

# **Polycom CMA Desktop Help Book**

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## Getting Started with Polycom CMA Desktop

### Welcome to Polycom CMA Desktop

Polycom CMA Desktop is an easy-to-use video conferencing application that lets you see and hear the people you call. 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.

### Related Topics

[Starting Polycom CMA Desktop](#)


[Signing In and Out](#)

[Placing a Call](#)


### Starting Polycom CMA Desktop

You can start Polycom CMA Desktop manually when you want to make a call, or you can configure it to start automatically when you start Windows . Once Polycom CMA Desktop is running, you can sign in, and you can place or receive calls.


#### To start Polycom CMA Desktop manually:

>> On your Windows desktop, double-click  to start Polycom CMA Desktop.

#### To exit from Polycom CMA Desktop:

1. In the Windows system tray, right-click  (if you're signed in) or  (if you're signed out).
2. Choose **Exit**.

#### To configure Polycom CMA Desktop to start and sign you in automatically:

1. Do one of the following:
  - If you're signed in to Polycom CMA Desktop, right-click  in the Windows system tray, and choose **Sign Out**.
  - Start Polycom CMA Desktop.
2. Click **Menu** and choose **Preferences > Sign In**.
3. Select **Automatically start Polycom CMA Desktop when Windows starts**.
4. Select **Automatically sign in when Polycom CMA Desktop starts**.
5. Click **Apply** and then click **OK**.
6. Enter your Polycom CMA Desktop user name and password.
7. Select **Remember my password**, and then click **Sign In**.

**Tip:** These settings take effect the next time you restart. You can change these settings any time by clicking **Change my sign-in settings** from the sign-in screen.

### Related Topics

[Signing In and Out](#)

[Placing a Call](#)

[Answering a Call](#)

[Using Chat](#)

### Signing In and Out

Depending on how your Polycom CMA Desktop network settings are configured, your Polycom CMA Desktop user name and password may be provided automatically. You can also choose to enter your user name and password manually.

#### To sign in using information provided by your network:

1. Click **Menu** and then click **Preferences > Sign In..**
2. Select **Sign in using network login credentials (YourDomain\YourUserName)**.
3. Click **Apply** and then click **OK**.
4. Click **Sign In**.

#### To sign in manually:


1. Click **Menu** and then click **Preferences > Sign In**.
2. Clear **Sign in using network login credentials (YourDomain\YourUserName)**.
3. Click **Apply** and then click **OK**.
4. 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.


**Tip:** Select **Remember my password** if you want Polycom CMA Desktop to enter your user name and password for you automatically each time you sign in. Note that this might allow others to use your account if you share this computer with others.



5. Click **Sign In**.

#### To sign in automatically each time Polycom CMA Desktop starts:

1. On your Windows desktop, double-click  to start Polycom CMA Desktop.
2. Enter your Polycom CMA Desktop user name and password.
3. Select **Automatically sign in**.
4. Click **Sign In**.

#### To sign out:

Right-click  in the Windows system tray, and choose **Sign Out**.

The icon changes to . Polycom CMA Desktop is still running, but you can't place or receive calls or messages. To sign in again, right-click  and choose **Sign In**.

#### Related Topics


[Starting Polycom CMA Desktop](#)

[Placing a Call](#)

#### First Steps with Polycom CMA Desktop

Polycom CMA Desktop is simple and intuitive. To get started, here are some things you can try. To get more detailed information, use the links to related topics at the bottom of this page.

##### Add people to your Contacts list


1. Click  to open the Directory.
2. Start typing a name:
  - If your administrator has configured your system for automatic searching, you see Contacts that contain the characters you enter as you type.
  - If your administrator has configured your system for manual searching, click the search button to start the search.

For example, if you type **and**, your search may find Contacts such as Andrew Jones, Christine Anderson, or Andover Conference Room.

**Tip:** For faster searches in large Directories, click ▼ and choose the Group that contains the person you're looking for, if you know it.




3. From the list of names the system finds, click the name of the person you want to add.
4. Click **Add to Contacts**.










5. Polycom CMA Desktop sends an invitation to be on your Contacts list to the person you select, and the name on your Contacts list is identified with .


**Tip:** The Directory includes current Polycom CMA Desktop users whom you can call, as well as people whose accounts are not yet active. A Polycom CMA Desktop account is activated when the person signs in for the first time. If you want to call an unavailable person, tell him or her to activate the account by signing in. You can then locate the user in the Directory and place a call.

**About the icons**

- When the person accepts your invitation, a Contact that supports video shows these icons change to   to show availability for video calls and chatting.
- If the person's system does not support video calls, the icons change to  to show availability for chatting.

Icon	Description
 	Available for chat or a call.
	In a video call and able to accept an additional video call. No chat is available.
 	In a video call. Available to chat.
 	Unavailable for a call. Available to chat, but currently idle.

**Call someone**

1. Do one of the following:
  - Click a name in your Contacts list, your Recent Calls, or the Directory.
  - Type a system name or number.
2. Click  **Call** to start the call.

**Related Topics**

[About Your Contacts List, the Directory, and Your Recent Calls](#)

[Placing a Call](#)

[Answering a Call](#)

[Seeing Who's Available](#)



## Calling and Answering

### Placing a Call




You can place a call by choosing a name from your Contacts list, the Directory, or your Recent Calls. You can also call by entering the calling information yourself. Depending on the type of system you're using and the type of system you're calling, you can place a video call, place an audio call, or chat.

#### To place a call by choosing a name from your Contacts list:


Do one of the following:

- Click a Contact to place a video call. If Contact's system does not support video, an audio call starts. If the Contact's system supports neither video nor audio, the chat window opens.
- Click  to place a video call or click  to chat.
- Right-click a contact and choose **Place Call**.

#### To place a call from your Recent Calls:

1. From the main window, do one of the following:
  - If your system is configured to include Recent Calls as a Contacts list group, click  to open the Recent Calls group, and select a name.
  - Click in the manual dial box at the bottom of the main window, and start typing. If the system finds the name you want, you can click to select it.
  - In the manual dial box at the bottom of the main window, click , and select a name.
2. Click  **Call** to start the call.

#### To place a call from the Directory:


1. Click  to open the Directory.
2. Start typing a name:
  - If your administrator has configured your system for automatic searching, you see Contacts that contain the characters you enter as you type.
  - If your administrator has configured your system for manual searching, click the search button to start the search.

For example, if you type **and**, your search may find Contacts such as Andrew Jones, Christine Anderson, or Andover Conference Room.

**Tip:** For faster searches in large Directories, click  and choose the Group that contains the person you're looking for, if you know it.


3. Click a name and then click **Call** to start the call.
4. If the person is registered with Polycom CMA Desktop as well as another Polycom video conferencing system, you are prompted to choose which system to call.

#### To place a call by entering the calling information:



1. Type the calling information in the field at the bottom of the main window. As you type, the system finds matching Contacts from your Contacts list and your recent calls. If the system finds the name you want, you can click to select it.
2. Click  **Call** to start the call.

#### To call a virtual meeting room:

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: extension@IP\_Address. For example, 1000@11.12.13.14.

- Enter the IP address of the bridge, followed ## and the virtual meeting room's extension. For example: 11.12.13.14##1000.
  - Double-click a Callto: link in a meeting invitation.
2. Click  **Call** to start the call.

### Tips for great calls

- While you are in a call, you can open a chat window and exchange messages with the other participant without affecting the call. You may want to do this if you are troubleshooting a problem, for example.
- Your administrator may have set a maximum time for calls. After the specified time limit, you are prompted to confirm that you want to stay in the call.
- Your administrator may have configured Polycom CMA Desktop to encrypt calls with systems that support encryption. When you see  at the bottom of the screen, the call is encrypted. When you see  at the bottom of the screen, the call is not encrypted. By holding your cursor over the icon, you can view your current encryption status and key.

### Related Topics

[Searching for a Contact](#)

[Participating in a Multipoint Call](#)

[Seeing Who's Available](#)

[Answering a Call](#)

[Ending a Call](#)

### Answering a Call

When you receive a call, you see a call notification that tells you who is calling. You can configure Polycom CMA Desktop to answer calls automatically after this message appears or you can configure Polycom CMA Desktop to let you answer calls manually.

Automatically answering video calls is convenient, but keep in mind that an unexpected caller could interrupt you when you're busy or look at your room if you aren't there. To prevent callers from overhearing a conversation not intended for them, you can choose to mute all automatically-answered calls.

#### To answer a call manually:

>> Do one of the following:

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

#### To answer a call automatically:

>> Do nothing. The call connects automatically.

#### To set the system to answer calls automatically:

1. From the main window, click **Menu** and choose **Preferences > General**.
2. Select **Auto-answer incoming calls**.
3. If you want to mute all incoming calls, select **Mute auto-answered calls**.

### Related Topics


[Ending a Call](#)

[Placing a Call](#)

### Ending a Call

The call can be ended by either participant. When the call ends, the call window closes automatically.

#### To end a call:

1. If your video is full-screen, move your mouse to display the toolbar.
2. Click  **Hang up call** on the toolbar.


**Related Topics**

[Placing a Call](#)

[Answering a Call](#)

## Using Chat


### Using Chat

You can chat with anyone on your Contacts list who displays . You can also chat with multiple people at the same time. Each conversation takes place in a separate chat window.

Polycom CMA Desktop lets you easily use both chat and video with the same Contact. While you are in a video call, you can open a chat window and exchange messages with the other participant. You may want to do this if you are troubleshooting an audio problem, for example. You can open or close the chat window at any time without affecting the video call. You can also add video or audio while you are chatting, depending on the capabilities of the far-site system..



Names of the Contacts you're chatting with or calling appear in bold in your Contacts list. You can quickly bring the appropriate window to the front by clicking the name.

#### To send a message:

1. Click  next to the name of the person you want to chat with.
2. In the chat window, type your message, and then click **Send**.

**Tip:** You can customize how the Enter key works. To send a message when you press Enter, right-click anywhere in the text area and make sure **Enter Key Sends Message** is enabled. If you want to start a new line when you press Enter, clear this field.

#### To open the chat window during a video call:

1. If you're viewing full-screen video, click  on the toolbar to reduce the window size.
2. Then, do one of the following:
  - Click  on the toolbar.
  - If the chat window is docked to the bottom or side of the call window, click the arrow at the bottom or side of the window.

#### To close the chat window:

Do one of the following:

- If the chat window is attached (also known as "docked") to the bottom or side of the call window, click the arrow at the bottom or side of the window.
- If your chat window is separate from the call window, click the **X** in the top right corner of the window.

### Tips

- You can run Polycom CMA Desktop while you are running other chat applications on your computer.
- You can install another video conferencing application on a computer where Polycom CMA Desktop is installed. However, you cannot run Polycom CMA Desktop at the same time as other video conferencing applications.

### Related Topics

[Adding a Call to a Chat Session](#)

[Customizing Chat and Call Windows](#)

### Customizing the Enter Key

You can configure use of the Enter key when you type messages to work the way you prefer.

#### To specify how the Enter key works when you chat:

1. From the main window, click **Menu** and choose **Preferences > Messages**.
2. Specify whether pressing the Enter key should send the message or insert a line break.

**Tip:** If you configure the system to send the message when you press **Enter**, you can add a new line in a message by pressing Ctrl-Enter.

### Related Topics

[Customizing Chat and Call Windows](#)

[Using Chat](#)

[Placing a Call](#)

### Adding a Call to a Chat Session

When you are chatting, you can easily add a video or audio call to your session.

#### To add a call to your chat session:

1. Click **Add Call**.
2. If your system is configured to show your video preview, verify your video, and adjust your camera if necessary.

**Tip:** To do this, click **Menu** and then choose **Preferences > General > Preview my video before placing a call**.

3. Click **Call**.

If the far site supports video calls, a video call starts. If not, an audio call starts.

### Related Topics

[Using Chat](#)



[Ending a Call](#)

[Placing a Call](#)

### Adding Chat to a Call

Polycom CMA Desktop lets you easily use both chat and calling with the same Contact. While you are in a call, you can open a chat window and chat with the other participant. You may want to do this if you are troubleshooting a problem, for example. You can open or close the chat window at any time without affecting the call. You can also add a call while you are chatting.

#### To open the chat window during a video call:

1. If you're viewing full-screen video, click  on the toolbar to reduce the window size.
2. Then, do one of the following:
  - Click  on the toolbar.
  - If the chat window is docked to the bottom or side of the call window, click the arrow at the bottom or side of the window.

#### To close the chat window:

Do one of the following:

- If the chat window is docked to the bottom or side of the call window, click the arrow at the bottom or side of the window.
- If your chat window is separate from the call window, click the **X** in the top right corner of the window.

### Related Topics

[Adding a Call to a Chat Session](#)

[Customizing Chat and Call Windows](#)

[Customizing the Enter Key](#)

## Using the Contacts, Directory, and Recent Calls Lists

### About Your Contacts List, the Directory, and Your Recent Calls

You can easily find people and systems to call with Polycom CMA Desktop.

#### Your Contacts List

Your Contacts list is your personal space for storing information about the people and systems you communicate with most frequently. You can add people to your Contacts list by copying them from the Directory or from your Recent Calls. When you add people whose systems support sharing presence, they receive an invitation to be on your Contacts list. You can also add people and systems outside the network by entering the information manually.

#### The Directory

The Directory contains information about the people and systems in your organization. This information is refreshed each time you sign in to Polycom CMA Desktop. You can't make changes to the Directory, but you can copy Directory entries to your Contacts list. There, you can change a Contact's display name or add the Contact to a group.

#### Your Recent Calls

Your Recent Calls list includes the people and systems you have called or received calls from. In the manual dial box at the bottom of the main window, click ▼, and select a name. If your system is configured to include Recent Calls as a Contacts list group, you can click ⊕ to open the Recent Calls group, and select a name. You can also search your Recent Calls and your Contacts List. Simply click in the manual dial box at the bottom of the main window, and start typing. If the system finds the name you want, you can click to select it.

### Related Topics

[Managing Your Contacts](#)

[Viewing Your Recent Calls](#)


### Managing Your Contacts

Your Contacts list is your personal space for storing information about the people and systems you communicate with most frequently. You can add people to your Contacts list by copying them from the Directory or from your Recent Calls. When you add people whose systems support sharing presence, they receive an invitation to be on your Contacts list. You can also add people and systems outside the network by entering the information manually.

From your Contacts list, you can place calls and chat with just a click. Sharing presence lets you each quickly see whether the other is available and what type of call is possible.

Contacts who are available for calls are displayed at the top of your Contacts list.

### To invite a person or system in the Directory to your Contacts list:




1. Click  to open the Directory.
2. Start typing a name:
  - If your administrator has configured your system for automatic searching, you see Contacts that contain the characters you enter as you type.
  - If your administrator has configured your system for manual searching, click the search button to start the search.

For example, if you type **and**, your search may find Contacts such as Andrew Jones, Christine Anderson, or Andover Conference Room.

**Tip:** For faster searches in large Directories, click ▼ and choose the Group that contains the person you're looking for, if you know it.

3. Click a name and then click **Add to Contacts**.
4. Optionally, change the display name and choose a group for your new Contact.
5. Click **OK**.




If the person's system supports sharing presence, Polycom CMA Desktop sends them an invitation to be on your Contacts list. Some systems, such as those in conference rooms, may be configured to accept invitations automatically. If the person you invited is not configured to accept invitations

automatically, the name on your contact list is identified with the  **Invited** icon. When the person accepts your invitation, the icons on the Contacts list change to  to show availability for video calls and to  to show availability for chatting.

If the person is registered with a video conferencing system as well as with Polycom CMA Desktop, all systems are added to your Contacts list.

#### To invite a recent caller to your Contacts list:

1. From the Recent Calls group in your Contacts list, find the person or system to add.
2. Right-click and choose **Add to Contacts** to add the person or system to your Contacts list.
3. Change the display name, if you like, and click **OK**.

If the person's system supports sharing presence, Polycom CMA Desktop sends them an invitation to be on your Contacts list. Some systems, such as those in conference rooms, may be configured to accept invitations automatically. If the person you invited is not configured to accept invitations automatically, the name on your contact list is identified with the  **Invited** icon. When the person accepts your invitation, the icons on the Contacts list change to  to show availability for video calls and to  to show availability for chatting.

#### To create a new Contact:

1. Right-click a Contact or a group, and choose **Create Contact**.
2. Enter the display name and address, and click **OK**.

#### To delete a Contact:

>> Right-click the Contact and choose **Delete Contact**.

When you delete an entry for a Contact who has multiple systems that share presence, all of the Contact's entries are deleted. Systems that do not share presence must be deleted individually.

#### To change a Contact's display name:

1. Right-click the Contact, and choose **Edit Contact**.
2. In the **New Display Name** field, type the new name using uppercase and lowercase letters, numbers 0 - 9, and the special characters space, dot, hyphen, backslash, and underscore.

The display name appears only on your computer, so it can be any name that's meaningful to you. For example, you might add your friend, whose address is mypresenceID. You might then choose "Christine" as a display name to help you more easily identify her in your Contacts list.

#### Related Topics

[Searching for a Contact](#)

[Using Groups to Organize Contacts](#)

[Seeing Details About a Contact](#)

[Seeing Who's Available](#)

#### Using Groups to Organize Contacts

Your private groups allow you to organize your Contacts however you like so that you can find the people and systems you call more quickly and easily. You can create as many groups as you need. Since your private groups are visible only to you, you can give them any names that are helpful to you. You can add someone to as many groups as you like.

Your Contacts list always includes the **All** group, which include all of your Contacts. Your Contacts list may also be configured to include your Recent Calls as a group.

#### To show groups in your Contacts list:

>> Right-click a Contact or a group, and choose **Show Groups**.

#### To create a group in your Contacts list:



1. Right-click a Contact or group and choose **Create Group**.
2. Enter a name for the group using uppercase and lowercase letters, numbers, and the symbols space, dot, hyphen, and underscore.
3. Click **Create**.

#### To add a Contact to a group:

Do one of the following:



- Add an existing Contact to a group by dragging it into the group or by right-clicking the name and choosing **Move Contact to Group**.
- Create a new Contact by right-clicking the group name and choosing **Create Contact**.
- Copy a Contact to another group by right-clicking the Contact and choosing **Copy Contact to Group**.
- Specify a group when you add someone from the Directory to your Contacts.

#### To remove a Contact from a group:

>> Right-click a Contact and choose **Remove Contact From Group**.

The Contact is removed from the selected group.

#### To show or hide Contacts in a group:

>> Click  to expand a group or click  to collapse a group.

#### To rename a group:

1. Right-click a group name, and choose **Rename Group**.
2. In the **New Group Name** field, type the new name using uppercase and lowercase letters, numbers, and the symbols space, dot, hyphen, and underscore.

#### To delete a group:

1. Remove Contacts from a group by dragging them into another group or by deleting them.
2. Right-click the group name and choose **Delete Group**.



#### Related Topic

[Managing Your Contacts](#)

[Viewing Your Recent Calls](#)


#### Using the Directory

The Directory allows you to search for people and systems in your organization. You can call the people you find from the Directory, or you can invite them to your Contacts list. When someone accepts, you can see presence information about one another.

The Directory contains information about individual people or systems () , as well as groups of people (). Your organization may also have organized the Directory into groups. These Directory groups allow you to find someone faster by limiting the search to just one group.

To return your search to the top level of the Directory, click .


#### To find a person or system in the Directory:

1. Click  to open the Directory.
2. Start typing a name:
  - If your administrator has configured your system for automatic searching, you see Contacts that contain the characters you enter as you type.
  - If your administrator has configured your system for manual searching, click the search button to start the search.

For example, if you type **and**, your search may find Contacts such as Andrew Jones, Christine Anderson, or Andover Conference Room.



**Tip:** For faster searches in large Directories, click ▼ and choose the Group that contains the person you're looking for, if you know it.

**To view people in a group:**

>> Double-click the group (identified with  ).

**To return to the top Directory level:**

>> Do one of the following:

- Click  .
- Click  repeatedly until you reach the top.

**Related Topics**

[Managing Your Contacts](#)

[Searching for a Contact](#)

[About Your Contacts List, the Directory, and Your Recent Calls](#)




**Viewing Your Recent Calls**

Polycom CMA Desktop gives you several ways to view your recent calls:



- Your Recent Calls list lets you see the people and systems you've called and those who have called you. You can use this list to place calls and invite people to be on your Contacts list. To make it easier to find a Contact, each person and system is listed once, even if you have participated in multiple calls with them.
- Each Contact's Details window shows you a list of your recent calls with that Contact.
- The Call Log gives you another view of the calls you've placed and received. Each call is listed, along with information about each call. You can also view your call history for a single Contact.

**About your Recent Calls**

Your Recent Calls list shows you whether you placed or received the call and whether the call connected.

Icon	Description
	Outgoing completed call
	Incoming completed call
	Incoming missed call

**To place a call from your Recent Calls list:**



1. From the main window, do one of the following:
  - If your system is configured to include Recent Calls as a Contacts list group, click  to open the Recent Calls group, and select a name.
  - Click in the manual dial box at the bottom of the main window, and start typing. If the system finds the name you want, you can click to select it.
  - In the manual dial box at the bottom of the main window, click ▼, and select a name.
2. Click  **Call** to start the call.

**To display your Recent Calls as a group in your Contacts list:**

1. From the main window, click **Menu** and choose **Preferences > General**.
2. Specify whether to show recent calls in the Contacts list.

#### To view your Call Log:

>> Click **Menu**, and choose **Call Log**.

Log entries appear in the list in the order in which calls were placed to or received from the person or system. To find a recent call in the call log, you can click a column heading to sort or scroll through the names. Calls that connected successfully are marked with , and calls that did not connect are marked with .

#### To delete entries from your Call Log:

1. Click **Menu**, and choose **Call Log**.
2. Select one or more entries to delete.
3. Right-click the entries and choose **Delete Selected Entries**.

#### To view your call history for a Contact:

>> Right-click a Contact, and choose **Show Details**. The call history is listed in the order in which you placed calls to or received from this Contact.

#### Related Topics

[Placing a Call](#)

[Seeing Details About a Contact](#)

[Managing Your Contacts](#)


[Searching for a Contact](#)

#### Searching for a Contact


You can quickly find someone in your Contacts list, the Directory, or your Recent Calls, even when these lists contain many names. Once you find the person you want, simply click to place a call or chat.

Each person listed in the Directory can be registered with a Polycom CMA Desktop account and one or more video conferencing systems. When you place a call from the Directory, you are prompted to choose which system to call. When you invite a person to your Contacts list and they accept, you see separate entries in your Contacts list for each of the person's systems.

#### To search for a name in your Contacts or Recent Calls lists:

1. Type the calling information in the manual dial box at the bottom of the main window. As you type, the system finds matching Contacts from your Contacts list and your recent calls. If the system finds the person you want, you can click to select it.
2. Click  **Call** to start the call.

#### To search for a name in the Directory:

1. Click  to open the Directory.
2. Start typing a name:
  - If your administrator has configured your system for automatic searching, you see Contacts that contain the characters you enter as you type.
  - If your administrator has configured your system for manual searching, click the search button to start the search.

For example, if you type **and**, your search may find Contacts such as Andrew Jones, Christine Anderson, or Andover Conference Room.

**Tip:** For faster searches in large Directories, click ▼ and choose the Group that contains the person you're looking for, if you know it.

3. Click a name and then do one of the following:

- Click **Call** to place a video call, if both systems support it. If video is not supported, an audio call starts. If the person is registered with a video conferencing system as well as with Polycom CMA Desktop, you are prompted to choose which system to call.
  - Click **Add to Contacts** to add the person or system to your Contacts list.
4. Optionally, change the display name and choose a group for your new Contact.
  5. Click **Close** to return to the main window.

### **Related Topics**

[Placing a Call](#)

[Using Groups to Organize Contacts](#)

### **Seeing Details About a Contact**

You can see information about each of your Contacts, including display name, call addresses, status, Contact groups, title, location, phone number, and email address. You can also view your call history with this Contact.

#### **To see details about a Contacts :**

>> Right-click a Contact and choose **Show Details**.

#### **To edit a Contact's details:**

>> Right-click a Contact and choose **Edit Contact**.

#### **To close the Details window:**

>> Click the **X** in the top right corner of the window.

### **Related Topics**

[Viewing Your Recent Calls](#)

[Managing Your Contacts](#)

[About Your Contacts List, the Directory, and Your Recent Calls](#)

## Working with Content





### Showing the Windows Desktop

When you show your Windows desktop, all sites see the same content at the same time. You can show slides, spreadsheets, or any other type of file. All sites see everything on your Windows desktop, including the cursor. The far end cannot control the cursor or edit the file. Only one site at a time can show content.


If your computer is running in a dual monitor configuration, you can choose whether to show the content displayed on the right or left monitor. You can also choose to show just a portion of the content.

**Tip:** Before you show your Windows desktop, make sure that your content is ready.

### To show the Windows desktop to other sites:



1. Click  on the toolbar.
2. Do one of the following:
  - Click  **Send Monitor**. If your computer is running in dual monitor configuration, click  for the monitor you want to show.  
The other sites see the content as it appears on your monitor.
  - Click  **Zoom** to display the selection rectangle and adjust it, if necessary.  
The other sites see only the content enclosed by the selection rectangle.

### To zoom in on content:

1. Click  to display the selection rectangle.  
The other sites see only the content enclosed by the selection rectangle, enlarged to fill their screens.
2. To adjust the area you are showing, move your mouse to a corner of the selection rectangle and do one of the following:
  - When the cursor changes to an arrow, click and drag to resize the selection.
  - When the cursor changes to a hand, click and drag to move the selection.

### To stop showing the Windows desktop:

Do one of the following:

- Click  if you are showing the full desktop.
- Click  if you are zoomed in on content.
- Close the Show Content window.

### Related Topics


[Placing a Call](#)

[Viewing Content](#)

### Viewing Content

When the far site shows content to you, the content opens in a separate window on your primary monitor. You can move and resize the content window, and you can zoom in or out on the content.

### To zoom in or out on the content:

Click  and choose a magnification for the content.

### Related Topics

[Showing the Windows Desktop](#)




## Customizing Your Polycom CMA Desktop Environment

### Showing Others Your Availability

If you will be away from your computer or unavailable to accept calls, you can configure Polycom CMA Desktop to show others that you are not available. You can also configure Polycom CMA Desktop to change your availability icon automatically when your computer is idle for the amount of time you specify.

#### To change your availability:

In the main window, click ▼ below your name, and choose one of the following:

Setting	Presence
Available	 or 
Do Not Disturb	

**Tip:** When your system is set to "Do Not Disturb", you can see presence for others on your Contacts list and you can place calls and send chat messages, but you cannot receive calls or chat messages.

#### To automatically show others when you are idle:

1. From the main window, click **Menu** and choose **Preferences > Presence**.
2. Select **Show me "Idle" when I'm inactive for:** and specify the number of minutes the system can be idle before others see your name marked as "Idle" in their Contacts lists. The Contact Details window shows your availability as **Idle**.

### Related Topics

[Seeing Who's Available](#)

[Placing a Call](#)

### Customizing Chat and Call Windows

You can choose how you want to display chat and call windows.

#### To specify how to display chat and call windows:

1. From the main window, click **Menu** and choose **Preferences > Messages**.
2. Specify what should happen when you press Enter when you are typing a message:
  - **Sends a message** lets you send the message immediately, without clicking the **Send** button.
  - **Inserts a new line** lets you keep typing, just as you do in a word processor. Click **Send** to send the message.
3. Specify whether the chat window should be connected, or "docked", to the call window.
4. If you choose to dock the window, specify the position of the chat window:
  - **Dock to bottom edge** connects the chat window to the lower edge of the call window.
  - **Dock to right edge** connects the chat window to the right side of the call window.
5. Specify whether to display the date and time with messages.
6. Specify whether to display a message at the far end when you are typing.

### Related Topics

[Placing a Call](#)

[Using Chat](#)

### Showing and Hiding the PIP

During a call, you can verify the video you're sending to the far end by turning on the Picture-in-Picture window (the PIP). The PIP appears in the corner of the main video window. You can turn it on or off any time during a call.

**Tip:** The toolbar is automatically hidden when you choose full-screen video. To display the toolbar temporarily, just move your mouse.

#### To show or hide the PIP:

>> Click  on the toolbar.

#### Related Topics

[Viewing Full-Screen Video](#)

[Customizing Chat and Call Windows](#)

[Hiding and Showing Your Preview Video Window](#)


#### Configuring Alerts

You can set up Polycom CMA Desktop to use audible alerts, visible alerts, or both to tell you about Contact and message status. Audible alerts are musical tones that play for each event. Visible alerts are small windows that appear briefly in the lower right corner of your screen. These visible alerts are hidden when you are viewing full-screen video.

#### To configure alerts:

1. From the main window, click **Menu** and choose **Preferences > Alerts**.
2. If you don't want to play sounds while you are participating in a video call, select **Do not play audible alerts during calls**.
3. Specify how you want to notify you for the following events:
  - A Contact comes online
  - A Contact goes offline
  - Someone adds me to their Contacts list
  - I receive a message
  - I receive a call
4. Specify whether you want to hear just one ring or continue to hear repeated rings for incoming video calls.
  - Select **Ring once** to hear a single ring.
  - Select **Continue ringing** to hear repeated ringing until you answer or the caller hangs up.

#### To get more information about an alert:

Click  at the bottom of the main window to view details about an alert.

#### Related Topic

[Answering a Call](#)

#### Viewing Full-Screen Video

When you are in a video call, you can choose to see the video full screen. This gives you a better view of the person you're talking to. You may decide to use a smaller video window when you want to refer to content on your computer during a call or when you're chatting during the call. You can also switch back and forth between the two views during a call.

When you are viewing full-screen video, visible alerts for Contacts coming online or going offline are hidden. Any chat windows are also hidden. If you receive a message during a full-screen video call, your video switches to a smaller video window.


**Tip:** The toolbar is automatically hidden when you choose full-screen video. To display the toolbar temporarily, just move your mouse.

**To view full-screen video:**

>> Click  on the toolbar.

**To return to a smaller video window:**

>> Do one of the following:

- Click  on the toolbar.
- Press **Esc**.

**Related Topics**

[Placing a Call](#)

[Showing and Hiding the PIP](#)

[Ending a Call](#)

[Adding a Call to a Chat Session](#)

**Hiding and Showing Your Preview Video Window**

When you're not in a call, the video from your camera is displayed in a window above your Contacts list. You can choose to hide this window, if you prefer.

**To hide your video preview window:**

>> Click .

**To show your video preview window:**

>> Click .

**Related Topics**

[Showing and Hiding the PIP](#)

[Viewing Full-Screen Video](#)

[Customizing Chat and Call Windows](#)

**Customizing the Enter Key**

You can configure use of the Enter key when you type messages to work the way you prefer.

**To specify how the Enter key works when you chat:**

1. From the main window, click **Menu** and choose **Preferences > Messages**.
2. Specify whether pressing the Enter key should send the message or insert a line break.

**Tip:** If you configure the system to send the message when you press **Enter**, you can add a new line in a message by pressing Ctrl-Enter.

**Related Topics**

[Customizing Chat and Call Windows](#)

[Using Chat](#)

[Placing a Call](#)



## Setting Up Your Camera, Audio, and Network


### Choosing a Camera

You may need to use different cameras in different environments. For example, you may use a webcam with your laptop when you work from your office, but you need to use the laptop's built-in camera when you work from home. Instead of reconfiguring your video preferences, you can simply choose the camera to use before or during the call.

For information about choosing a webcam or video device for use with Polycom CMA Desktop, refer to the Release Notes, available at [www.polycom.com/videodocumentation](http://www.polycom.com/videodocumentation).

For information about installing your webcam, refer to the documentation that came with your webcam.

### To choose a camera for a call:

>> Click  on the toolbar and choose the camera to use.

### Related Topics

[Placing a Call](#)

[Specifying Camera Preferences](#)

[Adjusting the Camera](#)

[Adjusting the Volume](#)

### Specifying Camera Preferences

Setting camera preferences lets you specify the camera to use and how it works with your system.

### To specify camera preferences:

1. From the main window, click **Menu** and choose **Preferences > Video**.
2. Select the camera to use:

Setting	Description
None	Use no camera
Automatic	Let the system automatically select a camera
Specify	Choose the camera from a list of installed cameras

3. Click **Preview** to preview the video for the selected camera. To adjust the video you see, click **Configure** to go to the camera controls provided by the camera's manufacturer.
4. Specify whether to display full screen video on the second monitor, if you have one.
5. Specify whether to allow video calls when no camera is connected to your computer.  
  
This setting lets you place and receive video calls even when your camera is not connected or when the camera selection is set to None. In this type of call, you see the far-site video, and the far site sees the Polycom CMA Desktop logo.
6. Specify whether your computer supports DirectX hardware acceleration.
7. If your system is using Windows Vista or Windows 7, specify whether to disable the Aero theme when you send content.

### Related Topics

[Choosing a Camera](#)

[Adjusting the Camera](#)

[Preferences: Video](#)

### Adjusting the Camera

Depending on the camera you use, you can adjust the camera at your site by manually opening or closing the lens cover, focusing, and configuring the camera.

#### To adjust the camera focus:

>> To adjust focus for most cameras, turn the dial on the camera.

Typically, you can turn clockwise to sharpen focus on far objects, and turn counter-clockwise to bring close objects into focus.

**Caution:** Do not turn the dial too far either way as you may damage the camera.

#### To configure your camera (if a configuration page was provided by the camera vendor):

1. From the main window, click **Menu** and choose **Preferences > Video**.
2. Make sure that your camera is selected.
3. Click **Preview**.
4. If your camera manufacturer provided screens for configuring the camera, click **Configure** to open the configuration screens.

#### To prevent the far site from seeing you:

>> Close your lens cover if your camera has one.

#### Related Topics

[Choosing a Camera](#)

[Specifying Camera Preferences](#)

#### Specifying Audio Preferences

Setting audio preferences lets you specify how your system handles audio.

#### To specify audio preferences:

1. From the main window, click **Menu** and choose **Preferences > Audio**.
2. Choose the audio input device to use. Typically, the audio input device is a microphone or headset. Choose **Auto** to use the Windows default audio device.
3. Choose the audio output device to use for video calls. Typically, the audio output device is speakers or a headset. Choose **Auto** to use the Windows default audio device.
4. Choose the audio output device to use for playing alerts. Choose **Auto** to use the Windows default audio device.

#### Related Topics

[Testing Audio Devices](#)

[Adjusting the Volume](#)

[Specifying Camera Preferences](#)

[Configuring Alerts](#)

[Preferences: Audio](#)

#### Adjusting the Volume

Polycom CMA Desktop lets you adjust the volume in a number of ways. For example, you can increase or decrease the volume, and you can mute the microphone manually or automatically.

For best results, set the volume level of your computer to one-half the maximum volume before adjusting the volume level.

**Tip:** The toolbar is automatically hidden when you choose full-screen video. To display the toolbar temporarily, just move your mouse.

#### To increase or decrease the volume:

>> Move  on the toolbar.


**To mute the microphone:**

>> To mute the microphone manually, click  on the toolbar.

The sound you send to the far site is muted. To unmute the microphone, click .

**To mute the microphone automatically:**

1. From the main window, click **Menu** and choose **Preferences > General**.
2. Enable **Mute auto-answered calls**.

When your microphone is muted during a call, the Mute icon  appears on the screen, and the mute button on the toolbar is highlighted.

**Related Topics**

[Placing a Call](#)

[Solving Audio and Video Problems](#)

**Specifying Your Network Preferences**

Polycom CMA Desktop automatically adjusts to give you the best call quality for your connection type. You can allow Polycom CMA Desktop to automatically determine your connection type, or you can specify it yourself. If your system is provisioned with a call rate limit, the provisioned rate determines the rate used for called.

**Note:** You cannot change your network settings during a call.

**To specify your network type:**

1. From the main window, click **Menu** and choose **Preferences > Network**.
2. Select the type of network connection you have:

Network Type	Network Limit (all traffic)	Call Rate Limit	Video	Content	Audio	Chat
Enterprise Network	10 Mbps	No limit	•	•	•	•
Premium Broadband	768 kbps or greater	512 kbps	•	•	•	•
Fast Broadband	512 kbps	384 kbps	•	•	•	•
Standard Broadband	384 kbps	256 kbps	•	•	•	•
Basic Broadband	256 kbps	192 kbps	•	•	•	•
Minimum Broadband	128 kbps	64 kbps	—	—	•	•
Dialup	Less than 128 kbps	—	—	—	—	•

3.

**Related Topic**



[Troubleshooting Notifications](#)

[Preferences: Network](#)

## Solving Problems

### Solving Audio and Video Problems

Symptom	Corrective Action
<b>Video</b>	
My camera is not listed in the device selection list.	Reinstall your video device using the installation CD provided by the device's manufacturer, and then restart Polycom CMA Desktop.
Others don't see my video.	<p>Ensure that your camera cable is connected securely.</p> <p>Restart Polycom CMA Desktop.</p> <p>Reinstall your video device using the installation CD provided by the device's manufacturer, and then restart Polycom CMA Desktop.</p> <p>Verify your camera settings. To do this, click <b>Menu</b> and then choose <b>Preferences &gt; Video</b>.</p> <p>Check your firewall settings. You may need to add Polycom CMA Desktop to your Windows firewall exception list. To do this:</p> <ol style="list-style-type: none"> <li>1. From the Windows desktop, click <b>Start</b> and choose <b>Control Panel &gt; Windows Firewall</b>.</li> <li>2. On the Exceptions tab, click <b>Add Program</b>.</li> <li>3. Browse to c:\Program Files\Polycom\Polycom CMA Desktop\vsys.exe and click <b>Open</b>.</li> <li>4. Browse to c:\Program Files\Polycom\Polycom CMA Desktop\PolycomCMA Desktop.exe and click <b>Open</b>.</li> </ol> <p>If you are using a third party personal firewall on your computer, you may need to follow similar steps with that software. Consult your firewall documentation for more information.</p>
I don't see my video window.	If you are using a single monitor, ensure that your system is not configured to display full screen video on the second monitor. To do this, click <b>Menu</b> and then choose <b>Preferences &gt; Video</b> .
My video preview window shows blue video.	<p>Ensure that the camera is not in use by another application.</p> <p>Ensure that your camera cable is connected securely.</p> <p>Restart Polycom CMA Desktop.</p> <p>Reinstall your video device using the installation CD provided by the device's manufacturer, and then restart Polycom CMA Desktop.</p>
My video preview window shows the Polycom CMA Desktop logo or my company's logo.	<p>This is normal for systems that are configured to allow calls without a camera. A logo is shown in place of local video when the camera is not available.</p> <p>If you have a camera connected to your computer, ensure that your camera cable is connected securely.</p>
My local video looks grainy.	<p>To make sure you send the best quality video, try the following:</p> <ul style="list-style-type: none"> <li>• Try increasing the lighting level, and use natural or incandescent lighting instead of fluorescent lights.</li> </ul>

	<ul style="list-style-type: none"> <li>Ensure that your camera is configured correctly. For more information, see <a href="#">Specifying Camera Preferences</a>.</li> </ul>
Call quality is not good on my laptop.	<p>Ensure that your laptop is connected to a power source. Running on battery power can reduce the laptop's performance.</p> <p>Adjust your Windows power management setting to <b>High Performance</b> (on Windows Vista) or <b>Maximum Performance</b> (on Windows XP).</p> <p>Set Polycom CMA Desktop to allocate system resources for best performance of Polycom CMA Desktop. To do this, click <b>Menu</b> and then choose <b>Preferences &gt; Processor</b>.</p>
I don't see the far end's video.	Try turning off DirectX hardware acceleration. To do this, click <b>Menu</b> and then choose <b>Preferences &gt; Video</b> .
It takes a long time to display video after the call starts.	Network problems can slow down the call connection. You may want to try the call again later
<b>Audio</b>	
My microphone is not listed in the device selection list.	Reinstall your audio device using the installation CD provided by the device's manufacturer, and then restart Polycom CMA Desktop.
Others don't hear my audio.	<p>Ensure that your audio is not muted. If your audio is muted, you see  on the screen and  is highlighted on the toolbar.</p> <p>Ensure your microphone cable is connected securely.</p> <p>Reinstall your audio device using the installation CD provided by the device's manufacturer, and then restart Polycom CMA Desktop.</p> <p>Verify your audio settings. To do this, click <b>Menu</b> and then choose <b>Preferences &gt; Audio</b>. After you make a change, click <b>Test Audio Devices</b> to test the audio devices.</p>
Far-site participants hear an echo.	<p>Reduce the volume on your system.</p> <p>Place the microphone and speakers as far apart as possible.</p> <p>Use earphones instead of speakers.</p> <p>Use a headset instead of microphone and speakers.</p> <p>If you use a laptop's integrated speakers with the laptop's integrated microphone or with a webcam's microphone, the structure of the laptop computer and the quality of the laptop speakers may cause problems that the Windows echo canceller cannot correct. Connect external speakers and use them instead of the integrated speakers.</p>
Far-site participants hear poor audio	Place the microphone farther from the person speaking. Speaking too close to the microphone can cause poor audio quality.
I don't hear audio from others.	<p>Ensure that the far-site audio is not muted.</p> <p>Ensure that your volume is set to an audible level.</p> <p>Ensure that your speaker cable is connected securely.</p> <p>Reinstall your audio device using the installation CD provided by</p>

	the device's manufacturer, and then restart Polycom CMA Desktop.
<b>Online Help</b>	
My online help doesn't display correctly.	Make sure that your computer's web browser is configured to allow active content. Refer to your browser's documentation for information on how to adjust this setting:

**Related Topics**

[Testing Audio Devices](#)

[Troubleshooting Notifications](#)

**Testing Audio Devices**

To ensure that your audio devices are functioning correctly, you can test the audio devices used for video calls and playing alerts.

**To test audio devices:**

1. From the main window, click **Menu** and choose **Preferences > Audio**.
2. Click **Test Audio Devices**.
3. Speak into your microphone in a normal voice.

When you speak, the indicator shows that the microphone is picking up your voice. For best results, try to speak so that the color bar shows green most of the time. You may need to move the microphone farther away to do this.


4. To test the device used for audio in a call, click **Start**, and then click **Stop** to finish.
5. To test the device used for alerts, click **Start**, and then click **Stop** to finish.

**Related Topics**

[Specifying Audio Preferences](#)

[Adjusting the Volume](#)

**Troubleshooting Notifications**

Polycom CMA Desktop displays notifications in the bottom right corner of the window. To get more information about solving problems, click .

Message	Corrective Action
Network connection is unavailable.	Ensure that your network cable is securely connected to your system. Ensure that your network adapter is installed and configured correctly.
Unable to connect to server.	Ensure that the provisioning server address is entered correctly. To do this, click <b>Menu</b> and then choose <b>Preferences &gt; Sign In</b> . If you continue to see this message, contact your Polycom CMA Desktop administrator.
All Polycom CMA Desktop licenses are in use.	The maximum numbers of users are in calls. Try signing in again later. If you continue to see this message, contact your Polycom CMA Desktop administrator.

Unable to download configuration settings from server.	If you continue to see this message, contact your Polycom CMA Desktop administrator.
Polycom CMA Desktop is not registered to the media server.	The media service may be unavailable or there may be a problem with the server address or with your account. Polycom CMA Desktop will continue trying to connect in the background. If you continue to see this message, contact your Polycom CMA Desktop administrator.
Polycom CMA Desktop is not registered to the presence server.	The presence service may be unavailable or there may be a problem with the server address or with your account. Polycom CMA Desktop will continue trying to connect in the background. If you continue to see this message, contact your Polycom CMA Desktop administrator.
The system CPU speed is not fast enough to support video calls.	Ensure that your processor is at least a Pentium 4 at 1.5 GHz or a Pentium M at 1.2 GHz. Make sure that the system is running on AC power. Close other CPU-intensive applications. Polycom CMA Desktop should detect the processor speed change within a few minutes.
The selected camera is not available.	Ensure that your camera is securely connected to your system. Close other applications that are using the camera, or release the camera from within the other application. If more than one camera is installed, go to <b>Preferences &gt; Video</b> , and select a different camera.
The revocation status of the certificate is not known. The certificate was not issued to the site to which we have connected.	If you continue to see this message, contact your Polycom CMA Desktop administrator.
You have missed a call from ____.	If your system is configured to show Recent Calls as a group in your Contacts list, you can return the call by double clicking it.

### Related Topics

[Solving Audio and Video Problems](#)

[Collecting Diagnostic Information](#)

### Collecting Diagnostic Information

If you need to report a problem, you may be asked to supply information about your system. The Sendlog Utility automatically creates a zipped file containing information about the system and the Polycom CMA Desktop log file. You can choose to save the file or email it directly from the Notification Log utility.

#### To collect Polycom CMA Desktop Diagnostics:

1. From the main window, click **Menu** and choose **Preferences > Diagnostics > Notification Log**.
2. Click **Collect CMAD Diagnostics**.
3. Specify the information to include in the zipped file, and add a description of the problem.

4. Do one of the following:
  - Click **Save CMAD Logs** and specify where you want to save the zipped file.
  - Click **Send CMAD Logs** to open an email message with the zipped file attached.

**Related Topics**

[Preferences: Notification Log](#)

[Troubleshooting Notifications](#)



## Preference Pages

### Preferences: General

#### Show application in taskbar when minimized

Displays the **Polycom CMA Desktop** icon in the Windows taskbar when Polycom CMA Desktop is minimized. Click the icon to open the Polycom CMA Desktop Main window.

#### Auto-answer incoming calls

Allows the system to answer calls automatically.

#### Mute auto-answered calls

Allows the system to answer calls without turning on the microphone. If you enabled **Auto-answer incoming calls**, you may want to enable this setting to prevent callers from hearing your private conversations.

#### Preview my video before placing a call

Lets you verify your local video before you place a call. If you clear this option, the video call is placed immediately when you double-click a Contact's name.

#### Show contact card when mouse is over Contacts list

Lets you view information about your Contacts when you move your mouse pointer over the names.

#### Show recent calls in Contacts list

Adds the calls you've recently placed and received to your Contacts list. These calls appear in a separate Recent Calls group.

#### Limit Directory search results to people and systems that can support calls

Specifies that Directory search results should show only people who are active Polycom CMA Desktop users or who have systems registered to the CMA server.

#### Always check to see whether Polycom CMA Desktop is the default program for opening Callto: and H323: links

### Related Topics

[Placing a Video Call](#)

[Answering a Video Call](#)

[Ending a Video Call](#)

### Preferences: Sign In

#### Specify provisioning server

Specifies the provisioning server that supplies configuration settings for the system. Choose **Automatic** to let the system locate the provisioning server, or choose **Specify** to enter the server name or IP address.

#### Automatically start Polycom CMA Desktop when Windows starts

Starts automatically when you start your computer.

The video window automatically displays when you receive a call. You manually open the Main window by right-clicking the icon in the Windows taskbar notification area (which is typically in the lower-right corner of your screen).

#### Automatically sign in when Polycom CMA Desktop starts

Signs you in automatically when you start Polycom CMA Desktop. Note that the system must be configured to remember your password if you want to sign in automatically. To do this, restart Polycom CMA Desktop, and select **Remember my password** after you enter your password.

#### Sign in using network login credentials (YourDomain\YourUserName)

Signs you in automatically using the credentials that your network provisioning service provides.

### Related Topics

[Placing a Video Call](#)

[Answering a Video Call](#)

[Ending a Video Call](#)

## Preferences: Video

### Select camera

Specifies which camera you want to use. Choose one of the following options:

Setting	Description
None	Use no camera
Automatic	Let the system automatically select a camera
Specify	Choose the camera from a list of installed cameras

### Preview

Lets you view the video from the selected camera.

### Show full-screen video on the second monitor, if one is connected

Specifies that choosing to view full-screen video moves the video to the second monitor.

### Enable calls without a camera

Lets you place and receive calls even when your camera is not connected or when the camera selection is set to None. When you use this setting with video calls, you see the other person's video, and they see the Polycom CMA Desktop logo.

### Use DirectX hardware acceleration

Enables use of DirectX hardware acceleration, if your computer supports it. If you change the setting for this field, you must restart the system for the change to take effect.

### Disable the Windows Aero theme when sending content

Makes additional system resources available for sending content by setting the theme to Windows Vista Basic or to Windows 7 Basic, depending on your operating system. When you stop sending content, the theme automatically returns to Windows Aero.

### Enable sending 720p (HD) people video

Specifies whether Polycom CMA Desktop should attempt to send HD people video during calls. Factors that can affect the system's ability to send HD video include the local system's processor speed and camera capabilities, call rate, network quality, and the far-end system's ability to receive HD video.

### Allow 720p frame rates up to

Lets you specify the frame rate at which the system should attempt to send people video. The actual frame rate is affected by the local system's processor speed and camera capabilities, network quality, and the far-end system's ability to receive HD video. Note that some HD-capable cameras provide better quality video at 15 frames per second. Related Topics

[Choosing a Camera](#)

[Specifying Camera Preferences](#)

[Adjusting the Camera](#)

## Preferences: Preview Video

### Configure

Opens the control panel installed with your camera. Available settings are determined by the camera manufacturer.

## Related Topics

[Choosing a Camera](#)

[Adjusting the Camera](#)

## Preferences: Audio

### Audio input device (microphone)

Specifies which microphone or other audio input device to use. Choose **Auto** to use the Windows default audio device.

**Test Audio Devices**

Lets you verify the audio input and output devices you've specified.

**Audio output device (speakers)**

Specifies which speakers, headphones, or other audio output device to use. Choose **Auto** to use the Windows default audio device.

**Alerts**

Specifies the audio output device to use for ring tones and alerts. Choose **Auto** to use the Windows default audio device.

**Related Topics**

[Adjusting the Volume](#)

[Specifying Audio Preferences](#)

[Testing Audio Devices](#)

**Preferences: Audio Test**

**Test the audio input device by speaking in a normal voice**

When you speak, the indicator shows that the microphone is picking up your voice. For best results, try to speak so that the color bar shows green most of the time. You may need to move the microphone farther away to do this.

**Test the device used for audio in a call**

Click **Start** to begin the test, and then click **Stop** to finish.

**Test the device used for alerts**

Click **Start** to begin the test, and then click **Stop** to finish.

**Related Topics**

[Solving Audio and Video Problems](#)

**Preferences: Network**

**Select the type of internet connection you have**

Specifies how you connect to the network. Your connection type determines the call rate limit, as well as the call features you can use. If your system is provisioned with a call rate limit, the provisioned rate determines the rate used for called.

Network Type	Network Limit (all traffic)	Call Rate Limit	Video	Content	Audio	Chat
Enterprise Network	10 Mbps	No limit	•	•	•	•
Premium Broadband	768 kbps or greater	512 kbps	•	•	•	•
Fast Broadband	512 kbps	384 kbps	•	•	•	•
Standard Broadband	384 kbps	256 kbps	•	•	•	•
Basic Broadband	256 kbps	192 kbps	•	•	•	•
Minimum Broadband	128 kbps	64 kbps	—	—	•	•
Dialup	Less than 128 kbps	—	—	—	—	•

**Note:** You cannot change your network settings during a call.

#### **Related Topics**

[Placing a Video Call](#)

[Using Chat](#)

#### **Preferences: Alerts**

##### **Do not play audible alerts during calls**

Disables alert sounds when you are in an video or video call.

##### **Alert me when**

Lets you choose how should notify you for each of these events:

- A Contact comes online
- A Contact goes offline
- Someone adds me to their Contacts list
- I receive a message
- I receive a call

Note that visible alerts are hidden when you are viewing full-screen video.

You can also specify whether you want to receive repeated alerts for incoming video calls.

- Select **Ring once** to hear a single ring.
- Select **Continue ringing** to hear repeated ringing until you answer or the caller hangs up.

#### **Related Topics**

[Configuring Alerts](#)

[Answering a Call](#)

#### **Preferences: Presence**

##### **Automatically change my presence when I'm idle**

Automatically shows others whether you are available or unavailable for a call.

##### **Show me "Idle" when I'm inactive for:**

Sets the number of minutes the system can be idle before others see your name marked as "Idle" in their Contacts lists. The Contact Details window shows your availability as **Idle**. Your presence icon changes back to **Available** when you move your mouse.

##### **Always show my presence as:**

Shows others the presence you select, regardless of whether you are at your computer.

##### **Automatically accept an invitation to be added to a Contacts list**

Lets others add you and see your availability immediately.

#### **Related Topics**

[Showing Others Your Availability](#)

[Seeing Who's Available](#)

#### **Preferences: Messages**

##### **Pressing Enter in a message**

Specifies what happens when you press Enter when you are typing a message. Choose one of the following:

- **Sends a message** lets you send the message immediately, without clicking the **Send** button.
- **Inserts a new line** lets you keep typing, just as you do in a word processor. Click **Send** to send the message.

**Dock chat window to call window**

Lets you specify whether the chat window should be connected, or "docked", to the call window. If you choose to dock the window, specify the position of the chat window.

- **Dock to bottom edge** connects the chat window to the lower edge of the call window.
- **Dock to right edge** connects the chat window to the right side of the call window.

**Display date and time with messages**

Shows the date and time for each message.

**Allow others to see when I am typing**

Displays a message at the far end when you are typing.

**Related Topics**

[Using Chat](#)

**Preferences: Processor****Detected Processor**

Shows details about your computer and its capabilities. Capabilities include:

Chat

Audio calls

Basic video

Standard video

Content send and receive

Premium video (HVGA or VGA up to 30 fps)

HD video transmit (up to 30 fps)

HD video receive (up to 30 fps)

**Allocate system resources for best performance of**

- **Polycom CMA Desktop** specifies that the system resources should be allocated so that Polycom CMA Desktop achieves the best performance even when other applications are running. (Recommended)
- **Balanced** specifies that the system resources should be allocated equally among Polycom CMA Desktop and any other applications that are running.
- **Other applications** specifies that the system resources should be allocated so that other applications running on the system achieve the best performance even when Polycom CMA Desktop is running.

**Related Topic**

[Preferences: Configuration](#)

**Preferences: Configuration**

This page shows the configuration settings that are automatically supplied to Polycom CMA Desktop from the Polycom CMA Server.

**Related Topic**

[Preferences: General](#)

**Preferences: Call Statistics****Remote System ID**

The type of video conferencing system at the far end, as well as its software version.

**Call Rate**

The negotiated speed (bandwidth) for the call, which is usually the combined video and audio speeds in the call.

**Packets Lost**

Number of video, audio, and call data packets lost during the call, including transmitted packets and incoming packets. Packet loss indicates congestion or other problems on the network. The Dynamic Bandwidth option on the Bandwidth tab of the Network Setup page allows the system to reduce the call bandwidth to prevent packet loss.

**Packet Loss**

Total packet loss as a percentage of the total number of packets transmitted by your system and those transmitted by the far end.

**Time in Last Call**

Duration of the call most recently completed, in hours, minutes, and seconds.

**Total Time in Calls**

Total duration of all calls connected since installation or since the last software update.

**Calls Placed**

Total number of calls placed from your system since installation or since the last software update. This includes calls that did not connect successfully.

**Calls Received**

Total number of calls that your system has successfully answered since installation or since the last software update.

**Calls Connected**

Total number of calls that your system has successfully placed since installation or since the last software update.

**AES Encryption Check Code**

AES Encryption check code in use for this call, if any.

**Tx**

Abbreviation for "transmit". The information in this column describes whether the data to the far site is encrypted.

**Rx**

Abbreviation for "receive". The information in this column describes whether the data received from the far site is encrypted.

**People Video Encrypted**

The encryption status of the People video being transmitted and received.

**Content Video Encrypted**

The encryption status of the Content video being transmitted and received.

**Audio Encrypted**

The encryption status of the audio being transmitted and received.

**FECC Encrypted**

The encryption status of far-end camera control.

**Related Topics**

[Preferences: Media Statistics](#)

[Specifying Your Network Preferences](#)

**Preferences: Media Statistics**

**People Tx**

Statistics about the People video being transmitted.

**People Rx**

Statistics about the People video being received.

**Content Tx**

Statistics about the Content being transmitted.

**Content Rx**

Statistics about the Content being received.

**Video Protocol**

The ITU-C video algorithm and annexes used in the current call. The video protocol used depends on the capabilities of the system at the far site as well as on your system's configuration.

**Video Rate**

Bandwidth specified for the video portion of the call. The proportion of the video rate to the audio rate depends on the comm protocol used.

**Video Rate Used**

Actual bandwidth being used for the video portion of the call. This is a real-time measurement, which normally fluctuates. The Dynamic Bandwidth option on the Bandwidth tab of the Network Setup page affects this value.

**Video Frame Rate**

Rate at which your system updates the picture seen at the far site. The system can send up to 30 frames per second. If the camera picks up large, continuous, or frequent motions, the software takes longer to assemble the data into video frames, and the frame rate drops. Changes in lighting also reduce the frame rate.

**Video Packets Lost**

Number of video data packets lost in a call. Packet loss indicates congestion or other problems on the network.

**Video Jitter**

Percentage of variation in the video transmission rate.

**Video Format**

The picture size currently in use.

**Error Concealment**

Error concealment used in the current call. To use error concealment, both sites must support it. Values displayed in this field include:

Value	Description
None	Error concealment is not in use because the far end site does not support it.
Available	Error concealment is available, but it is not needed in this call.
LPR	Lost packet recovery is in use for the video in this call.

**Audio Protocol**

The audio algorithm and annexes used in the current call. The audio protocol used depends on the capabilities of the system at the far site as well as on your system's configuration.

**Audio Rate**

Bandwidth specified for the audio portion of the call. The proportion of the audio rate to the video rate depends on the comm protocol used.

**Audio Packets Lost**

Number of audio data packets lost in a call. Packet loss indicates congestion or other problems on the network. The Dynamic Bandwidth option on the Bandwidth tab of the Network Setup page allows the system to reduce the call bandwidth to prevent packet loss.

**Audio Jitter**

Percentage of variation in the audio transmission rate.

**Related Topics**

[Preferences: Call Statistics](#)

[Specifying Your Network Preferences](#)

**Preferences: Notification Log****Notifications Log**

Lists alert messages and the date and time received. Doubleclick a log entry to see the complete message.

**Clear Notifications**

Lets you clear the notifications from the log.

**Collect CMAD Diagnostics**

Lets you create a zipped file containing the Polycom CMA Desktop Log and information about your system. You can choose to save the file or email it directly from the utility.

**Related Topics**

[Troubleshooting Notifications](#)

[Collecting Diagnostic Information](#)



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