Polycom Documentation

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Before You Begin

This guide is for users who want to perform basic to intermediate tasks on the Polycom®
RealPresence® Group Series system.

Please read the RealPresence Group Series documentation before you operate the system. The
following related documents for RealPresence Group Series systems are available at Polycom
Support:

- Setup sheets—includes steps on setting up the system and connecting peripherals
- Release notes—lists new features, any system limitations, and additional product information
- Regulatory Notices—describes safety and legal considerations for using the system

Polycom recommends that you record the serial number and option key of your RealPresence Group
Series system here for future reference. The serial number for the system is printed on the unit.

System Serial Number: _____

Option Key: _____

Getting Help

For more information about installing, configuring, and administering Polycom products, refer to
Documents & Software at Polycom Support.

Related Topics

Before You Begin

Polycom Partner and Solution Resources

To find all Polycom partner solutions, see Strategic Global Partner Solutions.

Polycom Implementation and Maintenance services provide support for Polycom solution components
only. Additional services for supported third-party Unified Communications (UC) environments
integrated with Polycom solutions are available from Polycom Global Services and its certified
Partners. These additional services help customers successfully design, deploy, optimize and manage
Polycom visual communications within their UC environments.

Professional Services for Microsoft Integration is mandatory for Microsoft Office Communications
Server, Microsoft Lync Server 2013, Skype for Business Server 2015, or Office 365 integrations. For
additional information and details, refer to http://www.polycom.com/services/professional_services/
index.html or contact your local Polycom representative.

Related Topics

Getting Help

The Polycom Community

The Polycom Community gives you access to the latest developer and support information, and the community enables you to participate in discussion forums to share ideas and solve problems with your colleagues. To register with the Polycom Community, simply create a Polycom online account. When logged in, you can access Polycom support personnel and participate in developer and support forums to find the latest information on hardware, software, and partner solutions topics.

Related Topics

Getting Help

Getting Started with Polycom RealPresence Group Series

This user guide is intended for beginner users, as well as intermediate and advanced users who want to learn about video conferencing and the Polycom® RealPresence® Group Series system.

For detailed information on the available systems and bundles, as well as the most recent feature descriptions, refer to the *Polycom RealPresence Group Series Release Notes* available at support.polycom.com.

Note	Your system administrator can configure RealPresence Group Series systems and RealPresence Touch devices to show only those options used in your organization. Therefore, this guide might cover options that you cannot access on your system. Check with your system administrator to find out more about the options set for your system.

Note	Your system administrator configures the RealPresence Group Series system to work in a environment. If the system does not display the configuration options shown in this guide, check with your system administrator or Polycom Reseller for assistance.

RealPresence Group System Power

RealPresence Group Series systems have a power *proximity sensor* instead of a physical power button. Instead of pressing an actual button that moves to power on the system, you can touch the proximity sensor , or touch near it, on the front of the system.

Related Topics

Getting Started with Polycom RealPresence Group Series

Power On the System

Before powering on your system, make sure you connect any essential wired devices or accessories to the system first. After you have connected the related equipment, power on the system.

Procedure

- Do one of the following:

   On RealPresence Group 300, 310, 500, and 700 systems, touch and hold the power sensor on the front of the system. Because the power sensor is touch sensitive, you can place your finger on or close to the sensor.

Press and hold on the remote control.

When the system is powered on successfully, the LED on the front panel turns blue and the Polycom splash screen displays.

Related Topics

RealPresence Group System Power

System Health Check

After the system is powered on, the system automatically performs a system health check, which is known as a power on self test (POST).

The status of the POST sequence is shown using the LED indicator light on the front of the device, or in the text field display on the front of the system. For more information about what the colors of the indicator lights mean, contact your administrator.

All test results are logged in the system memory. When the test sequence completes with no severe errors, the system starts normally.

Related Topics

RealPresence Group System Power

Power Off a RealPresence Group System

Before changing any connected accessories, you need to power off the RealPresence Group system.

Procedure

- Do one of the following:

    Touch and hold the power sensor on the front of the system.

    Press and hold on the remote control.

    The indicator light changes color and blinks when the system is shutting down.

Related Topics

RealPresence Group System Power

Using the Touch User Interface

RealPresence Group Series systems have touch capabilities that let you control the system, VisualBoard application, or manage Skype for Business remote desktop content when connected to touch-capable monitors. This interface works with your system remote control and by touch.

Your administrator sets up and enables the touch-capable monitors connected to the system.

Wake the System

After a period of time, the system goes into Power Saving mode and the monitor goes to sleep. You can wake the system at any time.

Procedure

- Tap the touchscreen monitor.

Related Topics

Using the Touch User Interface

New Meetings

The directory on your system stores contact information that you can use to quickly call contacts. Any contacts that you add to the directory are accessible to everyone at your site who uses the system. Users at other sites cannot access the contacts on your system.

When a contact is listed in the directory of your system, the system displays the name on the screen when receiving an incoming call. If a contact that is not listed in the directory calls, the dialing information for that contact displays, and you can choose to save the information in the directory when the call ends.

Your system supports up to 2,000 contacts, or an unlimited number of contacts when the system is registered with Microsoft Lync Server 2013 or Skype for Business Server 2015. If your system is registered with one of the supported Microsoft servers, you can search the directory, view a list of contacts, view contact presence states, and call contacts from the directory.

For more information about this and other Microsoft and Polycom interoperability considerations, refer to the *Polycom Unified Communications for Microsoft Environments Deployment Guide*.

Contact Presence States

If your system is automatically provisioned and registered to a global directory server, your directory can include default LDAP group members and up to 200 global contacts stored by the presence service.

Polycom systems registered to Microsoft Lync 2013 or Skype for Business Server 2015 in an integrated environment use the following colors to indicate presence states.

Color	Presence
Green	Available
Red	Busy or Do Not Disturb
Black	Offline or Unknown
Yellow	Away

Related Topics

New Meetings

Calling Favorites

You can make a video call from the **Favorites** list.

Prerequisite

Procedure

1 Tap 👥 **New Meeting**.
2 Tap **Favorites**.
3 Scroll through the favorites entries to locate the desired contact.
4 Tap the desired contact to make a video call.

Related Topics

New Meetings

Search for Directory Contacts

You can perform a directory search to find contacts to call who are not in your **Favorites** or **Contacts** list.

Prerequisite

Procedure

1 Tap 👥 **New Meetings**.
2 Tap **Click to Search** to enter the name of the contact.
3 Scroll through the directory entries to locate the desired contact.
4 Select the contact for **Calling** and **Info** options.
5 Tap **Audio Call** or **Video Call**.

Related Topics

New Meetings

Calling

In a Microsoft environment using a RealPresence Touch device as your system controller, you can place an audio-only call or start a Skype meeting.

Call by Entering a Number

You can place an audio-only or video call from the dial pad.

Procedure

1 From the Home screen, tap ⠿ **Dial Pad**.

2 Do one of the following:

- Tap 🎥 to switch to audio.

- Tap 📞 to switch to video.

3 Using the keypad or android keyboard, enter your contact's number.

Tap and hold **#** to display @ for IP dialing.

4 Tap **Call**.

Related Topics

Calling

Accept a Call

Unless your system is configured to answer calls automatically, answer the call manually.

Procedure

- Tap **Accept**.

Related Topics

Calling

Decline a Call

If you are busy and do not want to accept an incoming call, you can decline the call.

Procedure

- Tap **Decline**.

Related Topics

Calling

Accept or Decline Incoming Calls Forwarded from a Contact

When a call is forwarded to the system from a contact using the Skype for Business client, you can choose to accept or decline the forwarded call. When you receive a forwarded incoming call, a notification displays letting you know who the call is from and who forwarded the call.

You cannot forward calls from the RealPresence Group Series system to another system or the Skype for Business client. You can only receive and respond to calls forwarded to the system.

Procedure

- Select **Accept** or **Decline**.

Related Topics

Calling

End a Call

End your call when it is over.

Procedure

- Tap ☎.

Related Topics

Calling

Managing Multiple Calls

With your RealPresence Touch device, you can manage multiple calls on a RealPresence Group Series system registered to Skype for Business. This call management applies to incoming calls only.

Related Topics

Calling

Answer a Call While in a Meeting

You can answer an incoming call during a meeting using the RealPresence Touch device, when the device is paired to a RealPresence Group Series system registered to Skype for Business.

Procedure

- If you receive an incoming call during a meeting, do one of the following:

  Tap **Add to Call** to allow the incoming call to join the meeting.

  Tap **Hold + Accept** to hold all of the conference participants and answer the incoming call.

  Tap **Hang Up + Accept** to hang up all of the meeting participants and answer the incoming call.

  Tap **Ignore** to disregard the incoming call.

Related Topics

Managing Multiple Calls

Switch Between Calls

When a call is on hold and another is active, a manage calls button displays on the RealPresence Touch device that allows you to switch between calls. Manage calls is supported if the device is paired to a RealPresence Group Series system registered to Skype for Business.

Procedure

    1 When you are in a call and want to resume another call on hold, tap **Manage calls**.

    2 On the **Manage Conference(s)** screen, tap the call on hold, then tap ▶ **Resume Call** to continue the call.

Related Topics

Managing Multiple Calls

Joining Meetings from the Calendar with Touch User Interface

The system can connect to the Microsoft Exchange Server 2013 and retrieve calendar information associated with a Microsoft Outlook or Microsoft Office 365 account. When the system is connected to the Exchange Server, you can join scheduled meetings from the calendar and initiate Lync 2013 or Skype for Business 2015 conference calls.

Related Topics

Calling

Start a Skype Meeting

You can create a list of participants and start a Skype for Business meeting on the room system. By default, your system joins the meeting as a video participant. You can choose to start the meeting as an audio-only participant.

    Note   If you join a meeting on the system as an audio-only participant, you cannot share content with the far-end. You can only receive content from video participants or participants sharing content from the Skype for Business client.

Procedure

    1 From the Home screen, tap 👥 **New Meeting**.

    2 To join the meeting as an audio-only participant, tap ■◀ to switch to audio ☎.

    3 Use the keyboard to enter a contact name, group name, or a number, including a bridge number, IP address, or SIP address.

    4 Tap a contact or tap ✚ next to a number to add the participant to the Invitees list.

    5 Continue adding participants until the Invitees list is complete.

    6 Tap **Start Meeting**.

Related Topics

Add Participants to a Skype for Business Meeting

After you start a Skype for Business meeting, you can add additional participants to the meeting. The meeting is not placed on hold while you add participants, however, the audio or video may pause while the participants are being added to the call.

Procedure

1 During an active meeting, tap 👥 > 👤+ .

2 Choose whether the participant is an audio 📞 or video 🎥 participant.

3 Use the keyboard to enter a contact name or number, including a bridge number, IP, or SIP address.

4 Tap a contact or tap ➕ next to a number to add the participant to the Invitees list.

5 Tap **Add**.

Related Topics

Accept an Incoming Call while in a Meeting

Unless your system is configured to answer calls automatically, you can answer an incoming call during a meeting and place the meeting on hold.

Procedure

● Tap **Hold + Accept** to hold the current meeting and start a new meeting with the incoming call.

Related Topics

Ignore an Incoming Call while in a Meeting

When you receive an incoming call during an active meeting, you can choose to ignore the incoming call instead of answering the call.

Procedure

- Tap **Ignore**.

Related Topics

Joining Meetings from the Calendar with Touch User Interface

View a Scheduled Meeting

You can view meetings on the calendar or on the home screen. Meeting scheduled for the current day and for up to 5 days display at the top of the Home screen. If several meetings occur on the current day, only the meetings for the current day display.

Procedure

- Go to the Home screen.

Related Topics

Joining Meetings from the Calendar with Touch User Interface

Join a Scheduled Meeting

You can easily join a meeting on your calendar.

Procedure

1 On the Home screen, locate the meeting you want to join.
2 Tap **Join**.

Related Topics

Joining Meetings from the Calendar with Touch User Interface

Hang Up a Participant in a Skype Meeting

You can hang up an individual participant in a Skype meeting.

Procedure

- From the active call screen, under **People**, select the participant that you want to hang up, then tap ☎.

Related Topics

Joining Meetings from the Calendar with Touch User Interface

Sharing Content

How you share content depends on whether you are controlling your system with the remote control, the touch interface, or a Polycom touch device.

You can share one content source and one people video source at a time, and you can switch to a different type of content or people video source as needed. Participants at other sites can also show content or people video sources, but only one site can share content at any given time. RealPresence Group Series systems can receive RDP and if you share content from the system, that content is sent in the People stream.

Note	You cannot display copyright protected content, such as that included on some DVDs.

Besides showing content, you can also receive and control Microsoft content initiated with a content-sharing request.

You can share the following types of content:

- Any information stored on a computer connected to a RealPresence Group Series system or Polycom touch device
- Images on a USB drive connected to the system
- Content sent from the Polycom® People+Content™ IP application, which is installed on a computer connected to the RealPresence Group Series system
- Content from a DVD or DVR player connected directly to a RealPresence Group Series system
- Content from the Polycom® VisualBoard™ application
- Content sent using the SmartPairing feature in the Polycom® RealPresence® Desktop or RealPresence Mobile applications

Note	To share content using a RealPresence Group 300 system, you must use the People +Content IP application.

Managing Content from Microsoft Clients

Your system can receive content from Microsoft Lync 2013 and Skype for Business 2015 remote desktop (RDP) clients during active calls when content is initiated from the Microsoft clients. Be aware that you cannot share content, including content shared through People+Content IP or VisualBoard, while actively receiving content from Microsoft clients.

Related Topics

Sharing Content

Control Shared Skype for Business Content

Procedure

   1 Connect a USB mouse to the RealPresence Touch device.
   2 If you want to use applications, programs, or files that require keyboard functions, connect a USB keyboard to the system.
   3 On the system, select the **Control Remote** check box.

      The system now controls the content received from the Microsoft client.

Related Topics

Managing Content from Microsoft Clients

Return Control of Shared Skype for Business Content

After receiving control of shared content sent from a Microsoft client, you can return control of the content at any time.

Procedure

   ● On the system, clear the **Control Remote** check box.

Related Topics

Managing Content from Microsoft Clients

Polycom People+Content IP

The People+Content IP application enables you to send content from a computer that is not connected directly to the RealPresence Group Series system or Polycom touch devices.

Keep the following points in mind when using the People+Content IP application:

   ● The application provides video-only content. No audio is shared.
   ● The application supports any computer desktop resolution with color set to 16-bit or higher.
   ● Your computer resolution can be set to anything, but the application scales images to 1024x768 or 1280x720.

Note	For a computer connected directly to the RealPresence Group Series system, Polycom recommends using the **Send Computer** button or **Content** button instead of People +Content IP.

Related Topics

Sharing Content

Download and Install Polycom People+Content Technology

You need to download and install the Polycom® People+Content™ technology on a computer before
you can use it to show content.

Note	If the room system is paired with a Polycom touch device, you do not need to install the application onto your computer. After you connect your computer to the touch device over USB, a version of the People+Content IP application launches automatically.

Procedure

1 On a computer, go to the Polycom People+Content IP page.

2 Download the People+Content IP software for Mac or PC.

3 Open the zip file and click the application installation.

4 Follow the instructions in the installation wizard.

Related Topics

Polycom People+Content IP

Share Content using Polycom People+Content IP

After you connect a USB cable from your computer to the RealPresence Touch device, the application
opens automatically, and you can share content from your computer.

Note that you cannot share audio from shared content.

Procedure

1 Open the People+ContentIP.exe or .dmg file to start the application.

2 From the Home screen of the RealPresence Touch device, tap ⬚.

3 Tap **People+Content IP**, then tap **Show**.

Content on your computer is displayed on the connected room system monitor and to the far-
end systems.

Related Topics

Polycom People+Content IP

Stop Sharing Content with Polycom People+Content IP

You can stop sharing content, and allow others to share content or just continue the call.

Procedure

- Under **People+Content IP**, tap **Stop**.
  The content from the connected computer is no longer showing.

Related Topics

Polycom People+Content IP

Settings

Before or during calls, you can adjust audio and video settings, including adjusting the volume, muting the microphone, turning off the camera, and changing the video layout.

Depending on how the system is set up by your administrator, you might be able to customize user and administrator settings on the system, including the language, time zone, LAN settings, and security settings. If you have any questions about changing these settings, contact your administrator.

Set the System to Answer Video Calls Automatically

If your administrator allows access to User Settings, you can specify whether to answer video calls automatically.

Procedure

1 From the Home screen, tap ⚙ **Settings > User Settings**.

2 Scroll to **Meetings**.

3 Do one or both of the following:

- Set **Mute Auto-Answer Calls** to **Yes**.

- Set **Auto Answer Point-to-Point Calls** to **Yes**.

Related Topics

Settings

Audio Adjustments

You can control several audio settings on the system, including adjusting the volume, adding a headset, and muting the microphone.

Related Topics

Settings

Mute the Microphone

You can mute the microphone at any time to mute your audio when you do not want the far-site to hear your conversation. The status indicator at the base of the solution glows red when the microphones are muted then progressively dims.

Keep the following in mine regarding muting:

- Muting the microphone does not mute audio coming from any device connected to the content audio inputs.
- The LED indicators at the base of the system are red when the system is muted.
- The microphone might mute when the system automatically answers an incoming call and if the system is configured to mute auto answered calls.

Procedure

- Tap ▤ to open the Quick Access menu then tap 🎤 **Mute**.

Related Topics

Audio Adjustments

Unmute the Microphone

You can resume your microphone audio after muting it in order to be heard in a call.

Procedure

1 Tap ▤ to open the Quick Access menu.
2 Tap 🎤 **Unmute** to resume audio.

Related Topics

Audio Adjustments

Adjust the Volume

You can raise or lower the volume while in a call. Changing the volume only affects the level of sound you hear on your system.

Procedure

1 Tap ▤ to open the Quick Access menu then tap 🔊 **Volume**.

2 Place your finger on the Volume slider and move your finger to the left to lower the volume and to the right to raise the volume.

Related Topics

Audio Adjustments

Generate Touch Tones

You can generate and enter touch (DMTF) tones during calls using RealPresence Touch.

Procedure

1 In a call, tap ⠿.

2 Use the keypad to generate the touch tones.

Related Topics

Audio Adjustments

Video Adjustments

You can manage video and certain user interface settings for your system.

Related Topics

Settings

Show or Hide Video on the Web

If your administrator has enabled user access to User Settings, you can choose whether to have video display on the web. Note that if this setting is turned on, an administrator can view the video images from meetings using the RealPresence Group Series web interface.

Procedure

1 From the Home screen, tap ⚙ **Settings > User Settings**.

2 Under **Meetings**, touch and drag the slider to turn **Allow Video Display on Web** on or off.

Related Topics

Video Adjustments

Change the Video Layout

What you see during a conference call can vary depending on how the system is set up, the number of sites in the call, the number of monitors you are using, whether content is shared, and whether Self View is on.

You can change the layouts of how video, self view, and content display during a conference call. The multipoint monitor layout used on the host system is the layout used in the call.

Procedure

1   In a call, tap ▤ to open the Quick Access menu.

2   Do one of the following:

   ● To change your video layout (the near-end), tap ⋯ **More** > ▬ **PIP Layout**.

   ● If the far-end has enabled meeting participants access to change the far-end layout, tap **More > Participant Layout**.

3   Select one of the available layouts.

Related Topics

Video Adjustments

Start Video during an Audio-Only Call

When you're in an audio-only Skype for Business call or you join a call as an audio-only participant, you can start your video at any time and create a video call. You can also preview your video stream before it is sent to the other call participants.

After you start your video and become a video participant, you cannot return to being an audio-only participant. You can only mute your video.

Procedure

1   During a call, tap ▇◀ and select **Start Video**.

2   Preview your video stream and select **Start Video**.

   Your video stream starts streaming to the other call participants.

Related Topics

Video Adjustments

Accept or Decline a Video Stream Request

If you are hosting a call with audio and video participants, you can accept or decline audio participants' requests to start streaming video during the call. If you decline a participant's video stream request, the participant remains an audio-only participant.

Procedure

- Select **Accept** or **Decline**.

Related Topics

Video Adjustments

Stop Sending Video

Whether you are in a call or before a call begins, you can turn your camera off to stop sending video. Turning off the camera enables you to stop sending your video stream to contacts while remaining connected to the call.

Note	When you stop your video in a Lync environment, video transmission ceases and no Self View displays. When you stop your video in a non-Lync environment, a video pause image is sent to the far end.

Procedure

- Tap ☰ to open the Quick Access menu then tap ◼◀ **Camera Off**.
  When you stop the video, a video pause icon ◼◀ is displayed.

Related Topics

Video Adjustments

Start Sending Video

If your near-end site video is currently not displayed, you can choose to display your video to others in a conference call.

Procedure

- Tap ▤ to open the Quick Access menu then tap ◪ **Camera On**.

Related Topics

Video Adjustments

Cameras

You can adjust available cameras in several ways.

Related Topics

Settings

Store a Camera Preset

You can store a custom camera position on the RealPresence Touch device.

Procedure

1 From the Home screen, tap ◼️◀.
2 Tap **Camera Presets**.
3 Select a position numbered 0 to 9 by touching and holding one of the presets.
   The new position displays immediately and you can add a label for the preset.

Related Topics

Cameras

Select a Camera Preset

Using previously stored camera presets, you can quickly move the camera to a desired position.

Procedure

1 On any screen, tap ◼️◀ **> Camera Presets**.
2 Tap and hold one of the camera positions to select the preset.

Related Topics

Cameras

View Camera Presets

You can view stored camera positions on the RealPresence Touch device. Icons for preset positions 0-9 are shown on the screen. The default position is 0.

Procedure

1 On any screen, tap ◼◀.

2 Tap **Camera Presets**.

Related Topics

Cameras

Troubleshooting

Your administrator is available to assist you when you encounter difficulties. If you are having problems making a call, however, try the troubleshooting tips below first.

Make a Test Call

To troubleshoot any issues making video calls, call a Polycom video site to test your setup. A list of worldwide test numbers is available at www.polycom.com/videotest.

When placing test calls, try the following:

- Make sure the number you dialed is correct, then try the call again. For example, you might need to dial 9 for an outside line or include a long distance access or country code.
- To find out if the problem exists in your system, ask the person you were trying to reach to call you instead.
- Find out if the system you are calling is powered on and is functioning properly.
- If you can make calls but not receive them, make sure that your system is configured with the correct number.

If you are not able to make test calls successfully and you have verified that the equipment is installed and set up correctly, contact your administrator for further assistance.

Related Topics

Troubleshooting

System Information

Note that your administrator might ask you for the system serial number, software version, any active alert messages, and other information.

Related Topics

Troubleshooting

Locate the IP Address and H.323 Extension

You can view IP Address and H.323 extension settings on the local interface.

Procedure

- Tap ☰ to open the Quick Access menu, then tap **Settings** > **System Information** > **Information** > **Network**.

Related Topics

System Information

Locate Diagnostics Information

You can view diagnostics information of the system.

Procedure

- Tap ☰ to open the Quick Access menu, then navigate to **Settings > System Information > Diagnostics**.

Related Topics

System Information

View System Health Check Warnings

If any warnings occur during the system health check, you can view them after the system starts.

Procedure

1 Tap ☰ to open the Quick Access menu then tap **Settings > System Information > Status > Active Alerts**.
2 For more details, select **More Information**.

Related Topics

System Information

Locate the System Serial Number

You can view the system's 14-digit serial number on the local interface of the system.

Procedure

- Tap ☰ to open the Quick Access menu, then tap **Settings > System Information > Information > System Detail**.

Related Topics

System Information

Locate the Software Version

You can view the software version on the local interface.

Procedure

- Tap ☰ to open the Quick Access menu then tap **Settings > System Information > Information > System Detail**.

Related Topics

System Information

Locate Active Alert Messages

You can view the active alert messages on the local interface.

Procedure

- Tap ☰ to open the Quick Access menu, then tap **Settings > System Information > Status > Active Alerts** for messages generated by your system.

Related Topics

System Information

Locate the LAN Status

You can view the LAN status on the local interface.

Procedure

- Tap ☰ to open the Quick Access menu, then tap **Settings >System Information >Status > LAN**.

Related Topics

System Information

View the Status of the EagleEye Director II Camera System

You can view the status of the camera system to help with troubleshooting camera issues.

Procedure

- Navigate to **Settings** > **System Information** > **Status**.

Related Topics

Troubleshooting