



Polycom Converged Management Application™ (CMA™)
Desktop for Mac OS X

Help Book

Version 5.0.0

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Getting Started with Polycom CMA Desktop

Welcome to Polycom CMA Desktop for Mac OS X

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. Contacts who don't yet have cameras can still 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 your system. Once Polycom CMA Desktop is running, you can sign in, and you can place or receive calls.

To start Polycom CMA Desktop manually:

>> From Finder, choose **Applications > Polycom** and click  **Polycom CMA Desktop**.

Tip: For easy access, drag  **Polycom CMA Desktop** to the dock.

To exit from Polycom CMA Desktop:

>> Click the application menu and choose **Quit Polycom CMA Desktop..**

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, click the application menu and choose **Sign Out**.
 - Start Polycom CMA Desktop.
2. Click the application menu and choose **Preferences > Sign In**.
3. Select **Automatically start Polycom CMA Desktop when system 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.

Related Topics

[Signing In and Out](#)

[Placing a Call](#)

[Answering a Call](#)

Signing In and Out

To sign in manually:


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.

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.

2. Click **Sign In**.

To sign in automatically each time Polycom CMA Desktop starts:

1. From Finder, choose **Applications > Polycom** and click  **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:

>> Click the application menu and choose **Sign Out**.

Related Topics


[Starting Polycom CMA Desktop](#)

[Placing a Call](#)

First Steps with Polycom CMA Desktop for Mac OS X

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**.

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.

Call someone

1. Do one of the following:
 - Click a name in your Contacts list, your Recent Calls, or the Directory.
 - Type a 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](#)


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, or you can place an audio call.

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.
- Click  to place a video call.
- 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 system, 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.
2. Click  **Call** to start the call.

Tips for great calls

- 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.

Related Topics

[Searching for a Contact](#)

[Participating in a Multipoint Call](#)

[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 application menu, 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](#)

Participating in a Multipoint Call

You can participate in multipoint calls that are hosted by a virtual meeting room or by a video conferencing system that can host multipoint calls. During a multipoint call, multiple sites can hear each other. Participants using video can also see each other.

For most multipoint calls, you choose someone from your Contacts list or the Directory or enter the calling information, just as you do for any other call. Some types of virtual meeting rooms require you to supply a password, extension, or meeting number after the call connects. You can get this information from the meeting organizer.

Some virtual meeting rooms allow the meeting organizer to specify calling information for all participants before the call starts. In this type of multipoint call, you simply answer the incoming call.

To join a multipoint call:


>> Choose the virtual meeting room number from your Contacts list, the Directory, or your Recent Calls.

You can also manually dial the number supplied to you by the meeting organizer.

To enter a virtual meeting room password, extension, or meeting number:

>> When you hear the prompt, click  Tone Pad on the toolbar and enter the required number.

To hang up from a multipoint call:

>> Click  Hang up call on the toolbar.

Related Topics

[Placing a Call](#)

[Answering a Call](#)

[Entering a Virtual Meeting Room Password, Extension, or Meeting Number](#)

Entering a Virtual Meeting Room Password, Extension, or Meeting Number

Some types of virtual meeting rooms require you to supply a password, extension, or meeting number after the call connects. You can get this information from the meeting organizer.

To enter a password, extension, or meeting number:

>> When you hear the prompt, click  **Tone Pad** on the toolbar and enter the required number.

Related Topics


[Participating in a Multipoint Call](#)

[Placing a Call](#)

Controlling the Far-Site Camera

When you are in a call with a system with a camera that supports pan, tilt, and zoom movement, you may be able to adjust the far-site camera. You can adjust the far-site camera only if it is configured to allow you to control it.

To adjust the far-site camera:

1. Click  on the toolbar, and then click the arrow buttons to move the camera up, down, left, or right.
2. Click + or - to zoom in or out.

Related Topic

[Placing a Call](#)

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. 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. You can also add people and systems outside the network by entering the information manually.

From your Contacts list, you can place calls with just a click.

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

To add 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**.

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.

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](#)

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 add them to your Contacts list.

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 add people to 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.
- 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.

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 the application menu and choose **Preferences > General**.
2. Specify whether to show recent calls in the Contacts list.

To view your Call Log:

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

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.

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.

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 red close button in the top left corner of the window.

Related Topics

[Viewing Your Recent Calls](#)

[Managing Your Contacts](#)

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

Customizing Your Polycom CMA Desktop Environment

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](#)

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

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 can also switch back and forth between the two views 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 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](#)

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](#)

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 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/vidoeodocumentation.

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

To choose a camera for a call:

1. From the application menu, choose **Preferences > Video**.
2. Select 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 application menu, 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.
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 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.

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 application menu, 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 application menu, 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 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 default audio device.

Related Topics

[Testing Audio Devices](#)

[Adjusting the Volume](#)

[Specifying Camera Preferences](#)

[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 application menu, 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 application menu, choose **Preferences > Network**.
2. Select the type of network connection you have:

Network Type	Network Limit (all traffic)	Call Rate Limit	Video	Audio
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	—	•



Related Topic

[Preferences: Network](#)

Solving Problems

Solving Audio and Video Problems

Symptom	Corrective Action
Video	
My camera is not listed in the device selection list.	<p>Ensure that the camera is not in use by another application.</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>
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 the application menu and then choose Preferences > Video.</p> <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>
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.	<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"> • Try increasing the lighting level, and use natural or incandescent lighting instead of fluorescent lights. • Ensure that your camera is configured correctly. For more information, see Specifying Camera Preferences.
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>
It takes a long time to display video after the call starts.	<p>Network problems can slow down the call connection. You may want to try the call again later</p>
Audio	

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 the application menu and then choose Preferences > Audio. After you make a change, click Test Audio Devices 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>
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 the device's manufacturer, and then restart Polycom CMA Desktop.</p>
Online Help	
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](#)

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 application menu, 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.

Related Topics

[Specifying Audio Preferences](#)

[Adjusting the Volume](#)

Preference Pages

Preferences: General

Show application in taskbar when minimized

Displays the **Polycom CMA Desktop** icon in the dock 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 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 system.

When I receive a call

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

- 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

[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 system starts

Starts automatically when you start your computer.

The video window automatically displays when you receive a call.

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.

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.

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.

[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 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 default audio device.

Related Topics

[Adjusting the Volume](#)

[Specifying Audio Preferences](#)

[Testing Audio Devices](#)

Preferences: Audio Test

Microphone indicator

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.

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	Audio
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	—	•

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

Related Topics

[Placing a Video Call](#)

Preferences: Processor

Detected Processor

Shows details about your computer.

Related Topic

[Preferences: Configuration](#)

Preferences: Configuration

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

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.

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.

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.

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](#)

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