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User’s Guide for the Polycom® RealPresence® Group Series

This guide includes overview information that you might find helpful when you’re just starting to learn about video conferencing or if you need a quick refresher. It also includes step-by-step instructions for everyday video conferencing tasks.

This guide covers the following systems:

- RealPresence Group 300 and RealPresence Group 500 systems
- RealPresence Group 700 system

Polycom RealPresence Group systems can be configured to show only those options used in your organization. Therefore, this guide might cover options that you cannot access on your system. To find out more about these options, please talk to your administrator.
Using the Remote Control

You use the remote control to place calls, adjust the volume, zoom the camera, navigate screens, and select options.

- Decrease the speaker volume
- Increase the speaker volume
- Zoom the camera out
- Zoom the camera in
- Select button - Select highlighted menu items
- Navigate through menu items using the Up, Down, Left, and Right buttons; Pan/tilt the camera
- Delete letters or numbers or go back to a previous screen
- Return to the Home screen
- Place or answer a call
- End or reject a call
- Enter letters or numbers
- In camera control mode, move the camera to a stored preset
- In camera control mode, press and hold a number to store a preset
- Generate touch DTMF tones
- Mute all microphones
Recharging the Remote Control Battery

Your system setup sheet shows how to charge the battery in the remote control the first time. When the remote control battery power is at 10% or less, a notification is displayed on the home screen. Although other notifications override the low battery notification, the low battery notification returns after the other notifications are dismissed. The low battery notification is not displayed while the system is in a call.

The following steps describe how to recharge the battery.

To recharge the remote control battery:

1. Pull the battery out of the end of the remote control.
2. Insert the USB plug of the battery into a USB 2.0 port such as the one on your system.

   The RealPresence Group 300 and RealPresence Group 500 systems have two USB 2.0 ports on the back of the system, while the RealPresence Group 700 has one USB 2.0 port on the front of the system and two USB 3.0 ports on the back of the system.

3. Wait until the status light on the battery turns green before removing it from the port.

   Recharging the battery might take from 20 minutes to multiple hours.

4. Insert the charged battery into the remote control.

The following figure illustrates these steps for RealPresence Group 300, 500 and 700 systems.
If you have a RealPresence Group 700 system, you can also recharge the battery using the USB port on the front of the system.

# Powering On and Off

Powering your system on and off is a simple procedure, but it is important to perform the tasks in a certain order. Make sure that the system is powered off before you connect devices to it. After you have connected all of the related equipment that you will use, connect the power and power on the RealPresence Group System.

It is also important to note that Polycom RealPresence Group 300, 500, and 700 systems do not have what you might think of as a power button — they have a power proximity sensor. Instead of pressing an actual button that moves, you touch the sensor (or near the sensor) that indicates power on the front of the system.

**To power on the RealPresence Group System:**

Do one of the following:

- Press any button on the remote control or pick up the remote control to wake up the system if it is asleep.

- Touch and hold the power sensor on the front of the system. Because the power sensor is touch sensitive, you can touch your finger on or close to the sensor.

The Polycom splash screen is displayed within several seconds.

**To shut down the RealPresence Group System:**

1. Touch the power sensor on the front of the system.

   The indicator light changes color and blinks, indicating that the system is shutting down.

2. Release the power sensor when the indicator light changes color.

# Power On Self Test (POST)

After being powered on, the RealPresence Group systems automatically perform system health checks before the systems are initialized. This process is known as a power on self test, or POST. The status of the POST sequence is displayed with the LED indicator light on the front of the device, or in the case of the RealPresence Group 700 system, in the text field display on the front of the system.
the system. All test results are logged in the system’s memory. For more information about what the colors of the indicator lights mean, refer to the *Administrator’s Guide for the Polycom RealPresence Group Series, Version 4.1.0.*

When the POST sequence completes with no severe errors, the RealPresence Group system starts normally. If any warnings occur during POST, you can view them after the system starts by going to **System Information > Status > Active Alerts**. For more details, use your remote control to select **More Information**. If a severe error occurs during startup, the system will not start up. Contact Polycom technical support.

### Navigating the User Interface

Cycle through the icons at the bottom of the Home screen to access system features. To accomplish tasks, you can press buttons directly on your remote control or use your remote control to navigate menus on the left side of the local user interface.

Available icons on the home screen vary based on how your administrator configured the system.

Your system’s IP address, extension, and SIP address might be displayed on the home screen if your administrator has configured them to be visible.

- **Menu** - Displays the Menu screen, which allows you to place a call, change cameras, show content in a call, and show the Self View (PIP).

- **Place a call** - Displays the keypad so that you can enter numbers or letters to make a call.

- **Content** - Allows you to send content from a supported device. This icon appears only when a content source is detected.

- **Settings** - Displays the Settings screen, which allows you to open one of the following screens:
  - **System Information** - Displays the System Information screen, which allows you to obtain system details, view system usage, run diagnostic tests, and view call statistics.
  - **User settings** - Displays the User Settings screen, which allows you to change basic camera settings and to configure call and meeting preferences.
  - **Administration** - Displays the Administration screen, which allows you to configure location settings, specify LAN properties, and manage some user security settings.
To return to the Home screen:

>> On the remote control, press \home.

To open the Menu:

>> Using your remote control, do one of the following:

   - Press \menu.

   - On the Home screen, select \menu.

To return to the previous screen:

>> Using your remote control, do one of the following:

   - Press \back.

   - Navigate to < Back and select it.

Calling and Answering

To place, answer, and end calls, refer to the following sections:

- Placing a Call
- Answering a Call
- Ending a Call

Placing a Call

You can use your system to place a video call in any of the following ways:

- Entering a number or name on the \menu > Place a Call > Keypad screen.
- Choose a name from a recent call list or contact list:
  - \menu > Place a Call > Contacts
  - \menu > Place a Call > Recent Calls
- On the Home screen, choose a Speed Dial entry. This option must be configured by your administrator.
- On the Home screen, choose Join from a meeting on your calendar. To learn how to configure this calling method, refer to Using Microsoft Outlook Calendaring on page 29.
Calling by Entering a Name or Number

To place a call by entering a name or number:

1. To place a call, do one of the following using your remote control:
   - Press \[ \text{Call} \].
   - Navigate to \( \text{Menu} \) > Place a Call > Keypad.

2. In the dialing field, enter the dialing information as follows:
   - **Numbers**: To enter numbers, select each number on the keypad with the remote control or enter numbers on your remote control.
   - **Letters**: To enter letters, select Keyboard. Then use your remote control to select each letter on the onscreen keyboard. Or you can use the text-entry method commonly used with cell phones to select letters directly on your remote control.

   The **Keyboard** button does not display on your system screen if a USB keyboard is plugged into the system’s USB port. After you unplug the USB keyboard from the system’s port, the **Keyboard** button displays.

   - **Backspace**: To delete a number or letter, press \[ \text{Backspace} \] on the remote control.

   Depending on the capabilities of your system and the system you are calling, the dialing information could look like one of these examples:
   - 10.11.12.13 (IPv4 address—include the dots)
   - 2555 (E.164 extension for H.323 or SIP)
   - stereo.polycom.com (host name)
   - user@domain.com (SIP)

3. Enter any additional information needed for the call. The available settings depend on the type of call and your system’s configuration.

4. Press \[ \text{Call} \] on the remote control to place the call or select **Place a Call**.
Calling from the Contacts Screen

If your system administrator has added Directory and Favorite contacts, you can view your favorites and search for contacts registered to the same Global Directory Server.

To place a call from the Contacts screen:

1. Go to > Place a Call and select Contacts.
2. With your remote control, highlight the entry on the RealPresence Group system screen and select Call or press .
   - To see more details about an entry, select Info.
3. To search for an entry in the directory, select Search, then enter the contact name.
4. Click on the onscreen keyboard.

Calling from the Recent Calls List

You can quickly choose a number to call from a list of the sites you have called recently. The Recent Calls screen provides details of all incoming and outgoing calls, including the time of the calls.

To place a call from the Recent Calls screen:

1. Go to > Place a Call and select Recent Calls.
2. Highlight the entry and select Call or select  on your remote control.
   - You can filter the list of all calls by selecting Missed, Received, or Placed.
   - To see details about a call listed on the Recent Calls screen, select a call in the list.

Calling a Speed Dial Entry

If your system administrator configured Speed Dial, you can quickly call a contact in your directory.
To place a call to a speed dial entry:
Using your remote control, do the following:
1 At the top of the Home screen, select the Speed Dial tab.
2 Select a Speed Dial entry to call.
3 To place the call, press the Select button or navigate to Call.

Answering a Call

The way a RealPresence Group system handles incoming calls depends on how it is configured. It either answers the call automatically, rejects the call automatically, or prompts you to answer the call manually.

To answer a call manually:
>> Using your remote control, select Answer or press .
For more information about answering calls, see Changing the Way Calls Are Answered on page 26.

Ending a Call

To hang up a call:
>> On the remote control, press .
If prompted, confirm that you want to hang up.

Types of Video Calls You Can Make

Depending on your system configuration, you might be able to make calls using H.323 or SIP. When dialing call networked and public sites, you might be able to use these protocols:
• SIP URI
• E.164 format
• Host name
• IP address
Participating in an Encrypted Call

If encryption is enabled on the system, a locked padlock icon appears on the monitor screen when a call is encrypted. If a call is not encrypted, an open padlock appears on the monitor screen.

- If you are in a point-to-point call or a multipoint call hosted by another system, the padlock icon displays the state of your individual connection.
- If you are hosting a multipoint call, the padlock icon displays the combined state of all connections: encrypted if all connections in the call are encrypted, unencrypted if one or more connections in the call are not encrypted.

In one call, some connections might be encrypted while others are not. However, the lock icon might not accurately indicate whether the call is encrypted if the call is cascaded or includes an audio-only endpoint. If encryption is required on your system, the far end must support encryption or the call will not be completed. To avoid security risks, Polycom recommends that all participants communicate the state of their padlock icons verbally at the beginning of a call.

Controlling What You See

You can control the following visual settings on your RealPresence Group system:

- Viewing Details About Your System
- Switching Between Full-Screen Video and the Home Screen
- Selecting and Adjusting a Camera or Other Video Source
- Enabling and Disabling EagleEye Director Tracking in a Call
- Setting and Using Camera Presets

Viewing Details About Your System

You might need to view certain system details to do video conferencing tasks, such as pairing, or to perform troubleshooting tests to provide information for your administrator or technical support.

To view your system details:

>> Select and System Information.

The following details are displayed:

- System Name
- Model
Switching Between Full-Screen Video and the Home Screen

When your call connects, the system automatically shows video on the whole screen. You can switch back to the home screen during a call if, for example, you need to adjust a user setting and your system is configured to allow you to do so.

To see the Home screen:

>> Press  on the remote control.

To see the full screen:

>> Press  on the remote control.

Selecting and Adjusting a Camera or Other Video Source

You can use the remote control to select and adjust the main camera or other near-end or far-end video sources, such as document cameras or computers. You might be able to adjust other auxiliary cameras or far-end cameras that support pan, tilt, and zoom movement. You can adjust the far-end camera only if it is configured at the far end to allow you to control it.

When you are in camera control mode, you can press and hold a number to save a preset. For more information about presets, see Setting and Using Camera Presets on page 14.

To select a near-end or far-end camera, or other video source:

Out of a call:

• Using your remote control, go to  > Cameras > Select Camera. Then select the camera or other video source you want to use from the list.

In a call:

• Select  > Cameras. Then select Your Cameras for near-end control or Their Cameras for far-end control.
• To switch between Your Cameras and Their Cameras without accessing the menu, press Select on the remote control while in a call.

To return to a previous screen after adjusting your or their camera settings, select ⏪ ⏪.

To adjust a Polycom EagleEye HD, Polycom EagleEye II, Polycom EagleEye Acoustic, Polycom EagleEye 1080, Polycom EagleEye View, Polycom EagleEye Director or Polycom EagleEye III using the remote control:

1. Select either a near-end or far-end video source to control. During a multipoint call being hosted by a system in the call, you can only adjust a camera at the far end that has a current speaker.

2. Press the navigation buttons on the remote control to move the camera up, down, left, or right.

3. On the remote control, press ⬅️ to zoom out or ⬆️ to zoom in.

To adjust a Polycom EagleEye View camera:

1. Manually swivel the camera right, left, up, or down to frame the view.

2. Turn the focus wheel to adjust the focus.

If you are using an EagleEye Director and camera tracking is on, you must turn camera tracking off before adjusting the camera.
To select the camera, select > Cameras. Then select Your Cameras for near-end control or Their Cameras for far-end control.

Press  to zoom out or  to zoom in. If you zoom in, you can pan or tilt the camera electronically by pressing the navigation buttons.

**To open or close the privacy shutter on the Polycom EagleEye View camera:**

Move the slider to the right to close the privacy shutter, or to the left to open it. You can still make and receive calls when the shutter is closed, but the people at the far end cannot see you.

---

**Enabling and Disabling EagleEye Director Tracking in a Call**

If EagleEye Director tracking is enabled, the camera follows the person or people who are speaking. This tracking action, also called automatic camera positioning, can be manually started or stopped.

While in a call, you might want to disable EagleEye Director tracking. When you stop camera tracking through the menu, the Mute and Unmute buttons do not affect tracking. You must start camera tracking using the menu before the Mute and Unmute buttons will again affect tracking. After the call is complete, EagleEye Director returns to its default setting.

**To disable EagleEye Director tracking in a call:**

Use the remote to select > Cameras > Stop Camera Tracking. After you disable tracking in this way, the Mute and Unmute functions on the microphone and remote no longer affect tracking.
To enable EagleEye Director tracking in a call:

Use the remote to select 📷 > Cameras > Start Camera Tracking. The Mute and Unmute tracking functions on the microphone and remote now work.

Setting and Using Camera Presets

Camera presets are stored camera positions that you can create ahead of time or during a call. The system uses preset 0 as the default camera position for all preset camera positions. This default camera position is zoomed out, panned straight ahead with horizontal tilt.

Presets allow you to:

- Quickly point a camera at pre-defined locations in a room.
- Select a video source such as a document camera or an auxiliary camera.

If your system’s camera supports pan, tilt, and zoom movement, you can create up to 10 preset camera positions for the near-end camera. Each preset stores the following information:

- Camera number
- Camera zoom level
- Direction the camera points

These presets remain in effect until you change them.

If far-end camera control is allowed, you can create 10 presets for the far-end camera. These presets are saved only for the duration of the call. You might also be able to use presets that were created at the far end to control the far-end camera.

Points to note about camera control and layouts:

- When in a call, selecting near camera control pans and zooms the local camera without changing the layout.
- When out of a call, selecting camera control changes the self-view from Picture-In-Picture (PIP) to full screen.
- Incoming calls override the full-screen self-view layout.

To view stored presets:

Select 📷 > Cameras > Presets. Icons for presets 1-10 are shown on the screen.
To move the camera to a stored preset:

1. Select > Cameras > Presets.
2. Press a number on the remote control or navigate to the snapshot and select it.

To store a preset:

1. Select > Cameras > Presets.
2. Adjust the camera angle or zoom the camera in or out to the desired position.
3. Press and hold a number to store the preset position.

A snapshot is taken and replaces any existing preset stored at the number you entered.

You cannot delete a preset. Instead, overwrite an existing preset with a new camera position.

Controlling What You Hear

You can control the following audio settings on your RealPresence Group system:

- Adjusting Volume
- Muting the Microphone
- Enjoying Stereo Audio in Video Calls

Adjusting Volume

You can raise or lower the volume of the meeting. Changing the volume affects only the sound you hear at your site.

To adjust the volume:

>> On the remote control, press and hold or to increase or decrease the near-end volume.
Muting the Microphone

You can mute the microphone if you do not want the far end to hear conversations at your site.

To mute or unmute the microphone:

Press \( \text{ on the remote control.} \)

If a Polycom tabletop microphone array is connected to your system, you can also mute the call by touching \( \text{ on the microphone.} \)

The indicators on the microphone are red when your audio is muted. This near-end \( \text{ icon also appears on the monitor display.} \)

Points to note about muting the microphone:

- Muting the microphone does not mute audio coming from any device connected to the content audio inputs.
- The red mute indicator on the front of the Polycom EagleEye View camera is lit when the system is muted or when a Polycom microphone is connected and muted.
- The microphone might mute when the system automatically answers an incoming call and if the system is configured to mute auto answered calls.

Enjoying Stereo Audio in Video Calls

If your video conferencing room is configured to use stereo sound, the left and right microphone inputs are configured during system setup. It is important that you do not move the microphones as this might detract from the stereo audio experience.

Stereo audio is only available in video calls of 256 kbps or higher.
Showing Content

To show people and content at the same time, the RealPresence Group systems must be configured for content. You can show the following to the far-end systems:

- Any information stored on a computer connected directly to a Polycom RealPresence Group system
- A paper document or object placed on a document camera
- A VCR or DVD player connected directly to a Polycom RealPresence Group system
- Content from the Polycom People+Content™ IP application (installed on a computer and connected to the Polycom RealPresence Group system)

You can show 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 if you need to. Participants at other sites can also show content or people video sources. Content shown is from one site at a time; another site sharing content overrides any content being shared.

When you are showing content, a message appears on your main monitor. Whether you also see the content on your monitor or projector depends on how your system was configured.

To show content on a RealPresence Group 300 system, you must use the People+Content IP application.

Showing Content with People+Content IP

The People+Content IP application allows you to send content from a computer that is not connected directly to the RealPresence Group system.

To install People+Content IP on a computer:

1. On a computer with a Microsoft® Windows XP, Windows Vista, Windows 7 or Windows 8 operating system, go to http://www.polycom.com. In the Search box, type PPCIP application download.

2. Download and install the People+Content IP software.
To start showing content:

1. On your computer, start the Polycom People+Content IP application.
2. Enter the IP address or host name of the RealPresence Group system and the meeting password, if one is set.
   - To view the IP address of the RealPresence Group system, select System Information > System Detail.
3. On the computer, click Connect.
4. In People+Content IP, open the content you want to show, and click .

If you are using multiple windows on your computer, move the People+Content IP icon to the window you want to share.

To stop showing content:

1. If the People+Content IP toolbar is minimized, maximize it by clicking the icon in the task bar.
2. Click in People+Content IP.
3. Click Disconnect.

Showing Content from a Computer Connected Directly to RealPresence Group Systems

Before you show content, check that the computer video output is configured to use one of these supported resolutions and refresh rates. For best video quality, use refresh rates of 60 Hz or less.
To set up your RealPresence Group system to show content:

> Make sure the computer is powered on and connected to the RealPresence Group system. You can connect a computer to the HDMI or VGA video input.

<table>
<thead>
<tr>
<th>Resolution</th>
<th>Refresh rates (Hz)</th>
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<tr>
<td>800 x 600</td>
<td>56, 60, 72, 75, 85</td>
</tr>
<tr>
<td>1024 x 768</td>
<td>60, 70, 75, 85</td>
</tr>
<tr>
<td>1280 x 720</td>
<td>50, 60</td>
</tr>
<tr>
<td>1280 x 768</td>
<td>60</td>
</tr>
<tr>
<td>1280 x 1024</td>
<td>60, 75, 85</td>
</tr>
<tr>
<td>1600 x 1200</td>
<td>60</td>
</tr>
<tr>
<td>1680 x 1050</td>
<td>60</td>
</tr>
<tr>
<td>1920 x 1080</td>
<td>60</td>
</tr>
<tr>
<td>1920 x 1200</td>
<td>60</td>
</tr>
</tbody>
</table>

The way you set the resolution and refresh rate differs, depending on the type of operating system you have. Check your computer’s manual or help topics for the appropriate steps.
Connections for a RealPresence Group 500 System

Connections for a RealPresence Group 700 System
To start showing content from a source connected to a RealPresence Group System:

>> Using your remote control, select \[\text{Content Source}\] and then select your content source from the list.

While in a call, you can select \[\text{Select}\] on your remote to turn on and off the last used content source.

Points to note about showing content:
- Audio from the content input is muted unless the content input is selected as a video source.
- If both digital and analog inputs are connected, only the digital content is sent. To send analog content, disconnect both digital and analog inputs, wait 15 seconds, then connect only the analog input.

To stop showing content:

>> Using your remote control, select \[\text{Hide}\] and the name of your content source, such as \text{Hide Laptop}.

Working with Directory and Contact Entries

The directory on your RealPresence Group system stores dialing information that helps you make calls quickly and easily. When a site listed in the directory calls your system, the system displays the name on the screen when the call comes in. If a site that calls you is not listed in the directory, you might be prompted to save the contact information in the directory when the call ends.

If your system is registered with a Global Directory Server, you can search for information about other active sites that are registered with the same Global Directory Server. These entries are stored on the Global Directory Server, and you cannot edit them.

For information about using a Microsoft Office Communications Server or Microsoft® Lync® Server directory, refer to Performing Tasks Involving Microsoft Office Communications Server or Microsoft Lync Contacts on page 30.

Sites that you have added are stored on your RealPresence Group system as Contacts. Everyone at your site who uses the system can use the contact entries to place calls. Users at other sites cannot access the contacts on your system.
Polycom RealPresence Group systems support up to 2,000 contacts. They can also support the following:

- An unlimited number of contacts when the RealPresence Group system is registered with Microsoft Office Communications Server 2007 R2 or Microsoft Lync Server 2010.
- Up to 200 additional contacts with presence when registered with a Polycom Converged Management Application™ (CMA®) system.

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

### Searching for Directory Contacts

If you want to call someone who is not in your Favorites or Contacts list, you might need to perform a directory search.

**To search for directory contacts:**

1. With your remote control, select > Place a Call > Contacts.
2. To enter a name in the search field:
   - Enter the name using the onscreen keyboard.
   - Use the text-entry method commonly used with cell phones to select letters directly on your remote control.
3. Select Search to search for an entry in the directory.

Directory searches return only entries that include last names at the start of the search string. Do not begin a search string with a first name.

### Including Multiple Sites in Calls

During a multipoint call, multiple sites can see and hear each other. You can also share content in a multipoint call, just as you can in a point-to-point call.

All systems can participate in multipoint calls. To host multipoint calls, your RealPresence Group 500 or 700 system must have an option key installed. You can host multipoint calls using a video conferencing system with multipoint capabilities, or you can use a bridge such as the Polycom RMX 1000 or Polycom RMX 2000.
Placing a Multipoint Call

How you place a multipoint call depends on whether you’re using a RealPresence Group system with multipoint capabilities or a bridge such as a Polycom RMX conference platform. The number of sites allowed in the call is determined by the capabilities of the system hosting the call.

To place a multipoint call by adding sites to a call:

1. Call the first site.
2. After the call connects, press \ on the remote control to open the dialing keypad.
3. Place a call to the next site. For more information, refer to Placing a Call on page 6.
4. Repeat the above steps until all sites are connected.

After you have placed the first call, the Add a Call menu is displayed instead of the Place a Call menu.

To place a multipoint call using Contacts:

1. Using your remote control, select > Place a Call or Add a Call and select Contacts.
2. Highlight an entry in the Contacts list.
3. To place the call, press \ or navigate to Call.
Your system attempts to call the site using a pre-defined list of call types, if it is configured to do so. Contact your system administrator for more information.

To place a multipoint call using Recent Calls:

1. Using your remote control, select > Place a Call or Add a Call and select Recent Calls.
2. Highlight an entry in the Recent Calls list.
3. To place the call, press or the Select button.

Your system attempts to call the site using a pre-defined list of call types, if it is configured to do so. Contact your system administrator for more information.

Hanging Up a Multipoint Call

To hang up an individual call in a multipoint call:

>> Using your remote control, navigate to the call that you want to hang up and press .

To hang up all calls in a multipoint conference call:

>> Using your remote control, navigate to Hang Up All.

Passwords for Multipoint Calls

You might be required to enter a meeting password to join a multipoint call. And you can require that far-end systems enter a meeting password to prevent unauthorized participants from joining multipoint calls hosted by your RealPresence Group system.

Points to note about passwords and multipoint calls:

- If you need to generate touch tones (DTMF tones) when you are in a call, press the # key on your remote control and a message displays “Touch tones are enabled.” Then use the number keys to enter numbers.
- SIP calls do not support meeting passwords. SIP endpoints calling into a multipoint call protected by a password might not be able to join the call.
To enter a meeting password:

• If a prompt appears on the screen, use the remote control or onscreen keypad to enter the password.

• If you hear an audio prompt, use the remote control to generate DTMF tones.

To configure a meeting password:

1 From the Home screen, select \( \text{Meeting} \) > Meetings.

2 Enter the password in the Meeting Password field in one of these ways:
   – Press the remote control number buttons, using the text-entry method commonly used with cell phones.
   – Use the onscreen keypad to enter the password.

3 Press \( \text{Home} \) to save your change and return to the Home screen.

Multipoint Viewing Layouts

What you see during a multipoint call can vary depending on how the RealPresence Group system is configured, the number of sites participating, the number of monitors you are using, and whether content is shared. The multipoint viewing layout configured on the host system is the one used in the call. To find out more about these layouts, please talk to the administrator of your RealPresence Group system.

If you are not in an RMX call, your only layout option is Browse.

To change layouts during a multipoint call:

1 With your remote control, select \( \text{Meeting} \) > Layout.

2 Select one of the following:
   - Browse tab: This option takes you back to the main video so that you can cycle through the available layouts. The available layouts depend upon certain factors, such as how many participants are in the call or the content status.
   - Self View tab: This option allows you to determine where your PIP is displayed.
Select a layout to use for the current call.
The layout is displayed, allowing you to keep the layout or change to another layout.

Changing the Way Calls Are Answered

To change the way calls are answered, you might want to change the default settings of your system as described in the following sections:

- Temporarily Refusing Calls
- Answering Video Calls Automatically
- Muting Automatically Answered Video Calls

Temporarily Refusing Calls

If your system administrator has allowed you access, you can automatically refuse incoming calls when you do not want to be disturbed. Callers get a message that the call was rejected, and you receive no notification about incoming calls. You can, however, make outgoing calls.

To temporarily refuse incoming calls:

1. Navigate to > > Meetings.
2. Do one of the following:
   - Select Do Not Disturb to Auto Answer Point-to-Point Video.
   - Clear Auto Answer Multipoint Video.

Answering Video Calls Automatically

If your system administrator has allowed access to user settings, you can specify whether to answer video calls automatically or to have the system announce incoming video calls and wait for you to answer manually.

Caution. Automatically answering calls is convenient, but it can create security issues. An unexpected caller could interrupt a meeting in progress or look at equipment and notes left in an empty room.
To automatically answer video calls:

1. Navigate to \(\text{ }\text{ }\text{ }\text{ }\rightarrow > \text{ Meetings}.\)
2. Select one or both of the following:
   - Yes for Auto Answer Multipoint Video
   - Auto Answer Multipoint Video

Muting Automatically Answered Video Calls

If your system administrator has allowed access to user settings, you can choose whether to mute the audio when automatically answered video calls connect. This prevents callers from overhearing conversations or meetings.

After the call connects, press \(\text{Microphone Mute} \) on the remote control when you’re ready to unmute the microphones.

If you enable automatic muting during a call, the audio for the current meeting is not affected.

To mute automatically answered video calls:

1. Navigate to \(\text{ }\text{ }\text{ }\text{ }\rightarrow > \text{ Meetings}.\)
2. Select Mute Auto Answer Calls.

When a call is muted, this icon \(\text{Microphone Mute} \) is displayed on your monitor. When a call is not muted, \(\text{Microphone Mute} \) displays on the monitor screen.

Using a Polycom SoundStation® IP 7000 Conference Phone with a Polycom RealPresence Group System

When you connect a Polycom SoundStation® IP 7000 conference phone to a Polycom RealPresence Group system, the conference phone becomes another interface to dial audio or video calls. The conference phone operates as a microphone and as a speaker in audio-only calls.

For more information, refer to the SoundStation IP 7000 documentation available on the Polycom web site.
To answer a call using a connected SoundStation IP 7000 conference phone:

Press the Answer soft key on the conference phone.

To place a point-to-point call using a connected SoundStation IP 7000 conference phone:

1  Press on the conference phone and press the Video or Phone soft key.

2  On the conference phone keypad, enter one of these:
   - The IP address (for example, 10*11*12*13) of the site you want to call
   - The phone number (for example, 19784444321) of the site you want to call
   - To enter letters, press the ABC soft key. To enter an asterisk, press the Video button and then press on the SoundStation IP 7000 keypad two times.
   - To enter a dot or @ symbol, press the ABC soft key then multiple times.

You can also place calls using the conference phone’s directory or the redial key.

The indicators on the conference phone are green when the system is in a call and audio is not muted.

To place a multipoint call using a connected SoundStation IP 7000 conference phone:

1  Call the first site.

2  When the call connects, press the Add Video or Add Phone soft key on the conference phone.

3  Place a call to the next site.

4  Repeat steps 2 and 3 until all sites are connected.

To control volume in a call using a connected SoundStation IP 7000 conference phone:

Press and on the conference phone to adjust the volume of audio from the far end.

You can also adjust the volume using the volume buttons on the RealPresence Group system remote control.
To mute audio in a call using a connected SoundStation IP 7000 conference phone:

Press on the conference phone.

You can also mute the audio using the mute button on the RealPresence Group system remote control or on a connected RealPresence Group system microphone.

The indicators on the conference phone are red when your audio is muted. The near-end icon also appears on the monitor display.

To end a call using a connected SoundStation IP 7000 conference phone:

- Press on the conference phone to hang up the call.
- Press the More soft key then the Manage soft key to hang up one connection in a multipoint call.

You can show content on a RealPresence Group 300 system by using the People+Content IP application only.

To start or stop showing content using a connected SoundStation IP 7000 conference phone:

Press the Content soft key on the conference phone. Content plays from the following input if that input is configured for Content:

- RealPresence Group 500 system: You can connect a camera to video input 2.
- RealPresence Group 700 system: You can connect a camera to video input 3.

Contact your system administrator for more information.

Using Microsoft Outlook Calendaring

If your system is configured to connect to the Microsoft Exchange Server, you view scheduled meetings on the RealPresence Group Series Home screen. If, in addition, meetings created in Microsoft Outlook use the Microsoft Online Meeting Add-in for Microsoft Lync 2010 plug-in installed, you can also call from calendar meetings. To view or join meetings, refer to the following sections:

- Viewing Scheduled Meetings
- Calling From Meetings on Your Calendar
Viewing Scheduled Meetings

If your RealPresence Group system is configured to connect to the Microsoft Exchange Server, you can view scheduled meetings on the Home screen. If no meetings appear on the Home screen, one of the following conditions is true on your system:

• It is not connected to the Microsoft Exchange Server
• No meetings are scheduled in Outlook

To view more information about a meeting on the calendar, highlight the meeting. Depending on how your system is configured, private meeting details might not be visible. You might also see reminders displayed on the system a short time before each meeting.

Calling From Meetings on Your Calendar

RealPresence Group systems can connect to Microsoft Exchange Server and retrieve calendar information, including meeting details. If the meeting was created using the Microsoft Online Meeting Add-in for Microsoft Lync 2010, the RealPresence Group system can:

• Identify video-enabled meetings with a icon displayed on the system calendar.
• Let users join the meeting without knowing the connection details.

To join a scheduled meeting from the Home screen:

1  With your remote, select a meeting on the Home screen.
2  Select Join to call into the meeting. If Join is not displayed, the meeting was created by an Outlook user who did not have the Microsoft Online Meeting Add-in for Lync 2010 for Microsoft Outlook installed on his or her system.

Performing Tasks Involving Microsoft Office Communications Server or Microsoft Lync Contacts

Depending on how your system is configured, you might be able to search a directory, view a list of Microsoft Office Communications Server (OCS) or Microsoft Lync contacts, see if the contacts are online, and call them without knowing or remembering their addresses. RealPresence series supports Microsoft OCS 2007 R2 and Microsoft Lync Server 2010.
Office Communicator and Microsoft Lync contacts appear on the RealPresence Group system and on the Contacts screen.

Polycom RealPresence Group systems do not support Office Communicator or Microsoft Lync distribution list groups, which are created on the Microsoft Exchange Server and are typically used for sending email to a group of people.

**Viewing Contact Presence States**

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

Polycom RealPresence Group systems, OCS or Microsoft Lync users in an integrated environment use the following presence icons to indicate presence states:

<table>
<thead>
<tr>
<th>Icon</th>
<th>Presence</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Available Icon" /></td>
<td>Available</td>
<td>The user is available either in or out of a call</td>
</tr>
<tr>
<td><img src="image" alt="Do Not Disturb Icon" /></td>
<td>Do Not Disturb</td>
<td>The user is set to Do Not Disturb or Busy</td>
</tr>
<tr>
<td><img src="image" alt="Unknown Presence Icon" /></td>
<td>Unknown Presence</td>
<td>The user’s presence state is unknown or offline</td>
</tr>
<tr>
<td><img src="image" alt="Idle Icon" /></td>
<td>Idle</td>
<td>The user is inactive or away</td>
</tr>
</tbody>
</table>

**Multipoint Calls Using Centralized Conferencing Control Protocol (CCCP)**

If a Polycom RealPresence Group system is deployed in a Microsoft Lync Server 2010 environment and Centralized Conferencing Control Protocol (CCCP) is enabled, you can place and participate in multipoint calls that are hosted by Microsoft audio and video servers.

For more information about CCCP multipoint calling, refer to the *Polycom Unified Communications Deployment Guide for Microsoft Environments* or contact your system administrator.

**Muting in a CCCP Call**

A Microsoft Lync client acting as the call organizer can mute all of the participants in the call. You cannot unmute until the organizer unmutes the participants unless you are designated as a presenter. If the meeting organizer
has muted your Polycom RealPresence Group system selectively, you can unmute your system even if the organizer does not. It is important to understand that no one else can unmute your microphone. They can only request that you unmute.

When your mute status changes due to a Microsoft Lync client organizer muting or unmuting all of the participants, notification is displayed on the Polycom RealPresence Group system monitor.

Using Avaya Network Features with Video Calls

Depending on how your system is configured, you might be able to use Avaya® telephony network features such as call forwarding, transferring calls, and adding additional sites in an audio-only conference.

To activate call forwarding:

1. Make sure that the Polycom system is not in a call.
2. From the Place a Call screen on the Polycom system, dial the Feature Access Code provided by the Avaya Communication Manager administrator, followed by the E.164 extension of the system to which you want to forward the calls. For example, dial *22016 if *2 is the Feature Access Code and 2016 is the system E.164.
3. Wait for confirmation beeps.

To deactivate call forwarding:

1. From the Polycom system Place a Call screen, dial the Feature Access Code provided by the Avaya Communication Manager administrator. For example, #2 if #2 is the Feature Access Code for disabling call forwarding.
2. Wait for confirmation beeps.

To transfer a call:

1. While in a call, press the # key on your Polycom system remote control to access the tone pad.
2. Press the Select button to activate flash hook. The first far-end system is placed on hold.
3 Wait for a dial tone, and then dial the extension of the far-end system to which you want to transfer the call. The call connects both audio and video between the local system and the second far-end system. The first far-end system is still on hold.

4 Hang up the near-end system. The two far-end systems are now connected in a call with audio and video, if the capabilities are present.

**To add a system to a call:**

1 While in a call, press the # key on the Polycom system remote control to access the tone pad.

2 Press the **Select** button to activate flash hook. The far-end system is put on hold.

3 Wait for a dial tone, and then dial the extension of the system that you want to add to the call.

4 Press the **Select** button again. The call becomes an audio-only conference with all of the systems. If the system that dialed the flash hook hangs up, the other systems remain connected in a call with audio and video, if the capabilities are present.

---

**Customizing Your Workspace**

You can customize what you see on the system screen, depending on how your system is configured.

**Allowing the Far-End System to Control Your Camera**

If your system administrator has allowed access to user settings, you can allow the far-end system to control your camera. Far-end participants can also set and use presets for your camera, if their systems support presets.

**To allow the far end to control your camera:**

1 From the Home screen, select  >  > **Cameras**.

2 Select **Far Control of Near Camera**.

Changing this setting takes effect immediately, even if a call is in progress.
Allowing Video Display on the Web

If your system administrator has allowed access to user settings, you can choose whether to allow viewing of the room where the system is located or video of calls in which the system participates.

Caution. The default setting is to not allow video display. Be sure to verify whether your system administrator wants the setting to be changed.

To allow the display of video on the web:

1. Navigate to > > Meetings.
2. Select Allow Video Display on Web.

Using a USB Keyboard

To enter data and navigate your system’s local interface, you can attach a standard English USB keyboard to one of the system’s USB ports.

When a USB keyboard is connected to a RealPresence Group system, you can enter only numbers with the remote control on the local interface’s Place a Call > Keypad or Place a Call > Contacts screens. To enter letters, unplug the keyboard from the USB port, then select the Keyboard button now displayed on your system screen. For more information about entering letters on the virtual keyboard, refer to Calling by Entering a Name or Number on page 7.

Troubleshooting

If you are having problems making a call or need to view system information or diagnostics, refer to the following sections:

- Placing a Test Call
- Accessing System Information, Status, and Diagnostics Screens
- Viewing Call Statistics
- Searching for Answers in the Product Documentation
- Using the Knowledge Base
Placing a Test Call

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

Try these best practice methods:

• 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 code 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.

Accessing System Information, Status, and Diagnostics Screens

You can review information about calls, network usage, and performance on the various RealPresence Group systems screens.

Available System menus vary based on how your administrator configured the system. Therefore, this section might cover options that you cannot access on your system. To find out more about these options, please talk to your administrator.

System Information

To access the Diagnostics screens:

>> Go to > > Information.

The System Information screen has the following choices:

• Information
• Status
• Diagnostics
## Information

This screen includes the following details:

<table>
<thead>
<tr>
<th>Diagnostic Screen</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>System Detail</strong></td>
<td>Displays the following system information:</td>
</tr>
<tr>
<td></td>
<td>• System Name</td>
</tr>
<tr>
<td></td>
<td>• Model</td>
</tr>
<tr>
<td></td>
<td>• Hardware Version</td>
</tr>
<tr>
<td></td>
<td>• System Software</td>
</tr>
<tr>
<td></td>
<td>• Serial Number</td>
</tr>
<tr>
<td></td>
<td>• MAC Address</td>
</tr>
<tr>
<td></td>
<td>• IP Address</td>
</tr>
<tr>
<td><strong>Network</strong></td>
<td>Displays the following network information:</td>
</tr>
<tr>
<td></td>
<td>• IP Address</td>
</tr>
<tr>
<td></td>
<td>• Host Name</td>
</tr>
<tr>
<td></td>
<td>• H.323 Name</td>
</tr>
<tr>
<td></td>
<td>• H.323 Extension (E.164)</td>
</tr>
<tr>
<td></td>
<td>• SIP Address</td>
</tr>
<tr>
<td></td>
<td>• Link-Local</td>
</tr>
<tr>
<td></td>
<td>• Site-Local</td>
</tr>
<tr>
<td></td>
<td>• Global Address</td>
</tr>
<tr>
<td><strong>Usage</strong></td>
<td>Displays the following usage information:</td>
</tr>
<tr>
<td></td>
<td>• Time in Last Call</td>
</tr>
<tr>
<td></td>
<td>• Total Time in Calls</td>
</tr>
<tr>
<td></td>
<td>• Total Number of Calls</td>
</tr>
</tbody>
</table>
Status

When a system device or service encounters a problem, you see an alert next to the System button on the menu. This screen includes the following system status details for either out of a call or in a call status:

Out of a Call Status Information

<table>
<thead>
<tr>
<th>Status Screen</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Active Alerts</td>
<td>Displays the status of any device or service listed within the Status screens that has a current status indicator of red. Alerts are listed in the order they occurred.</td>
</tr>
<tr>
<td>Call Control</td>
<td>Displays the status of the Auto-Answer Point-to-Point Video and Meeting Password settings.</td>
</tr>
<tr>
<td>Audio</td>
<td>Displays the connection status of audio devices such as the microphones, SoundStation IP, and SoundStructure.</td>
</tr>
<tr>
<td>EagleEye Director</td>
<td>Displays the connection status of the EagleEye Director, if one is connected. If the camera system is not connected, this choice is not visible on the screen.</td>
</tr>
<tr>
<td>LAN</td>
<td>Displays the connection status of the IP Network.</td>
</tr>
<tr>
<td>Servers</td>
<td>• Always displays the Gatekeeper and SIP Registrar Server.</td>
</tr>
<tr>
<td></td>
<td>• Displays the active Global Directory Server, LDAP Server, or Microsoft Server.</td>
</tr>
<tr>
<td></td>
<td>• If enabled, displays the Provisioning Service, Calendaring Service, or Presence Service.</td>
</tr>
<tr>
<td>Log Management</td>
<td>Displays the status of the Log Threshold setting.</td>
</tr>
</tbody>
</table>

If the Polycom RealPresence Group system detects an EagleEye Director, a status line for the device is displayed.

When a system device or service encounters a problem, you see an alert next to the System button on the menu.

In a Call Status Information

<table>
<thead>
<tr>
<th>Status Screen</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call Statistics</td>
<td>Displays information about the call in progress. In multipoint calls, the Call Statistics screens show most of this information for all systems in the call. For more information on this screen, refer to Viewing Call Statistics on page 41.</td>
</tr>
</tbody>
</table>
Diagnostics

To access information about your system diagnostics:

In your local interface, you can view system information and perform audio and video tests as follows.

>> Select > Diagnostics.

This screen includes the following system diagnostic details:

<table>
<thead>
<tr>
<th>Diagnostic Screen</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Near End Loop</td>
<td>Tests the internal audio encoders and decoders, the external microphones and speakers, the internal video encoders and decoders, audio hardware, and the external microphones, speakers, cameras, and monitors. Monitor 1 displays the video and plays the audio that would be sent to the far site in a call. This test is not available when you are in a call.</td>
</tr>
<tr>
<td>PING</td>
<td>Tests whether the system can establish contact with a far-site IP address that you specify. PING returns abbreviated Internet Control Message Protocol results. It returns H.323 information only if the far site is configured for H.323. It returns SIP information only if the far site is configured for SIP. If the test is successful, the Polycom RealPresence Group system displays a message.</td>
</tr>
<tr>
<td>Trace Route</td>
<td>Tests the routing path between the local system and the IP address entered. If the test is successful, the Polycom RealPresence Group system lists the hops between the system and the IP address you entered.</td>
</tr>
</tbody>
</table>
### Color Bars
Tests the color settings of your monitor for optimum picture quality.
If the color bars generated during the test are not clear, or the colors do not look correct, the monitor needs to be adjusted.

### Speaker Test
Tests the audio cable connections. A 473 Hz audio tone indicates that the local audio connections are correct.
If you run the test from the system during a call, the far site will also hear the tone.

### Audio Meter
Measures the strength of audio signals from the microphone or microphones, far-site audio, VCR audio, and any device connected to the audio line in.
- To check the microphone or microphones, speak into the microphone.
- To check far-site audio, ask a participant at the far site to speak or call a phone in the far-site room to hear it ring.

The Audio Meters indicate peak signal levels. Set signal levels so that you see peaks between +3dB and +7dB with normal speech and program material. Occasional peaks of +12dB to +16dB with loud transient noises are considered acceptable. A meter reading of +20dB corresponds to 0dBFS in the Polycom RealPresence Group system audio. A signal at this level is likely clipping the audio system.

Meters function only when the associated input is enabled.

**Note:** Some audio meters are unavailable when a SoundStructure digital mixer is connected to the Polycom RealPresence Group system.

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
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</tr>
<tr>
<td>Speaker Test</td>
<td>Tests the audio cable connections. A 473 Hz audio tone indicates that the local audio connections are correct. If you run the test from the system during a call, the far site will also hear the tone.</td>
</tr>
<tr>
<td>Audio Meter</td>
<td>Measures the strength of audio signals from the microphone or microphones, far-site audio, VCR audio, and any device connected to the audio line in. To check the microphone or microphones, speak into the microphone. To check far-site audio, ask a participant at the far site to speak or call a phone in the far-site room to hear it ring. The Audio Meters indicate peak signal levels. Set signal levels so that you see peaks between +3dB and +7dB with normal speech and program material. Occasional peaks of +12dB to +16dB with loud transient noises are considered acceptable. A meter reading of +20dB corresponds to 0dBFS in the Polycom RealPresence Group system audio. A signal at this level is likely clipping the audio system. Meters function only when the associated input is enabled. <strong>Note:</strong> Some audio meters are unavailable when a SoundStructure digital mixer is connected to the Polycom RealPresence Group system.</td>
</tr>
</tbody>
</table>
Camera Tracking provides diagnostics specific to the EagleEye Director. Audio

Verifies microphone functionality. To use this feature, speak aloud and verify that you can see dynamic signal indications for two vertical microphones and five horizontal microphones. If no signal indication appears for a specific microphone, manually power off the EagleEye Director and then power it back on.

Also verifies the reference audio signal: Set up a video call. Let the far side speak aloud and verify that you can see dynamic signal indications for the two reference audio meters. If no signal indication appears for a specific microphone, make sure the reference cable is connected firmly.

After you verify microphone functionality, calibrate the camera again.

Video

- **Left Camera** shows video from the left camera.
- **Right Camera** shows video from the right camera.
- **Color Bars** displays the color bar test screen.

## Sessions

Displays the following information about each session connected to the system:

- Type of connection, such as web or local interface
- ID associated with the session, typically Admin or User
- Remote IP address (the addresses of people logged in to the RealPresence Group system from their computers)
Viewing Call Statistics

The call statistics diagnostic screens allow you to view information about the call in progress. You can view information about participants in the call, as well as details about participant streams.

Viewing Call Statistics

To view information about a point-to-point call in progress:

>> Go to Settings > System Information > Call Statistics.

Streams associated with the participant are displayed beneath the participant information. To view more information about a specific stream, navigate to the desired stream and select More Information.

To view information about a multipoint call in progress:

1. Go to Settings > System Information > Call Statistics.
2. A list of participants in the call is displayed.
Call statistics are displayed in one format when you are in point-to-point calls and another when you are in multipoint calls. Do one of the following:

**Point-to-Point Calls**
Streams associated with the participant are displayed beneath the participant information. To view more information about a specific stream, navigate to the desired stream and select More Information.

**Multipoint Calls**
A list of participants in the call is displayed. Do one of the following:

- To view a participant’s details, select Participants, navigate to the desired participant, and select More Information. The participants’ active streams are displayed beneath the participant information. To view more information about a specific stream, navigate to the desired stream and select More Information.

- To quickly access information about a particular stream or streams associated with a particular user, navigate to Streams for calls using Advanced Video Coding (AVC) or Participant Streams for calls using Scalable Video Coding (SVC). Use the Back and Next Participant buttons to navigate to the participant with the stream or streams you want to view. Navigate to the desired stream and select More Information.

- To quickly access a list of all active audio, video, and content streams within the call, navigate to Active Streams (this option is available in SVC calls only). Select the desired stream, and select More Information.

**Searching for Answers in the Product Documentation**
You can find Polycom product documentation at support.polycom.com. Go to Video and Telepresence > Group Series, select your system type, and then search for the document you want. The documents are grouped by version number, starting with the last version first.

**Using the Knowledge Base**
For more troubleshooting information, search the Knowledge Base at support.polycom.com.
Contacting Technical and Solution Support

Before you call technical support, please refer to Troubleshooting on page 34. After you have tried those solutions, you might need to contact one of the following Polycom support groups:

- Polycom Technical Support
- Polycom Solution Support

Polycom Technical Support

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 Polycom distributor or Polycom Technical Support.

To contact Polycom Technical Support, go to support.polycom.com.

Enter the following information about your RealPresence group system, then ask a question or describe the problem. This information helps us to respond faster to your issue:

<table>
<thead>
<tr>
<th>System Information</th>
<th>User Interface Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>System serial number (14 digits)</td>
<td>Go to &gt; &gt; System Detail or locate the number on the back of the system.</td>
</tr>
<tr>
<td>Software version</td>
<td>Go to &gt; &gt; System Detail.</td>
</tr>
<tr>
<td>Active alert messages</td>
<td>Go to &gt; &gt; Status &gt; Active Alerts for messages generated by your system.</td>
</tr>
<tr>
<td>Network status</td>
<td>Go to &gt; &gt; Network.</td>
</tr>
</tbody>
</table>

In addition, please provide any diagnostic tests or troubleshooting steps that you have already tried.

Polycom Solution Support

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 will help customers successfully design, deploy, optimize and manage Polycom visual communications within their UC environments.

Professional Services for Microsoft Integration is mandatory for Polycom Conferencing for Microsoft Outlook, Microsoft Office Communications Server, and Microsoft Lync Server 2007 or 2010 integrations. For additional information and details please refer to http://www.polycom.com/services/professional_services/index.html or contact your local Polycom representative.

Regulatory Notices

Regulatory notices describe safety and legal considerations for using the following Polycom RealPresence Group systems:

- Polycom RealPresence Group 300 System (Model: Group 300; Type: P001)
- Polycom RealPresence Group 500 System (Model: Group 500; Type: P001)
- Polycom RealPresence Group 700 System (Model: Group 700; Type: P002)

If you have an EagleEye Acoustic camera, be sure to use it only with UL-approved Information Technology Equipment (ITE) or similarly approved equipment.

For more regulatory information, refer to the Regulatory Information for Polycom RealPresence Group Series.