▶ Quick Tips for Polycom CMA Desktop

Set preferences or get help

Change your presence

See presence information for your Contacts

Right-click anywhere to add a Contact

Click a Contact to place a call or send a message

Expand or hide a group, or right-click to create a new group

View calls you've placed and received

Send a message to the selected Contact

Hang up the call

Enter an IP address, extension (E.164 address), or URL to call

Show or hide your local video

Search the Directory

Hang up the call

Mute your microphone

Adjust the volume

Select a camera

Show a presentation

What is CMA Desktop?

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

For help with Polycom CMA Desktop, click **Menu** and choose **Help,** or press **F1.**

Signing In

Depending on how your Polycom CMA Desktop network settings are configured, your Polycom CMA Desktop user name and password may be provided automatically. If so, do this:

Click **Sign In**.

You can also choose to enter your user name and password 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.

2 Click **Sign In**.

Answering a Call

Do one of the following:

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

Adding People to Your Contacts List

1 Click 📁 to open the Directory.

2 Start typing a name.

- If CMA Desktop is configured for automatic searching, you see entries that contain the characters you enter as you type.
- If CMA Desktop is configured for manual searching, click the search button to start the search.

3 Click a name and then click **Add to Contacts**.

4 Polycom CMA Desktop sends an invitation to be on your Contacts list, and your new Contacts is identified with ✉. When the invitation is accepted, the icon changes to show presence.

Understanding Presence Icons

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

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Placing a Call

From Your Contacts List:

Do one of the following:

- Click a Contact to place a video call. If video is not supported, an audio call starts. If neither is available, the chat window opens.
- Click ⬤ to place a video call or click 🗨 to chat.
- If CMA Desktop is configured to include Recent Calls as a Contacts list group, click ⊞ to open the Recent Calls group, and click a Contact.

From the Directory:

1. Click 📙 and start typing the name you want to find.
2. Click a name and then click **Call** to start the call.
3. If the person has a video conferencing system as well as Polycom CMA Desktop, choose which to call.

By Entering the Information Manually:

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

By Calling a Virtual Meeting Room on a Bridge:

1. Do one of the following:
   - If Polycom CMA Desktop and the virtual meeting room are registered to the same Polycom CMA server, enter the extension (E.164 address).
   - Enter the address in this format: E.164@IP_Address. For example, 1000@11.12.13.14.
   - Enter the address in this format: IP_Address##E.164. For example, 11.12.13.14##1000.
   - Double-click a Callto: link in a meeting invitation.
2. Click ⬤ to start the call.

Using the In-Call Toolbar

☎	Hang up the call.
🗨	Open the chat window.
🎤	Mute your microphone.
🔊	Adjust the volume.
🖥	Show a presentation.
🔲	Toggle the Picture-in-Picture (PIP).
✷	View full-screen video.
🎦	Adjust the far-end camera.
⊞	Display the tone pad.

Showing a Presentation

1. Click 🖥 on the toolbar.
2. Do one of the following:
   - Click ▶ **Send Monitor**. If your computer is running in dual monitor configuration, click ▶ for the monitor you want to show.

     The other sites see the content as it appears on your monitor.
   - Click 🖻 **Zoom** to display the selection rectangle and adjust it, if necessary.

     The other sites see only the content enclosed by the selection rectangle.

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