Now** function in the RealPresence Web Suite Services Portal and you are not redirected to the RealPresence Web Suite Experience Portal, this could be a trust-related issue due to self-signed certificates, especially in a non-split-Domain Name System (DNS) scenario with the RealPresence Access Director System acting as a reverse proxy.

For more information on troubleshooting this issue, have your administrator confirm the settings outlined in the Troubleshooting section of the *Polycom RealPresence Web Suite Administrator Guide* (available at Polycom Support).

Joining a Meeting Using WebRTC

If your RealPresence Web Suite deployment uses WebRTC to connect video conferences, you will experience some differences from the past meetings how you may have joined. 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 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 microphone.
- Setting your microphone 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.

WebRTC Guest Attendees Receive "No such VMR" Message

For more information on troubleshooting this issue, have your administrator confirm the settings outlined in the Troubleshooting section of the *Polycom RealPresence Web Suite Administrator Guide* (available at Polycom Support).

Remote WebRTC Attendees Mesh Mode Connection Problems

Some remote WebRTC attendees fail to connect to the meeting or are disconnected when a mesh meeting transitions to an MCU. For more information on troubleshooting this issue, have your administrator confirm the settings outlined in the Troubleshooting section of the *Polycom RealPresence Web Suite Administrator Guide* (available at Polycom Support).

User Cannot See All Participants in the Roster

For more information on troubleshooting this issue, have your administrator confirm the settings outlined in the Troubleshooting section of the *Polycom RealPresence Web Suite Administrator Guide* (available at Polycom Support).

Troubleshooting Content Sharing Issues

This section explains how to troubleshoot content sharing issues.

Unable to Share Content between Enhanced Content and Standards-based Endpoints

Enhanced Content users cannot see content shared from standards-based endpoints or vice versa. Standards-based endpoints include:

- Polycom® RealPresence® Group Series
- Polycom® RealPresence® Desktop
- Polycom® HDX

For more information on troubleshooting this issue, have your administrator confirm the settings outlined in the Troubleshooting section of the *Polycom RealPresence Web Suite Administrator Guide* (available at Polycom Support).

Troubleshooting Audio Issues

This section explains how to troubleshoot audio issues. For more information on adjusting your microphone, speaker, or system volume levels, consult your device manufacturer's help documentation.

Hearing Echoes While a Meeting is in Progress

Hearing echoes during a meeting is typically caused by a high volume setting. Try having all participants in the meeting set their speaker volume to 50 percent.

Low Audio from a Participant

You may experience low audio when the participant with low microphone volume first joins the meeting. It is usually caused by the low microphone volume of the participant. Try having all participants adjust their microphone gain or boost levels.

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 the Windows Audio Enhancements process in Windows 7 and using the Polycom-included enhancements may resolve audio issues.

Troubleshooting Video Issues

This section describes how to troubleshoot video quality issues.

Blue Video Screen

If a blue video screen replaces your video stream, another application is using your camera. Close the application using the camera and rejoin the meeting.

Camera Silhouette Image Showing for Self-view

Seeing the camera silhouette image may indicate that another application is using the camera. Close the application using the camera and rejoin the meeting.

Troubleshooting Plug-in and Extension Issues

This section describes how to troubleshoot plug-in and extension installation issues.

Plug-in Does Not Install on a Mac

When trying to install the plug-in on a Mac, occasionally the system will time out and the plug-in does not install. This is a known issue with Mac systems.

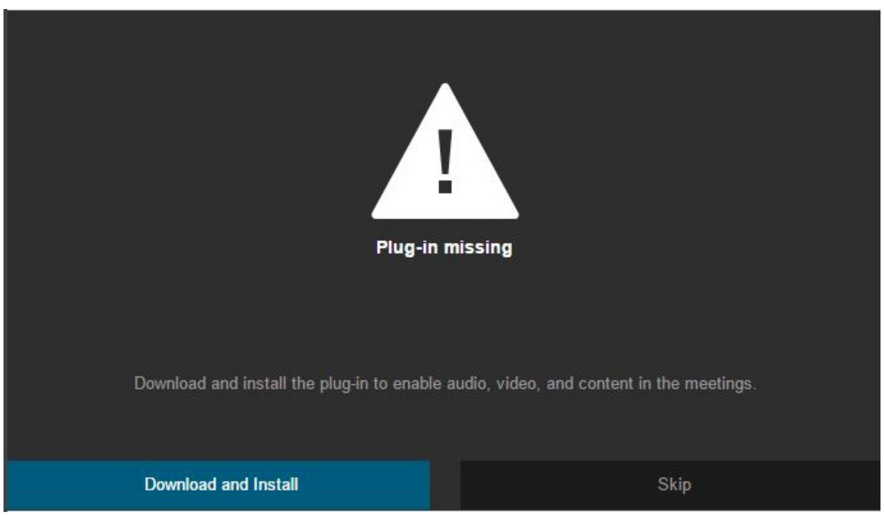
To troubleshoot plug-in installation issues on a Mac:

» Do one of the following:

- ➢ If the plug-in installer hangs and does not respond, stop the installer process and reinstall the plug-in.
- ➢ Reboot the Mac system. This will indirectly stop the install process and bring the system back to a good install state.
- ➢ Use a system cleaner to clean up the Mac system and reattempt the install.

Missing Plug-in

Occasionally the plug-in fails to install in your browser and the browser indicates that the plug-in is missing. If that happens, try the following steps to get the plug-in to install correctly.



To troubleshoot a missing plug-in:

1. Check that the browser you are using is supported by RealPresence Web Suite. For information on supported browser versions, see the *Polycom RealPresence Web Suite Release Notes* at Polycom Support.
2. Check that your browser is configured to allow plug-ins. For more information, contact your company’s IT or system administrator.

3 If the problem persists, uninstall and then reinstall the browser.

Using the RealPresence Web Suite Extension in Chrome Incognito Mode

You cannot add the RealPresence Web Suite Extension to your Chrome browser while incognito. However, you can use RealPresence Web Suite incognito if you first add the extension from a normal browser window and allow incognito mode.

To use RealPresence Web Suite while incognito in Chrome:

1. Launch a regular Chrome browser window and start or join a meeting in the RealPresence Web Suite Experience Portal.
2. Follow the prompts to add the RealPresence Web Suite Extension from the Google Chrome web store.
3. Once the extension is added, open up your extension list in Chrome, verify that the extension is enabled, and allow the RealPresence Web Suite Extension to work incognito. Close the browser window.
4. Launch a new browser window incognito, and restart or rejoin the meeting.