Polycom Converged Management Application ™ (CMA™) Desktop

Help Book

Version 4.1.2

Contents

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

1. If you're signed in to Polycom CMA Desktop, right- click in the Windows system tray, and choose **Sign Out**.
2. Click 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 Windows. You can change these settings any time by clicking **Change my sign-in settings** from the sign-in screen.

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**.

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 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. Enter your **Polycom CMA Desktop** user name and password.
2. Select **Automatically sign in**.
3. 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.

Add people to your Contacts list

1. Click to open the Directory.
2. Start typing a name.
3. If your system is configured for automatic searching, the system shows you all entries that contain the characters you enter as you type. If your system is configured for manual searching, click the search button to start the search.
4. From the list of names the system finds, click the name of the person you want to add.

5. Click **Add to Contacts**.

6. 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, the icons on the Contacts list change to to show availability for video calls and to to show availability for chatting.

- If the person's system does not support video calls, the icons change to to show unavailability for video calls and either to show availability for chatting or to show unavailability for chatting.

   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 to start the call.

Related Topics
Placing a Call
Answering a Call
Seeing Who's Available

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:

1. Do one of the following:
   - Double-click an entry to place a video call, if both systems support it. If video is not supported, an audio call starts. If neither video nor audio is available, the chat window opens.
   - Click ![icon] to place a video call or click ![icon] to chat.
   - Right-click the entry 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 ![icon] 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 ![icon] to start the call.

To place a call from the Directory:

1. Click ![icon] and start typing the name you want to find.
2. If your system is configured for automatic searching, the system shows you all entries that contain the characters you enter as you type. If your system is configured for manual searching, click the search button to start the search.

   For example, if you type **and**, your search may find entries 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 a name.
4. Click **Call** to start the call.
5. If the person is registered with a video conferencing system as well as Polycom CMA Desktop, 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 entries from your Contacts list, your recent calls, and the Directory. If the system finds the name you want, you can click to select it.
2. Click ![icon] to start the call..

To call a meeting room on a bridge:

1. Do one of the following:
   - If you're registered to a gatekeeper, enter the E.164 number.
   - Enter the address in this format: IP_Address##E.164. For example, 11.12.13.14##1000.
   - Enter the address in this format: E.164@IP_Address. For example, 1000@11.12.13.14.
2. Click ![icon] 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. More...
- Your Polycom CMA Desktop 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.
- 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.

Related Topics

Searching for an Entry
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** if you want to accept the call.
- Click **Ignore** if you don't want to accept 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

Seeing Who's Available

You can view details about your Contacts, including the availability and system capability of the Contacts with whom you share presence. Each person for whom presence is available has icons beside their name indicating whether they are online and able to chat or to receive a call.

Availability for calls

Icons indicate a Contact's availability for a call, as shown in the following table.

Icon	Description
	Available for a video call.
	Available for a video call, but currently idle.
	No presence is available for this video system.
	In a video call and able to accept an additional video call.
	In a video call or not accepting calls (Do Not Disturb).
	Offline or no video is available.

Availability to chat

Icons indicate a Contact's availability to chat, as shown in the following table.

Icon	Description
	Available to chat.
	Available to chat, but currently idle.
	Invited to join your Contacts list. No presence is yet available.
	Off line or no chat is available.
	Not accepting messages (Do Not Disturb).

Examples

The following table gives examples of the icons you might see in your Contacts list.

Icons	Description
	Available for chat or a call.
	In a video call and able to accept an additional video call. Available to chat.

Icons	Description
	In a video call. Available to chat.
	Unavailable for a call. Available to chat, but currently idle.
	Available for a call, but currently idle. No chat is available.
	Invited to join your Contacts list. No presence is yet available.

Related Topics
Managing Your Contacts
Placing a Call

Participating in a Multipoint Call

You can participate in multipoint calls that are hosted by a bridge 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 an entry from your Contacts list or the Directory or enter the calling information, just as you do for any other call. Some types of bridges require you to supply a bridge password, extension, or meeting number after the call connects. You can get this information from the meeting organizer.

Some bridges 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 bridge number from your Contacts list, the Directory, or your Recent Calls, or manually dial the number supplied to you by the meeting organizer.

To enter a bridge 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 Bridge Password, Extension, or Meeting Number

Entering a Bridge Password, Extension, or Meeting Number

Some types of bridges 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-End 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.
2. Click the arrow buttons to move the camera up, down, left, or right.
3. Click **Zoom** to zoom in or out.

Related Topic

[Placing a Call](#)

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 while you are chatting.

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 call:

➢ Do one of the following:

- If you're viewing full-screen video, click to reduce the size of the call window, and then click on the toolbar to open the chat window.

-

  If your chat window is docked to the call window, click or , depending on where your chat window is docked.

To close the chat window:

➢ Do one of the following:

-

  If your chat window is docked to the call window, click or , depending on where your chat window is docked.
- If your chat window is separate from the call window, click the **X** in the top left corner of the window.

To open or close 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.

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 can not run Polycom CMA Desktop at the same time as other video conferencing applications are running.

Related Topics

Adding a Call to a Chat Session

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. Verify your video, and adjust your camera if necessary.
3. Click **Call**.
   If the far end supports video calls, a video call starts. If not, an audio call starts.

Related Topics

Using Chat
Ending a Call
Placing a Call

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 entries to your Contacts list by copying them from the Directory or from your Recent Calls. When you add entries that support sharing presence, they receive an invitation to be on your Contacts list. You can also create entries for 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 and periodically through the day. You can't make changes to the entries in the Directory, but you can copy entries to your Contacts list. There, you can change an entry's display name or add the entry to a group.

Your Recent Calls

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.

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 entries to your Contacts list by copying them from the Directory or from your Recent Calls. When you add entries that support sharing presence, they receive an invitation to be on your Contacts list. You can also create entries for 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 📒 and start typing the name you want to find.
2. If your system is configured for automatic searching, the system shows you all entries that contain the characters you enter as you type. If your system is configured for manual searching, click the search button to start the search.

   For example, if you type **and**, your search may find entries 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 a name.
4. Click **Add to Contacts** to add the person or system to your Contacts list.
5. Change the display name, if you like, and click **OK**.

   If the person's system supports sharing presence, Polycom CMA Desktop sends an invitation to be on your Contacts list. The name on your Contacts list is identified with the ✉ **Invited** icon. When the person accepts your invitation, the icon on the Contacts list changes to show availability for calls or chatting.

If the person is registered with a video conferencing system as well as Polycom CMA Desktop, all systems will be 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.

   If the person's system supports sharing presence, Polycom CMA Desktop sends an invitation to be on your Contacts list. The name on your Contacts list is identified with the ✉ **Invited** icon. When the person accepts your invitation, the icon on the Contacts list changes to show availability for calls or 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 entries are deleted. Systems that do not share presence must be deleted individually.

To rename a person on your Contacts list:

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, the numbers 0-9, ' ', ' . ', ' - ', ' \ ', and ' _ '.

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 an Entry
Using Groups to Organize Contacts
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. You can also rearrange the order of your groups so that your most frequently-used groups are at the top of the Contacts list.

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 and 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 entry and choosing **Copy Contact to Group**.

To remove a Contact from a group:

➤ Right-click and choose **Remove Contact From Group**. The Contact is automatically moved into the **Contacts** 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 move a group to another location in the Contacts list:

1. Right-click a group name, and choose **Move Up in Order** or **Move Down in Order**.
2. Continue moving the group up or down until it is in the location you want.

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

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 they accept, you can see presence information about one another.

The Directory contains entries for individual people or systems(👤) and for groups of people (👥). Your organization may also have organized the Directory into groups. These Directory groups allow you to find an entry 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 📒 and start typing the name you want to find.
2. If your system is configured for automatic searching, the system shows you all entries that contain the characters you enter as you type. If your system is configured for manual searching, click the search button to start the search.

   For example, if you type **and**, your search may find entries 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 entry:

➤ Double-click the entry (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 an Entry

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

Viewing Your Recent Calls

Your Recent Calls list lets you see the calls you've placed and received. You can use this list to place calls and invite people to be on your Contacts list.

The Call Log gives you another view of the calls you've placed and received, 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 📞 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**.

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 🔴.

Related Topics

Placing a Call

Managing Your Contacts

Searching for an Entry

Searching for an Entry

You can quickly find an entry in your Contacts list, the Directory, or your Recent Calls, even when these lists contain many names. Once you find the entry 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 field at the bottom of the main window. As you type, the system finds matching entries from your Contacts list, your recent calls, and the Directory. If the system finds the name you want, you can click to select it.

2. Click ● to start the call.

To search for a name in the Directory:

1. Click ▣ and start typing the name you want to find.
2. If your system is configured for automatic searching, the system shows you all entries that contain the characters you enter as you type. If your system is configured for manual searching, click the search button to start the search.

    For example, if you type **and**, your search may find entries 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 a name.
4. 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.
    - Click **Close** to return to the main window.

Related Topics
Placing a Call
Using Groups to Organize Contacts

Seeing Details About an Entry

You can see information about each of the entries in your Contacts list. You can also edit some of this information.

To see details about an entry in your Contacts list:

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

To close the Details window:

➤ Click the **X** in the top left corner of the window.

Related Topics
Managing Your Contacts
About Your Contacts List, the Directory, and Your Recent Calls

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 🟪 to display the selection rectangle.
      The other sites see only the content enclosed by the selection rectangle, enlarged to fill their screens.

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 end 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

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, 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, but you can not receive calls.

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 Polycom CMA Desktop 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 [⚠] 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

Choosing a Camera

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.

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

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 end sees the Polycom CMA Desktop logo.

6. Specify whether your computer supports DirectX hardware acceleration.

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 end 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 Polycom CMA Desktop 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 [slider] on the toolbar.

To mute the microphone:

➤ To mute the microphone manually, click ![mic icon] on the toolbar.

The sound you send to the far end is muted. To unmute the microphone, click ![mic icon].

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

Configuring Alerts

Placing a Call

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.

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 Broad-band	512 kbps	384 kbps	●	●	●	●
Standard Broadband	384 kbps	256 kbps	●	●	●	●
Basic Broad-band	256 kbps	192 kbps	●	●	●	●
Minimum Broadband	128 kbps	64 kbps	--	--	●	●
Dialup	Less than 128 kbps	--	--	--	--	●

Related Topic

Troubleshooting Alert Messages

Solving Audio and Video Problems

Symptom	Corrective Action
Video	
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.	Ensure that your camera cable is connected securely. Reinstall your video device using the installation CD provided by the device's manufacturer, and then restart Polycom CMA Desktop. Verify your camera settings. To do this, click Menu and then choose **Preferences > Video**.
My video preview window shows blue video.	Ensure that the camera is not in use by another application. Ensure that your camera cable is connected securely. Reinstall your video device using the installation CD provided by the device's manufacturer, and then restart Polycom CMA Desktop.
My video preview window shows the Polycom CMA Desktop logo or my company's logo.	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. If you have a camera connected to your computer, ensure that your camera cable is connected securely.
My local video looks grainy.	To make sure you send the best quality video, try the following: ● 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. ● Use one of the tested cameras listed in Choosing a Camera.
I don't see the far end's video.	Try turning off DirectX hardware acceleration. To do this, click Menu and then choose **Preferences > Video**.
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
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.	Ensure that your audio is not muted. If your audio is muted, you see 🚫 on the screen and 🎤 is highlighted on the toolbar. Ensure your microphone cable is connected securely. Reinstall your audio device using the installation CD provided by the device's manufacturer, and then restart Polycom CMA Desktop. Verify your audio settings. To do this, click Menu and then choose **Preferences > Audio**. After you make a change, click **Test Audio Devices** to test the audio devices.
Far-site participants hear an echo.	Reduce the volume on your system.

Symptom	Corrective Action
	Place the microphone and speakers as far apart as possible.
	Use earphones instead of speakers.
	Use a headset instead of microphone and speakers.
	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.
I don't hear audio from others.	Ensure that the far end audio is not muted.
	Ensure that your volume is set to an audible level.
	Ensure that your speaker cable is connected securely.
	Reinstall your audio device using the installation CD provided by the device's manufacturer, and then restart Polycom CMA Desktop..
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

Troubleshooting Alert Messages

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 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 Alert Messages

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

Alert 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 Polycom CMA Desktop system server address is entered correctly. To do this, click Menu and then choose **Preferences > Sign In**. 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 **Preferences > Video**, and select a different camera.

Related Topic

Solving Audio and Video Problems

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 entries in your Contacts list 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.

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.

Automatically start Polycom CMA Desktop when Windows starts

Starts Polycom CMA Desktop 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

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.

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

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

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.

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 Broad-band	512 kbps	384 kbps	●	●	●	●
Standard Broadband	384 kbps	256 kbps	●	●	●	●
Basic Broad-band	256 kbps	192 kbps	●	●	●	●
Minimum Broadband	128 kbps	64 kbps	--	--	●	●
Dialup	Less than 128 kbps	--	--	--	--	●

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 Polycom CMA Desktop 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.

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.

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)

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.
- **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.

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

Combined video and audio speeds (bandwidths) in the call. This is usually the call speed specified for the call, but the call rate may be lower than the specified speed if Dynamic Bandwidth is in use.

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.

Tx

Abbreviation for "transmit". The information in this column describes your system's performance when it is sending data to the far end.

Rx

Abbreviation for "receive". The information in this column describes your system's performance when it is receiving data from the far end.

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 end 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 end. 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. 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.

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 end 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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