

## Quick Tips for Polycom CMA Desktop for Mac OS X

The screenshot shows the Polycom CMA Desktop interface with the following callouts:

- Change your presence
- See presence information for your Contacts
- Right-click anywhere to add a Contact
- Click a Contact to place a call or send a message
- View calls you've placed and received
- Send a message to the selected Contact
- Hang up the call
- Select a name, or enter an IP address, extension (E.164 address), or URL to call
- Show or hide your local video
- Search the Directory
- Hang up the call
- Mute your microphone
- Adjust the volume
- Show a presentation
- Show or hide the PIP
- In-call toolbar

### What is CMA Desktop?

With Polycom CMA Desktop, you can connect to anyone else who is using Polycom CMA Desktop or other types of video conferencing systems. You can show presentations and other content to participants in video calls, and you can also chat with Polycom CMA Desktop users who share presence with you. Polycom CMA Desktop Contacts who don't yet have cameras can still chat and participate in calls.

### Answering a Call

Do one of the following:

- Click **Answer** to accept the call.
- Click **Ignore** to refuse the call.

### Signing In

- 1 Enter your Polycom CMA Desktop user name and password.  
All Polycom CMA Desktop user names are in the format YourDomain\YourUserName. Contact your Polycom CMA Desktop administrator for help with your user name.
- 2 Click **Sign In**.

For more information about setting up and using the system, refer to the Support pages at [support.polycom.com](http://support.polycom.com).

## Adding People to Your Contacts List

- 1 Click to open the Directory.
- 2 Start typing a name. If the search doesn't start automatically, click .
- 3 Click a name and then click **Add to Contacts**.
- 4 If the person's system supports sharing presence, Polycom CMA Desktop sends an invitation to be on your Contacts list, and your new Contact is identified with . When the invitation is accepted, the icon changes to show presence.

## Understanding Presence Icons

	Available for a video call.
	Available for a video call, but currently idle.
	System can be called, but no presence is available.
	In a video call and able to accept an additional call.
	In a video call or not accepting calls (Do Not Disturb).
	Offline. No video or chat is available.
	Invited to join your Contacts list. No presence is yet available.
	Available to chat.
	Available to chat, but currently idle.

## Getting Help





For help with Polycom CMA Desktop, click the application menu and choose **Help**, or press **COMMAND+SHIFT+H**.


## Placing a Call

### From Your Contacts List:


Do one of the following:

- Double-click a Contact to place a video call. If video is not supported, an audio call starts.
- Click  **Call** to place a video call, or click  **Chat** to chat.
- Right-click a Contact and choose **Place Call**.


### From the Directory:

- 1 Click , and start typing the name you want to find.
- 2 Click a name, and then click **Call** to start the call.










### By Entering the Information Manually:

- 1 Type the calling information in the field at the bottom of the main window. As you type, the system finds matching entries from your Recent Calls. If the system finds the name you want, click to select it.
- 2 Click  **Call** to start the call.



### By Calling a Virtual Meeting Room on a Bridge:

- 1 Do one of the following:
  - If Polycom CMA Desktop and the virtual meeting room are registered to the same Polycom CMA server, enter the extension (E.164 address).
  - Enter the address in this format: E.164@IP\_Address. For example, 1000@11.12.13.14.
  - Enter the address in this format: IP\_Address##E.164. For example, 11.12.13.14##1000.
- 2 Click  **Call** to start the call.

## Using the In-Call Toolbar

	Hang up the call.
	Open the chat window.
	Mute your microphone.
	Adjust the volume.
	Show a presentation.
	Toggle the Picture-in-Picture (PIP).
	View full-screen video.
	Adjust the far-end camera.
	Display the tone pad.

## Showing a Presentation

- 1 Click  on the in-call toolbar.
- 2 Click  **Send Monitor**.

The other participants see the content the way it appears on your monitor.

## Tips and Tricks

- Adjust your camera so that the far end can see you.
- Use a headset for calls in noisy environments.
- Mute the microphone before moving the camera, microphone, or laptop so that the far end doesn't hear you moving it.
- In a multipoint call, mute your microphone when you are not speaking.



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