Poly G200

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Before You Begin

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The *Poly G200 Administrator Guide* is for administrators who configure, customize, manage, and troubleshoot Poly G200 systems.

Audience, Purpose, and Required Skills

This guide is written for a technical audience.

You must be familiar with the following concepts before beginning:

- Current telecommunications practices, protocols, and principles
- Telecommunication basics, video teleconferencing, and voice or data equipment
- OpenSIP networks and VoIP endpoint environments

Related Poly and Partner Resources

See the following sites for information related to this product.

- The [Poly Online Support Center](#) is the entry point to online product, service, and solution support information including Video Tutorials, Documents & Software, Knowledge Base, Community Discussions, Poly University, and additional services.

- The [Poly Document Library](#) provides support documentation for active products, services, and solutions. The documentation displays in responsive HTML5 format so that you can easily access and view installation, configuration, or administration content from any online device.

- The [Poly Community](#) provides access to the latest developer and support information. Create an account to access Poly support personnel and participate in developer and support forums. You can find the latest information on hardware, software, and partner solutions topics, share ideas, and solve problems with your colleagues.

- The [Poly Partner Network](#) is a program where resellers, distributors, solutions providers, and unified communications providers deliver high-value business solutions that meet critical customer needs, making it easy for you to communicate face-to-face using the applications and devices you use every day.

- The [Poly Services](#) help your business succeed and get the most out of your investment through the benefits of collaboration.

Privacy Policy

Poly products and services process customer data in a manner consistent with the [Poly Privacy Policy](#). Please direct comments or questions to privacy@poly.com.

Getting Started with Poly G200

Topics:

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Poly G200 is an enterprise-grade video conferencing solution for huddle rooms and smaller spaces. G200 systems offer an intuitive user interface with rich collaboration features.

G200 Overview

Poly G200 delivers cost-effective collaboration for smaller organizations that are ready to move up from consumer-grade alternatives. G200 provides natural video conferencing interaction using robust video communication technology.

For technical specifications and detailed descriptions of features available for G200, see the product documentation available at Poly Online Support Center.

The Poly G200 bundle has three versions:

- Poly G200 with a Polycom EagleEye Mini USB camera and a Poly Studio expansion microphone that supports both AVC and SVC modes.
- Poly G200 with a Poly EagleEye Cube USB camera that supports both AVC and SVC modes.
- Poly G200 with a Poly EagleEye Cube USB camera that supports only SVC mode.

You can connect a Poly Studio USB video bar or USB headset to the Poly G200 system as a peripheral.

Dual Monitors Feature

You can connect your G200 system to two monitors if your system is licensed to use dual monitors.

Poly G200 supports different content displays on each monitor in different system states, as described in the following table.

System State	Primary Monitor	Secondary Monitor
Standby	Home screen	Background picture
Out of a call with content	Content	Content
In a call	Far end camera view	Local camera view
In a call with content	Camera views of both local and far end	Content

Note: Poly G200 doesn't support switching between monitor modes by hot swapping (or hot plugging) HDMI output. If you plug a monitor in or unplug it during a call, the system may not work correctly. For example, the layout retains single-monitor mode even if you plug in a second monitor.

Related Links
Activate a License on page 46

Powering On and Off

The Poly G200 doesn't have a power button. When you plug in the power cord, the device turns on.

Navigating the System

You can use the system web interface to complete the setup process and manage your G200 system.

The local interface has a subset of the administration settings that are available in the system web interface.

Note: If you enable a provisioning service, any settings provisioned in the system might display as read-only settings in the system web interface.

Related Links
Provisioning the System on page 18

Access the System Web Interface

You can perform most of the calling and configuration tasks on the G200 system web interface that you perform on the system's local interface.

The initial setup process requires you to set a password to enter the system web interface.

Procedure
1. Open a web browser and enter the system IP address.
2. Enter the **Username** (default is `admin`), the **Password**, and select **Log In**.

Change the Password

You can change the G200 system admin password from the system web interface.

Poly recommends that only administrators access the Poly G200 system configuration. Therefore, Poly provides only one credential for the system web interface.

Procedure
1. Go to **Admin Settings** > **Password**.
2. Configure the following settings and select **Submit**.

Setting	Description
Old Password	Specifies the existing password for the administrator account used when logging in through the system web interface. When creating a password for the first time, leave this setting blank.
New Password	Specifies a new password. The password is case sensitive and must be less than 40 characters without spaces.
Confirm Password	Confirms the new password.

Setting Up the System

Topics:

See the *Poly G200 Setup Sheet* for detailed instructions on setting up the system.

When you attach a Polycom EagleEye Mini USB camera or a Poly EagleEye Cube USB camera, the G200 system automatically detects the camera's software version and prompts you to upgrade if the camera uses an incompatible software version.

When you attach a Poly Studio USB video bar that uses an outdated software version, the system displays a prompt to update the device. Refer to the *Poly Studio User Guide* for information on updating the software.

System Panel Views

The Poly G200 system supports up to two monitors and multiple USB devices.

Figure 1: Poly G200 back panel ports
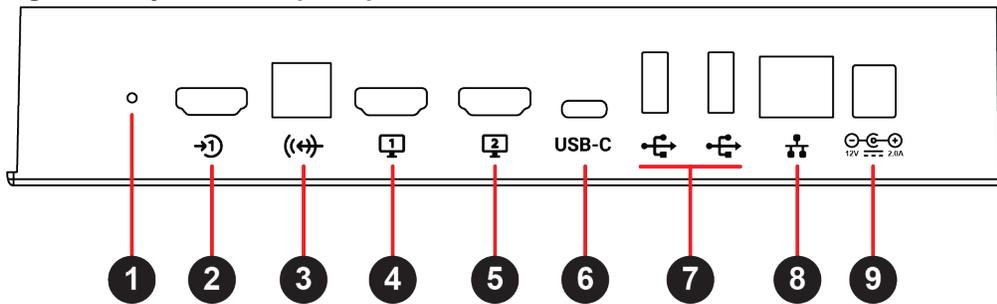
Ref. Number	Description
1	Factory restore You can also use it for resetting the system and pairing with the remote control.
2	HDMI input for sharing content (for example, from a laptop) or supported camera
3	Audio input for Poly Studio expansion microphone
4	HDMI output for the primary monitor

Ref. Number	Description
5	HDMI output for the secondary monitor
6	USB Type-C port for future use
7	USB ports used for the following options: • USB input for USB cameras • System upgrade via USB flash drive
8	LAN connection
9	Power

Related Links

Poly G200 LED Indicators

Poly G200 uses LED indicators to show basic system status.

LED Color	System Status
Blue	• Initializing • Awake
Blinking blue	• Incoming call • Remote control pairing • Booting up
Amber	Asleep
Blinking amber	Shutting down
Green	In a call
Red	• Network disconnected • Provisioning failed • SIP not registered • H.323 not registered

EagleEye Mini Camera LED Indicators

The EagleEye Mini camera uses LED indicators to show basic device status.

Camera LED Indicators

LED Color	Device Status
Amber	No active video output
Green	Active video output
Alternating amber and green	Software update

EagleEye Cube USB Camera LED Indicators

The following table describes the LED indicators and associated system behaviors on the EagleEye Cube USB camera. The LED indicators are located along the top of the camera above the aperture.

LED Indicator List

Mode	LED Color	LED Timing	# of LEDs
Attention (Error preventing normal operation)	Red	Blinking	5 - All
Camera boot initialization process in progress	White	Chasing	5 - Alternating
Device firmware update in progress	Amber	Pulsing	5 - All
Privacy cover open, camera is active, active video output, tracking is **off**	Green	Solid	1 - Center
Privacy cover open, camera is active, active video output, tracking is **on**	Green	Solid	1 – Depends on Participants
Privacy mode (Shutter is closed)	Red	Solid	1 - Center
Privacy cover open, camera is asleep, no active video output (Standby)	Amber	Solid	1 - Center
Privacy cover open, camera is idle, no video output	White	Solid	1 - Center

Basic Poly Studio LED Indicators

The Poly Studio device provides an LED bar above the camera to help you understand its behaviors.

Basic Poly Studio LED Indicators and Status

Indicator	Position	Status
Chasing white	All while alternating	Boot initialization in progress
Blinking blue	Two in the middle	Bluetooth in discovery
Solid blue for three seconds	Two in the middle	Bluetooth paired
Solid amber	Two in the middle	Standing by The privacy cover is open, and the camera is in sleep mode with no active video output
Blinking green or white	All	Incoming call
Solid green or amber	Two in the middle	Outgoing call
Solid green or white	One or two (when in the middle), indicating the tracked speaker or the direction of the camera	Working The lights are green with supported applications in the following cases: • Tracking people in group framing and speaker tracking mode • Indicating the direction of the camera that you customize in pan-tilt-zoom (PTZ) mode
Solid white for three seconds	Two in the middle	Saving a preset
Solid red	All	Muted microphone
Blinking red	Two in the middle	On hold

Run the Setup Wizard

When you power on your G200 system for the first time or reset it, the setup wizard starts and leads you through the minimum configuration steps.

The setup wizard is also known as the out-of-box (OOB) wizard. It's available during the initial setup, after the system reset with system settings deleted, or after a factory restore.

Procedure

1. Power on the G200 system by plugging in the power cable.

2. Follow the onscreen instructions and use the remote control to navigate the screens and enter information.

    You can use the number pad on the remote control to enter text.

After you run the setup wizard, view or change the admin configuration by going to the system web interface.

Related Links

General System Settings

Topics:

You can define the G200 system name, configure the system deployment mode, and set the date and time for your system.

Note: Depending on your deployment, you can configure your system's sleep settings to align with certain devices in **System Settings** > **General** > **System Sleeps When Device Is Idle**.

Define the Device Name

The device name appears on the screen of the far-end site when you make a call.

Note: You can't configure the device name when you provision the G200 system.

In SVC mode, you can also define the name at **Server Settings** > **Call Server** > **Device Name**.

Procedure

1. In the system web interface, go to **System Settings** > **General**.
2. In the **Device Name** field, enter the name for your system and select **Submit**.

Related Links

Deployment Modes

G200 supports two deployment modes.

- In AVC mode, G200 is a standard H.323/SIP-based video endpoint. It works with the Polycom RealPresence Clariti solution, standalone Polycom RealPresence Collaboration Servers (RMX), or any compliant third-party video endpoints or MCUs.

- In SVC mode, G200 is a proprietary video endpoint that adapts H.264 SVC encoding and decoding. It provides better error resilience and more cost-effectiveness with a high-quality video and audio experience. The SVC-enabled G200 system is a locked system that works only with the Poly RealPresence Clariti Ensemble solution.

For more information on the products that work with the different modes, see the *Poly G200 Release Notes* .

Related Links

Configure Deployment Mode

You can manually configure the deployment mode from the system user interface.

You can't configure the deployment mode when the G200 system is in a call, sharing content, or upgrading the camera.

Procedure

1. In the system web interface, go to **System Settings** > **Deployment Mode**.
2. Choose the mode from the drop-down list and select **Submit**.

> **Note:** The system automatically reboots to apply the change.

Related Links

Features Available with Poly RealPresence Clariti Ensemble

You can access some extra features when using your G200 system with Poly RealPresence Clariti Ensemble.

The following features are available when your G200 system is in SVC mode and uses a Poly RealPresence Clariti Ensemble server as the call server:

- Forward error correction (FEC) for H.264.
- Automatic call rate according to your bandwidth.
- More meeting control options such as setting a lecturer and locking a meeting.
- Shared content displays watermarks as configured in the meeting settings.
- A name card appears instead of the video stream if the participant doesn't turn on the camera.
- When there's no lecturer set, the meeting host can pin a participant and keep that participant's display locked to the first cell of the meeting layout with an icon.
- The meeting host can send and stop general and personal message overlays to G200 participants.
- The meeting host can mute G200 participants and send prompts for unmute. And you can see the mute status of all participants in each cell.

Set the Date and Time

You can set the date and time of the G200 system in the system web interface.

Make sure that the **Provisioning Mode** setting is not set to **Auto**.

Procedure

1. In the system web interface, go to **System Settings** > **Date and Time**.
2. Configure the following settings and select **Submit**.

Setting	Description
Time Zone	Specifies the time difference between GMT and your location.

Setting	Description
Time Server	Specifies if you want to automatically or manually configure the system to use a time server.
Date Format	Specifies how the date displays.
Time Format	Specifies how the time displays.

Customizing the Interface

Topics:

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You can change the language or background of the G200 interface.

Change the System Web Interface Language

You can change the language to localize the system web interface.

Procedure

1. Select **Language** at the top-right corner.
2. Choose the language from the drop-down menu.

Change the Local Interface Language

You can change the language to localize the system's local interface.

The local interface refers to the user interface on the monitor screen, which you can change from either the system web interface or the local interface itself.

You can find the same setting in the local interface at **Settings** ⚙ > **General** > **System Language**.

Procedure

1. In the system web interface, go to **System Settings** > **General** > **System Language**.
2. Choose the language you want to set.
3. Select **Submit**.

Change the Home Screen Background Image

The G200 system local interface displays a background image that you can customize. You can upload your own image to replace the background image or reset it to the default.

Your image must be smaller than 10 MB with a pixel size of 1920 × 1080 (width by height). The image must be in .jpg, .jpeg, .bmp, or .png format.

Procedure

1. In the system web interface, go to **Admin Settings** > **Upload Background**.
2. Select **Choose File** to search for and select the image you want to upload.
3. Select **Upload**.

The image uploads to the system **Home** screen. If you use dual monitors, both screens use the new picture as backgrounds.

4. Select **Reset** to retrieve the default background image.

Provisioning the System

Topics:

You can manage G200 systems in dynamic management mode.

In dynamic management mode, the following might be true:

- The **Server Address**, **User Name**, and **Password** fields are populated on the **Provisioning** screen.
- Configuration settings that are provisioned, or that are dependent on provisioned values, are hidden on the G200 system.
- A provisioning service system administrator can upload a provisioned bundle from an already configured G200 system. When G200 systems request provisioning, the system downloads the provisioned bundle and any automatic settings. A G200 system user with administrative rights can change the settings on the G200 system after the provisioned bundle is applied. If you later download a new provisioned bundle from the provisioning service, the new bundle overwrites the manual settings.
- If the system has previously registered successfully with a provisioning service but fails to detect the service when it restarts or checks for updates, an alert appears on the **Status** screen. The G200 system doesn't store the GK/SIP register related information if the provisioning service connection is lost before reboot.

Related Links

Locate the MAC address

Before you begin provisioning, you need to know the MAC address for the G200 system you want to provision.

Procedure

1. In the system web interface, go to **Device Status**.
2. Write down or otherwise save the MAC address, without the colons.

   For example, if the MAC address is `00:e0:db:30:e7`, use `00e0db30e7` to provision the G200 system.

Create a Provisioning Profile

To provision the G200 system, you must create a G200 provisioning profile on the provisioning server.

Procedure

1. Get the provisioning template file from [Poly Online Support Center](). The file name is `G200_Provisioning_Template.cfg`.
2. Rename the provisioning template file using the MAC address of the G200 system: `<macaddress>_profile.cfg`.
3. Depending on your deployment's security settings, go to `ftp://<ipaddress>/<filepath>` or `ftps://<ipaddress>/<filepath>`.
4. Copy the `<macaddress>_profile.cfg` file to the provisioning server.

Automatically Configure a Provisioning Service

When the G200 system powers on, the system can automatically detect a provisioning service by reading the address of the provisioning server through DHCP.

Depending on your deployment's security settings, configure DHCP to return the provisioning server addresses as `ftp://<user>:<password>@<ipaddress>/<filepath>` or `ftps://user:<password>@<ipaddress>/<filepath>`.

Procedure

1. In the system web interface, go to **Server Settings** > **Provisioning**.
2. Select **Auto** from the drop-down list.
3. From the **DHCP Server Option** drop-down menu, choose one of the following:
   - **Default**: The default value is **66**.
   - **Custom**: Enter a custom DHCP value. The system uses this value to read the provisioning server address through DHCP.

   G200 supports the following four **Custom** values: 66, 67, 150, and 160.

Manually Configure a Provisioning Service

You can configure the G200 system provisioning settings on the system web interface.

If you enable automatic provisioning but the system doesn't successfully register with the provisioning service, you might need to change the **User Name**, **Password**, or **Server Address** used for registration.

For example, users might be required to periodically reset passwords they use to log in to the network from a computer. If your system also uses this network password as the provisioning service password, you must update it on the Poly G200 system.

To avoid unintentionally locking a user out of network access, G200 systems don't automatically retry registration until you update the settings and manually register on the **Provisioning** page.

Procedure

1. In the system web interface, go to **Server Settings** > **Provisioning**.

2. Select **Manual** from the **Provisioning Mode** drop-down list.
3. Configure the following settings and select **Submit**.

> **Note:** You can register multiple Poly G200 systems to a single user.

Setting	Description
Protocol Type	Specifies the type of provisioning server.
Server Address	Specifies the address of the system running the provisioning service. Enter `<ipaddress>/<filepath>` for **FTP** or **FTPS**, or enter the IP address for **RealPresence Resource Manager**.
User Name	Specifies the endpoint's user name for registering to the provisioning service. The user name cannot contain "@" and ":".
Password	Specifies the password that registers the system to the provisioning service. The password cannot contain "@" and ":".

Provision the Deployment Mode

You can provision the deployment mode of your G200 system through the system's provisioning profile.

Three parameters determine which deployment mode the system uses. When you enable more than one parameters, the parameter priority applies in the following order:

- `enableH323`
- `enableSIP`
- `enableSVC`

Procedure

1. Open your system's provisioning profile.
2. Based on the deployment mode you want to use, enable the following parameters:
    - AVC mode (enable either parameter):
        ◦ `enableH323`
        ◦ `enableSIP`
    - SVC mode:
        ◦ `enableSVC`

Related Links
[Update Software Using the Provisioning Service](#) on page 46

Enable LDAP Support

You can provision G200 1.3.x to enable LDAP features in AVC mode.

The current LDAP features include:

- Provisioning via FTP/FTPS servers
- LDAP searches (50 results at most)
- SIP and H.323 calls with LDAP contacts
- LDAP status

Note: Currently G200 doesn't support the Polycom RealPresence Resource Manager LDAP server.

Procedure

» In your provisioning profile configure the following parameters:

- `serverAddressH350`
- `ldapUsername`
- `ldapPassword`
- `baseDNPerson`
- `attributeDisplayName`
- `attributeSIPURI`
- `maxResultSetSize`

The following example shows how to provision the LDAP features:

```
<serverAddressH350>192.168.1.100:389</serverAddressH350>
<ldapUsername>user@example.com</ldapUsername>
<ldapPassword>password</ldapPassword>
<baseDNPerson>cn=Users,dc=example, dc=com</baseDNPerson>
<attributeDisplayName>cn</attributeDisplayName>
<attributeSIPURI>telephoneNumber</attributeSIPURI>
<maxResultSetSize>50</maxResultSetSize>
```

Disable the Provisioning Service

You can disable the provisioning service in the system web interface.

Procedure

1. In the system web interface, go to **Server Settings** > **Provisioning**.
2. Choose **Disable** from the drop-down list.

Configuring Network Settings

Topics:

Before you begin configuring network settings, make sure that your network is ready for video conferencing.

Poly offers contract high-definition readiness services. For more information, contact your Poly distributor.

Configure VLAN Settings

You can configure VLAN settings for your G200 system from both the system web interface and the local interface.

You can find part of the same settings on the local interface by selecting **Settings** ⚙ > **Network** from the **Home** screen.

Procedure

1. In the system web interface, go to **System Settings** > **Network Settings**.
2. Configure the following settings and select **Submit**.

Setting	Description
LAN Network	• **DHCP** automatically gets the IP address of the system. • **Static IP** enables you to manually enter the IP Address, Subnet Mask, Gateway, and DNS.

Setting	Description

VLAN Settings	Choose to enable or disable VLAN.
	
	• **Disable**
	• **LLDP**: Enables LLDP. When enabled, LLDP automatically configures the system for a detected VLAN in the following order:
	  ◦ Video Conferencing VLAN
	  ◦ Voice VLAN
	  ◦ Voice Signaling VLAN
	
	If the system doesn't find any of the listedVLAN types, the room system configures itself for the default or native LAN of the switch port to which it is connected.
	• **Static**: Enables you to manually configure VLAN settings.

VLAN ID	Specifies the identification of the Virtual LAN. The value can be any number from 1 to 4094. This setting is available only when **VLAN Settings** is set to **Static**.
Video Priority	Sets the link layer priority of video traffic on the LAN. Video traffic is any RTP traffic consisting of video data and any associated RTCP traffic. The value can be any number from 0 to 7, although 6 and 7 are not recommended. This setting is available only when **VLAN Settings** is set to **Static**.
Audio Priority	Sets the link layer priority of audio traffic on the wired LAN. Audio traffic is RTP traffic consisting of audio data and associated RTCP traffic. The value can be any number from 0 to 7, although 6 and 7 are not recommended. This setting is available only when **VLAN Settings** is set to **Static**.
Control Priority	Sets the priority of control traffic on the LAN. The value can be any number from 0 to 7, although 6 and 7 are not recommended. Control traffic is any traffic consisting of control information associated with a call: • H.323: H.225.0 Call Signaling, H.225.0 RAS, H.245 • SIP: SIP Signaling, FECC, Binary Floor Control Protocol (BFCP) This setting is available only when **VLAN Settings** is set to **Static**.

Configure IPv4 Settings

You can configure the IPv4 settings in the system web interface and in the local interface.

Make sure **LAN Network** is set to **Static IP**.

You can find part of the same settings on the local interface by selecting **Settings** ⚙ > **Network** from the **Home** screen.

Procedure

1. In the system web interface, go to **System Settings** > **Network Settings**.
2. Configure the following settings and select **Submit**.

Setting	Description
LAN Network	• **DHCP** automatically gets the IP address of the system and enables you to configure VLAN settings. • **Static IP** enables you to manually enter the IP Address, Subnet Mask, Gateway, and DNS.
IP Address	Specifies the IP address of the system. If the system doesn't automatically obtain an IP address, enter one here. This field is not available when the **LAN Network** is set to **DHCP**.
Subnet Mask	Displays the subnet mask currently assigned to the system. If the system doesn't automatically obtain a subnet mask, enter one here. This field is not available when the **LAN Network** is set to **DHCP**.
Gateway	Displays the gateway currently assigned to the system. If the system doesn't automatically obtain a gateway IP address, enter one here. This field is not available when the **LAN Network** is set to **DHCP**.
DNS Server	Displays the DNS servers currently assigned to the system. This field is not available when the **LAN Network** is set to **DHCP**.
Backup DNS Server	Displays the Alternate DNS server assigned to the system. This field is not available when the **LAN Network** is set to **DHCP**.
802.1X	Enables or disables 802.1X network access.
Identity	Specifies the system's name for 802.1X authentication. This setting is available only when **802.1X** is enabled.
Password	Specifies the system's password used for 802.1X authentication.

Configure IPv6 Settings

You can configure the IPv6 settings in the system web interface and in the local interface.

You can find part of the same settings on the local interface by selecting **Settings** ⚙ > **Network** from the **Home** screen.

The IPv6 settings apply only to the system web interface access. Poly G200 doesn't support calling, provisioning, registering, and other functions with IPv6.

Procedure

1. In the system web interface, go to **System Settings** > **Network Settings**.
2. Configure the following settings and select **Submit**.

Setting	Description
IPv6	Enables or disables IPv6: • **Manual**: Manually configure the additional settings in the following rows • **Automatic**: The system automatically configures addresses for the IPv6 settings • **Disable**: Disable IPv6
Link Local	Displays the IPv6 address used for local communication within a subnet. This setting is only configurable when **Manual** is selected.
Site Local	Displays the IPv6 address used for communication within the site or organization. This setting is only configurable when **Manual** is selected.
Global Address	Displays the IPv6 internet address. This setting is only configurable when **Manual** is selected.
Default Gateway	Displays the default gateway assigned to the system. This setting is only configurable when **Manual** is selected.

Configure SVC Call Settings

If you use SVC mode, use the Poly RealPresence Clariti Ensemble server as the call server.

Make sure to enable SVC deployment mode.

Procedure

1. In the system web interface, go to **Server Settings** > **Call Server**.
2. Configure the following settings and select **Submit**.

Setting	Description
Device Name	Specifies the name of your G200 system registered to the RealPresence Clariti Ensemble server. **Note:** To avoid duplicate device names, you must change the default device name.
Server Address	Specifies the RealPresence Clariti Ensemble server you want to use. **Note:** If the RealPresence Clariti Ensemble server doesn't use the default FQDN/IP port 443, you must specify the port in the server address as `<ip>:<port>`. For example: `10.11.12.13:446`.

Setting	Description
User Name Password	Specifies the user name and password that register the system to the RealPresence Clariti Ensemble server. Since RealPresence Clariti Ensemble 1.1, the default user name and password are both `defProvAccount`. **Note:** Refer to the *Poly RealPresence Clariti Ensemble Administrator Guide* for more information.

Related Links

Configure H.323 Settings

If your network uses a gatekeeper, the G200 system can register its H.323 name and extension. This enables others to call the system by entering the H.323 name or extension instead of the IP address.

Note: G200 doesn't support H.263 content in H.323-based or SIP-based meetings. To avoid issues, Poly suggests setting the content protocol to H.264 only or enabling content transcoding in the conference template of your MCU or media application device.

The following settings are only available for AVC mode.

Procedure

1. In the system web interface, go to **Server Settings** > **Call Server**.
2. Configure the following settings and select **Submit**.

Setting	Description
Communication Protocol	Specifies the registrar protocol. Select **H.323**.
Enable H.323 Registration	Enables you to display and configure the H.323 settings.
Gatekeeper Address	Gatekeeper address that the network is using.
H.323 Name	Specifies the name that gatekeepers and gateways use to identify this system. You can make point-to-point calls using H.323 names if both systems are registered to a gatekeeper.
H.323 Extension (E. 164) (My Number)	Enables users to place point-to-point calls using the extension if both systems are registered with a gatekeeper, and specifies the extension that gatekeepers and gateways use to identify this system. Your organization's dial plan might define the extensions you can use.

Setting	Description
Require Authentication	Enables support for H.235 Authentication. When H.235 Authentication is enabled, the H.323 gatekeeper ensures that only trusted H.323 endpoints are allowed to access the gatekeeper. This setting is available when **Enable H.323 Registration** is set to **Enable**.
User Name	When authentication is required, specifies the user name for authentication with H.235.
Password	When authentication is required, specifies the password for authentication with H.235.

Configure SIP Settings

If your network supports SIP, you can use SIP to connect IP calls.

The SIP protocol has been widely adapted for voice over IP communications and basic video conferencing; however, many of the video conferencing capabilities are not yet standardized. Many capabilities also depend on the SIP server.

Note: G200 doesn't support H.263 content in H.323-based or SIP-based meetings. To avoid issues, Poly suggests setting the content protocol to H.264 only or enabling content transcoding in the conference template of your MCU or media application device.

The following settings are only available for AVC mode.

Procedure
1. In the system web interface, go to **Server Settings** > **Call Server**.
2. Configure the following settings and select **Submit**.

Setting	Description
Communication Protocol	Specifies the registrar protocol. Select **SIP**.
Transport Protocol	Indicates the protocol the system uses for SIP signaling. The SIP network infrastructure your G200 system operates within determines which protocol is required. • **TCP**: Provides reliable transport via TCP for SIP signaling. • **UDP**: Provides best-effort transport via UDP for SIP signaling. • **TLS**: Provides secure communication of the SIP signaling. TLS is available only when the system is registered with a SIP server that supports TLS. When you choose this setting, the system ignores TCP/UDP port 5060. Select TLS if you want to encrypt AVC calls.
Enable SIP Registration	Enables you to configure the SIP settings.

Setting	Description
Server Address	Specifies the DNS FQDN or IP address of the SIP proxy server. By default for TCP, the SIP signaling is sent to port 5060 on the proxy server. By default for TLS, the SIP signaling is sent to port 5061 on the proxy server.
Domain	Specifies the domain of the SIP proxy server.
SIP Address (My Number)	Specifies the SIP address or SIP name of the system, for example, `mary.smith@department.company.com`. If you leave this field blank, the system's IP address is used for authentication.
User Name	Specifies the user name to use for authentication when registering with a SIP proxy server, for example, `marySmith`. If the SIP proxy server requires authentication, this field and the password cannot be blank.
Password	Specifies the password associated with the user name used to authenticate the system to the proxy server. The password can be up to 47 characters in length.

Securing the System

Topics:

-
-
-

Your G200 system includes features and settings to help you meet security requirements.

Set the Encryption Mode

When you enable encryption, the system automatically encrypts AVC calls to other systems that have AES encryption enabled.

If encryption is enabled on the system, a locked padlock icon appears on the monitor when a call is encrypted. If a call is unencrypted, an unlocked padlock appears on the monitor.

Note: When the SVC call server supports encryption, the G200 system enables encryption for the audio and video stream by default. SVC calls automatically enables encryption if all the involved devices and servers support encryption.

Procedure

1. In the system web interface, go to **System Settings** > **Call Settings**.
2. Configure the following **AVC Encryption Mode** settings and select **Submit**.
    - **On**: The SIP transport protocol setting in **Server Settings** is automatically set to **TLS**, whether you automatically or manually provision the system.
    - **Off**
    - **Auto**: The G200 system negotiates the encrypted call with the far end and, if failed, falls back to an unencrypted call.

Related Links

Configure the Firewall/NAT

You must configure the system and the firewall to allow video conferencing traffic to pass in and out of the network.

If your system is connected to a LAN that uses a NAT, you must enter the **NAT IP Address** so that your system can communicate outside the LAN.

Procedure

1. In the system web interface, go to **Admin Settings** > **NAT Settings**.
2. Configure the following settings and select **Submit**.

Note: Most of the following settings are only avialable in AVC mode, except the **Media Ports**.

Setting	Description
NAT Mode	Specifies whether the system should determine the NAT Public WAN Address: • If the system is not behind a NAT or is connected to the IP network through a VPN, select **Off**. • If you know the NAT Public WAN address, select **Manual**.
NAT IP Address	Specifies the NAT Public WAN Address. This field is disabled when **NAT Mode** is set to **Off**
H.460 Firewall Traversal	Allows the system to use H.460-based firewall traversal for IP calls. Choose **Enable** to enable H.460 firewall traversal.
H.323 TCP Ports Media Ports	Specifies the beginning value for the range of TCP and media ports used by the system. The system automatically sets the range of ports based on the beginning value you set. **Note:** You must also open the firewall's TCP ports (80/443/8080/5060/5061/1719/1720) to allow H.323 or SIP traffic.

Port Usage

The following table lists the open ports that Poly G200 uses.

Poly G200 Ports

Port	Direction	Type	Protocol	Function	Default	Configurable
21–22	Bidirectional	Static	TCP	• FTP provisioning • Logs	On	No
53	Bidirectional	Static	UDP	DNS	On	No
67	Outbound	Static	UDP	DHCP server	On	No
68	Outbound	Static	UDP	DHCP client	On	No
80	Inbound	Static	TCP	HTTP server	On	No
123	Outbound	Static	UDP	NTP time server	On	No
1719	Bidirectional	Static	UDP	H.225.0 RAS	On	No
1720	Bidirectional	Static	TCP	H.225.0 call signaling	On	No
3230–3239	Bidirectional	Static	TCP	H.245	On	Yes

Port	Direction	Type	Protocol	Function	Default	Configurable
3230–3249	Bidirectional	Static	UDP	RTP/RTCP video and audio	On	Yes
5060	Bidirectional	Static	TCP/UDP	SIP	On	No
5061	Bidirectional	Static	TCP	SIP TLS	On	No
80	Inbound	Static	TCP	HTTP server	On	No
443	Bidirectional	Static	TCP	System web interface	On	No

Managing Certificates

Topics:

- [Certificate Validation](#)
- [Create a Certificate Signing Request](#)
- [Install a Certificate](#)

If your organization has deployed a public key infrastructure (PKI) for securing connections between devices on your network, Polycom recommends that you have a strong understanding of certificate management and how it applies to G200 systems before you integrate these products with the PKI.

G200 systems can use certificates to authenticate network connections to and from the G200 system. The system uses configuration and management techniques typical of PKI to manage certificates and certificate signing requests.

G200 systems can generate requests for certificates (CSRs) that can be then sent to a certificate authority (CA) for official issuance. The CA is the trusted entity that issues, or signs, digital certificates for others. Once signed by the CA, you can install the certificate on the G200 system for use in all TLS connections used by the system.

G200 systems support, and typically require, the generation and use of one server certificate in .pem format when used in an environment that has a fully deployed PKI. The G200 system's web server presents this certificate after receiving connection requests from browsers attempting to connect to the G200 system web interface.

When G200 systems are deployed in an environment that doesn't have a fully deployed PKI, you don't need to install these certificates because all G200 systems automatically generate self-signed certificates that can be used to establish secure TLS connections. However, when a full PKI is deployed, self-signed certificates are not trusted by the PKI and signed certificates must be used.

Certificate Validation

Certificates are authorized externally when they are signed by the CA.

The certificates can be automatically validated when they are used to establish an authenticated network connection. To perform this validation, the G200 system must have certificates installed for all CAs that are part of the trust chain. A trust chain is the hierarchy of CAs that have issued certificates from the device being authenticated, through the intermediate CAs that have issued certificates to the various CAs, leading back to a root CA, which is a known trusted CA.

A certificate exchange is between a server and a client, both of which are peers. When a user is accessing the G200 system web interface, the G200 system is the server and the web browser is the client application.

Create a Certificate Signing Request

If you deploy a PKI in your environment, create a CSR to make sure your G200 system or device is trusted by its network peers.

Note: Only a single outstanding CSR of either type can exist at a time. After a CSR is generated, get it signed and installed on your system before creating another. For example, if you generate a client CSR and then, prior to having it signed and installed on the system, another client CSR is generated, the system discards and invalidates the previous CSR, and any attempt to install a signed version of it results in an error.

Procedure

1. In the system web interface, go to **Admin Settings** > **Certificate**.
2. Select **Create**.
3. Complete the following fields:

Setting	Description
Country	Specifies the country where your organization is located.
State or Province	Specifies the state or province where your organization is located. Default is blank. Maximum characters: 128.
City or Locality	Specifies the city where your organization is located. Default is blank. Maximum characters: 128.
Organization	Specifies your organization's name. Default is blank. Maximum characters: 64.
Organizational Unit	Specifies the unit of business defined by your organization. Default is blank. Maximum characters: 64. **Note:** The system supports only one OU field. If you want the signed certificate to include more than one OU field, you must download and edit the CSR manually.
Common Name	Specifies the name that the system assigns to the CSR. Use the following guidelines when configuring the **Common Name**: • For systems registered in DNS, use the FQDN of the system. • For systems not registered in DNS, use the IP address of the system. Default is blank. Maximum characters: 64; truncated if necessary.

4. Select **Download** to get the .csr file.

Install a Certificate

You can install a certificate on the G200 system.

Your server certificate may have been signed by a CA after having been previously generated as a CSR, or it may be a CA certificate needed by the system to validate a certificate it receives from another system.

When you add a CA certificate to the system, the certificate becomes trusted for the purpose of validating peer certificates.

Procedure

1. In the system web interface, go to **Admin Settings** > **Certificate**.
2. Select **Import**.
3. Select **Choose File** to search for and select a .pem certificate, and then select **Import**.

   The system checks the certificate data and adds it to the list. If you don't see the certificate in the list, the system didn't recognize the certificate.

   Note: If you don't add the server certificate for the system before using the system web interface, you might receive error messages from your browser stating that the security certificate for the web site "Polycom" cannot be verified. Most browsers allow the user to proceed after displaying this warning. See the **Help** section of your browser for instructions on how to do this.

Configuring Audio Settings

Topics:

- [Select the Audio Input](#)
- [Enable Polycom NoiseBlock](#)

You can configure audio settings in the G200 system web interface.

The G200 system has one available microphone input.

Related Links

Select the Audio Input

When you connect both the expansion microphone and a USB audio device to your G200 system, you can select either device for the audio input.

Procedure

1. In the system web interface, go to **System Settings** > **Audio/Video Settings**.
2. Do one of the following:

    - To set the expansion microphone as the audio input, select the **Use Table Microphone** check box.

        Note: If you don't connect the expansion microphone, the G200 system doesn't have audio input.

    - To follow the default audio input priority, clear the **Use Table Microphone** check box.
3. Select **Submit**.

Enable Polycom NoiseBlock

When you enable Polycom NoiseBlock, the system automatically senses when there is ambient noise in the room and prevents the noise from transmitting to the far end during video conferences.

Ambient noise can include keyboard typing, paper shuffling, or any sounds other than human speech. As soon as the near end meeting participant begins speaking, the system sends audio to the far end.

Procedure

1. In the system web interface, go to **System Settings** > **Call Settings**.
2. Choose **Enable** from the **Noise Block** drop-down list.

Configuring Video Settings

Topics:

You can configure video settings for your G200 system.

High-Definition Video Conferencing

G200 systems can receive 1080p progressive format and display 1080p progressive or 1080i interlaced format.

Near-site video displays in HD format when you use an HD video source and an HD monitor. However, near-site video displays in SD if the system is in an SD or lower-resolution call.

The layout of a meeting varies with the number of participants. It accommodates nine people at most, while the other participants stay outside the layout until they speak. You can configure the layout on the call server.

Maximizing HDTV Video Display

When you use a television as your monitor, some HDTV settings might interfere with the video display or quality of your calls.

To avoid this potential problem, update your HDTV settings using the following guidelines:

- Disable all audio enhancements in the HDTV menu, such as *SurroundSound*.
- Many HDTVs have a low-latency mode called *Game Mode*, which lowers video and audio latency. Enabling this mode may improve your video conferencing experience.
- Before attaching your G200 system to a TV monitor, ensure the monitor is configured to display all available pixels. This setting, sometimes known as *fit to screen* or *dot by dot*, enables the monitor to display the entire HD image.

  Note: The specific name of the monitor setting varies by manufacturer.

G200 System HDMI Interfaces

G200 systems include three HDMI interfaces: one for wired content sharing and two for monitor connections.

The G200 system only supports HDMI to HDMI connections; the system doesn't support conversions, such as VGA to HDMI cable connections.

The content sharing HDMI interface supports audio streaming. Sharing content from personal computing devices refers to sharing content using a computer with an HDMI connection.

The HDMI monitor connection supports connection to the local interface. In addition to an HDMI connection, the monitor must also have a built-in speaker. Poly recommends the HDMI interface input resolutions for best results.

Input	Resolution
HD	1920 × 1080
HD	1280 × 720
XGA	1024 × 768
WXGA	1280 × 768
SVGA	800 × 600

Using Sleep Settings to Prevent Monitor Burn-In

Monitors and G200 systems provide display settings to help prevent image burn-in.

Plasma televisions can be particularly vulnerable to this problem. Refer to your monitor's manufacturer documentation for specific recommendations and instructions.

The following guidelines help prevent image burn-in:

- Ensure that static images are not displayed for long periods.
- Set monitor's sleep time to 30 minutes or less.
- Be aware that meetings that last more than an hour without much movement can have the same effect as a static image.
- Consider decreasing the monitor's sharpness, brightness, and contrast settings if they are set to their maximum values.

For a monitor that doesn't support the Consumer Electronics Control (CEC) function, you need to manually wake up the monitor using its remote control.

Procedure

1. In the system web interface, go to **System Settings** > **General** > **Time Before Sleep**.
2. Select the number of minutes the system can be idle before it goes to sleep.

Configure Your USB Camera

To improve video quality, you can configure most of the settings for your USB camera from the G200 system web interface.

Make sure you connect the camera to enable the settings.

You can connect only one USB camera at a time, except that Poly G200 systems support two EagleEye Mini USB cameras connected to the system. Settings vary according to the USB camera type you

connect with the G200 system. If you connect two EagleEye Mini USB cameras, the change apply to both cameras.

Procedure

1. In the system web interface, go to **System Settings** > **Audio/Video Settings**.
2. Configure the following settings and select **Submit**.

Setting	Description
Camera Type	Specifies the type of video input. The following settings are only available when the camera type is **USB**.
Device Type	Displays the type of device connected to the system.
Backlight Compensation	Specifies if the camera automatically adjusts for a bright background. Use backlight compensation when the subject appears darker than the background.
Skin Enhancement (EagleEye Cube USB only)	Enables or disables natural skin color enhancements for participants.
Wide Dynamic Range (EagleEye Cube USB only)	Enables or disables re-exposure according to the framed area instead of full view.
White Balance	Specifies how the camera compensates for variations in room light sources. Select **Auto** or adjust the value manually. If you adjust manually, select a color temperature value. The color temperature values, measured in degrees Kelvin, correspond to the color of the ambient light in a room.
Tracking Mode (EagleEye Cube USB & Poly Studio)	Specifies the camera tracking mode. • **Frame Speaker**: The camera automatically locates and frames the active speaker. When someone else starts speaking, the camera switches to that person. **Note:** When you mute your microphone, the camera tracking mode automatically switches to **Frame Group**. • **Frame Group**: The camera automatically locates and frames all the people in the room. • **Off**: Disables automatic tracking. You must control the camera manually. The default value is **Frame Speaker**.
Tracking Speed (EagleEye Cube USB & Poly Studio)	Determines how quickly the camera finds and switches to the new speaker. The room environment can influence the tracking speed.

Setting	Description
Framing Size (EagleEye Cube USB & Poly Studio)	Specifies the framing view. • **Wide**: Establishes a wide view of meeting participants. • **Medium**: (Default group framing view) Establishes a medium view of meeting participants. • **Tight**: Establishes a close-up view of meeting participants.
Sharpness (EagleEye Cube USB & Poly Studio)	Adjusts the video sharpness.
Maximum Zoom (EagleEye Cube USB & Poly Studio)	Specifies the maximum camera zoom in ratios of 2×, 3×, or 4× when the tracking mode is **Frame Group** or **Frame Speaker**.
Camera Movement (EagleEye Cube USB & Poly Studio)	Specifies how the camera moves when the tracking mode is **Frame Group** or **Frame Speaker**. • **Auto Pan**: The camera pans smoothly between the speakers or groups. • **Cut**: The video cuts between the talkers or groups.
Brightness	Adjusts the video brightness.
Color Saturation	Adjusts the color saturation.

Use HDMI Input as the Camera Source

You can configure your G200 system to use the HDMI input as a camera source instead of content when in AVC mode.

Poly recommends connecting an HDCI camera using a camera adapter via the HDMI input and share the content via the Polycom Content App. The required accessories are:

- Polycom RealPresence Digital Breakout, camera adapter (part number: 3820-68485-001)
- Polycom power supply (part number: 1465-52748-040)

Note: You can't control the camera or change the camera's resolution once you set it as the camera source.

Procedure

1. In the system web interface, go to **System Settings** > **Audio/Video Settings**.
2. Go to **Camera Type**, select **HDMI**.

    Note: The setting is only available in AVC mode.

3. Select **Submit and Reboot**.

The system reboots to apply the change.

Avoid Video Flicker

Poly G200 can adapt to the local power supply to avoid flickering video.

Procedure

1. In the system web interface, go to **System Settings** > **General**.
2. Choose one of the following values for **Anti-Flicker** and select **Submit**:
   - **50Hz** for Europe and Asia
   - **60Hz** for North America

Configuring Call Settings

Topics:

Specify how you want your G200 system to handle and manage calls.

Related Links

Set the AVC Call Rate

You can manually set the call rate.

Procedure

1. In the system web interface, go to **System Settings** > **Call Settings**.
2. Select a value from the **Call Rate** drop-down list.

   Call Rate in AVC Mode

Call Speed (Kbps)	Resolution	Maximum Frame Rate (fps)
256 or 384	640 × 360	30
512, 768, or 1024	1280 × 720	30
1536, 2048, 3072, or 4096	1920 × 1080	30

SVC Call Rates

In SVC mode, the system automatically decides the appropriate call rate according to your bandwidth.

Call Rates in SVC Mode

Call Speed (Kbps)	Maximum Resolution	Maximum Frame Rate (fps)
Audio Only	N/A	N/A
512	640 × 360	30
768	960 × 540	30
1024 or 1536	1280 × 720	30

Call Speed (Kbps)	Maximum Resolution	Maximum Frame Rate (fps)
2048 and more (maximum: 8192)	1920 × 1080	30

Set the Auto Answer Mode

You can configure your G200 system to automatically answer calls.

Procedure

1. In the system web interface, go to **System Settings** > **Call Settings**.
2. Set the **Auto Answer** mode for calls to one of the following options:

   - **Enable**: The system answers calls automatically.
   - **Disable**: Users must answer calls manually.
   - **Mute on Auto Answer**: Mutes near-end audio when an incoming call is automatically answered. This option is only available when you enable **Auto Answer**.

Automatically Show HDMI Content

You can configure the G200 system to automatically share HDMI content in a call once you connect a device via HDMI.

Procedure

1. In the system web interface, go to **System Settings** > **Call Settings**.
2. Select the **Auto Show HDMI Content (In Call)** check box.
3. Select **Submit**.

Setting Up a Directory

Topics:

-
-

In AVC mode, you can manage and configure directory settings in the G200 system web interface.

Import Directory Contacts

You can import directory contacts to your G200 system from the system web interface.

Make sure the system isn't in a call when you begin the import.

Note the following when importing directory contacts:

- The size of the uploaded CSV file can't exceed 100 kilobytes.
- The number of contacts in the file must be less than 1000.
- When the uploaded CSV file includes entries already on your G200 system, the system deletes the duplicate files.

Procedure

1. In the system web interface, go to **Contacts** and select **Import Contacts** ⬇.
2. In the dialog box, select the `directory.csv` file you want to import and select **Open**.
3. Select **Import** to upload the `directory.csv` file to the G200 system.

Export Directory Contacts

You can export directory contacts from the G200 system web interface to local devices, such as computers and tablets, in CSV file format.

Make sure the system isn't in a call when you begin the export.

Procedure

1. In the system web interface, go to **Contacts** and select **Export Contacts** ⬆.
2. Save the downloaded `directory.csv` file on your local device.

System Maintenance

Topics:

You can perform several functions to keep your G200 system running properly.

Find Your System IP Address

You can find your G200 system's IP address in the local interface or the system web interface.

Procedure
- In the system web interface, go to **Device Status**.

  The IP address displays in the status list.
- In the local interface, go to the **Home** page.

  The IP address displays in the upper-left corner of the screen.

Updating the System Software

You can update your G200 system software from a USB flash drive, through the system web interface, or using the provisioning server.

For information about the latest software version, including version dependencies, refer to the *Poly G200 Release Notes*.

Related Links
[Run the Setup Wizard](#) on page 11

Software Key Codes

Major or minor software updates that change the first number before or after the decimal point of the version number require a key code that you obtain from your Poly distributor.

A key code is the number that activates software on a specific system. A key code is valid only on the system for which it is generated. Poly G200 requires a key code to enable the dual monitor feature or

upgrade to a minor or major software update that changes the first number before or after the decimal point of the version number.

You must provide your system's 14-digit serial number to your distributor to get the key code that activates software updates. You can also create a single text file with multiple system serial numbers to avoid sending each serial number separately. You can locate the serial number on the **About** screen and on a label on the system. Note that serial numbers are case sensitive.

Once you provide the Poly G200 serial number(s) to your Poly distributor, you receive a text file that contains the key code(s) you can use to update your system software.

Create a Single Key Code File to Update Multiple Systems

If you have multiple G200 systems, you can create a single key code file that contains all of the key codes you need to update your systems.

You must create a text file that includes the serial numbers of the G200 systems you want to update and provide the text file to your Poly distributor to obtain the key code files for the system updates.

Procedure

1. Using a text editor, open the key code files that you received from your Poly distributor.
2. Copy and paste the contents of the separate key code text files into one combined text file.
3. Save the combined file with the name `poly-g200.key`.

Update Software from a USB Flash Drive

You can apply software updates to your G200 system from a USB flash drive.

Note: G200 supports USB flash drives in FAT32 format, but not in NTFS format.

Procedure

1. Get the software package from [Poly Online Support Center](). The file name is `poly-g200-release-x.x.x_xxxx.tar.`
2. Save the file to your USB flash drive.
3. Optional: If your software upgrade is a major upgrade or one that requires a key code file, get the key code from your Poly distributor and save a `poly-g200.key` file to the same folder.

   The format of the key file is U *<Serial Number> <Key>*.
4. Connect the USB flash drive to the USB port on the back of the G200 system.

   The system takes some time to detect the software package and prompts you to confirm that you want to update the software.

The system reboots after the upgrade process completes.

Update Software from the System Web Interface

You can apply software updates to your G200 system from the system web interface.

Procedure

1. Get the software package from [Poly Online Support Center](). The file name is `poly-g200-release-x.x.x_xxxx.tar.`
2. In the system web interface, go to **Admin Settings** > **Software Upgrade**.

3. Select **Choose File** to select the upgrade file.

4. In the **Software Upgrade Key** field, enter the software key code for your system.

   This field only appears when you choose the file for a major software update that changes the first number before or after the decimal point of the version number.

5. Read the description and select the check box before **I Accept.**.

6. Select **Upgrade** to start the upgrade process.

   The G200 system restarts automatically and begins the upgrade.

7. Wait a few minutes, and then refresh your browser.

Update Software Using the Provisioning Service

You can apply software updates to your G200 system using the provisioning service.

Make sure the deployment mode in your provisioning profile matches the software update.

Procedure

1. Get the software package from [Poly Online Support Center](#). The file name is `poly-g200-release-x.x.x_xxxx.tar`.

2. Upload the software package to your provisioning server.

3. Optional: If your software upgrade is a major upgrade or one that requires a key code file, get the key code from your Poly distributor and save a `poly-g200.key` file to the same folder.

   The format of the key file is `U <Serial Number> <Key>`.

4. Update the parameter value(s) under `SoftwareUpdate` in your provisioning profile accordingly.

When the system syncs with the provisioning server, it starts the upgrade.

Related Links

[Provision the Deployment Mode](#) on page 20

Activate a License

Poly G200 requires a license to enable certain features. Get a license from your Poly distributor if you want to use dual monitors.

Procedure

1. In the system web interface, go to **Admin Settings** > **License**.

2. Enter your license information in the text box and select **Submit**.

The feature activates after the system reboots.

Related Links

[Dual Monitors Feature](#) on page 5

Importing and Exporting System Settings

You can export existing G200 system settings to local devices, such as computers or tablets, in .cfg format.

You can also import system web interface settings from a device to a G200 system to enable quick manual configuration.

Import System Settings

You can import G200 system settings from the system web interface.

Procedure

1. In the system web interface, go to **System Settings** > **Import and Export Configuration**.
2. Select **Choose File** and select a .cfg file to import.
3. Select **Import** to upload the .cfg file to the G200 system.

   The G200 system restarts after the file successfully imports.

Export System Settings

You can export G200 settings from the system web interface.

Procedure

1. In the system web interface, go to **System Settings** > **Import and Export Configuration**.
2. Select **Export** and save the downloaded .cfg file to your system.

Restart Your System

If you encounter issues, you can restart your G200 system from the system web interface.

You can find the same button on the local interface by selecting **Settings** > **General** from the **Home** screen.

Procedure

1. In the system web interface, go to **Admin Settings** > **System Restart**.
2. Select **Restart**.

Reset Your G200 System

If your G200 system isn't functioning correctly or you forgot the password, you can reset the system.

This procedure effectively refreshes your system, deleting all settings except the current software version.

You can also reset the system from the system web interface in **Admin Settings** > **System Reset**.

Procedure

1. Straighten a paper clip and insert it into the restore pinhole.
2. Using the paper clip, press and hold the restore button.

   The system reboots after about five seconds.
3. Release the button after the system boots up.

   The setup wizard displays.

Related Links

Run the Setup Wizard on page 11
System Panel Views on page 8

Factory Restore Your System

A factory restore completely erases the system's flash memory and restores the system to the software version and default configuration stored in its factory partition.

A factory restore deletes the following items:

- Software updates
- Contacts
- System configurations
- Logs

Procedure

1. Power off the system.
2. Straighten a paper clip and insert it into the reset pinhole.
3. Press and hold the restore button while powering on the system.
4. After the screen shows that system enters the update process, release the reset button.

   The system restarts automatically when the process is complete.

Related Links

System Panel Views on page 8

Pair the Bluetooth Remote Control

You can manually pair a new remote control to the system when you want to replace the old one.

Procedure

1. Straighten a paper clip and insert it into the restore pinhole.
2. Short press the restore button.
3. Follow the instructions on the screen.

Related Links

System Panel Views on page 8

Troubleshooting

Topics:

This section helps you diagnose and fix issues with your G200 system.

For more information, search the Knowledge Base at [Poly Online Support Center](#).

Logs

Logs contain information about system activities and configurations to help you troubleshoot issues.

Note: If your system experiences a sudden loss of power, your system loses all logs since the last system reboot or log download.

Enable or Disable Logs

You can choose whether to enable or disable the system logs of your G200 system.

Procedure
1. In the system web interface, go to **Diagnostics** > **System Logs**.
2. Do one of the following:
    - To enable system logging, select the **Enable Logging** check box.
    - To disable system logging, clear the **Enable Logging** check box.

    Note: The change takes effect immediately, but resets to default (disabled) after the next reboot.

3. Select **Submit**.

Download Logs

You can download the system logs of your G200 system.

The date and time of the log entries display in GMT.

Note: You must use the serial number of your system to open the log file because it's encrypted.

Procedure

1. In the system web interface, go to **Diagnostics** > **System Logs**.
2. Select **Export**.

   The `Poly_G200_<SN>_<time>`.tar.gz.enc file downloads to your local drive.

Viewing System Alerts

The G200 interface shows yellow alert icons when a service or a component goes wrong.

The **Device Status** page of the system web interface lists the status of the components and services that your G200 system is using. You can select the yellow exclamation mark in the **Status** column and get to the corresponding page to fix the issue.

On the local interface, you might see a **Caution** ⚠ icon appear at the top-right corner of the screen. You can find the details of the issue on the local interface by going to **Settings** ⚙ > **Status**.

View Call Statistics

You can look at in-call data to help you troubleshoot system issues or problems experienced by call participants.

Procedure

» During a call, do one of the following:

   • In the system web interface, go to **Diagnostics** > **Call Statistics**.

   • Press ***** on the remote control.

System Health Check

After you power on the system, the system automatically performs a system health check.

The status of the system health check sequence is shown using the LED indicator on the front of the device. The system logs all test results in the system memory. When the test sequence completes with no severe errors, the system starts normally.

The Video Output Doesn't Work Properly with Two Cameras

Symptom:

When you connect two cameras to the G200 system, the video output doesn't work as expected.

Problem:

Poly G200 systems only support one USB camera at a time except two EagleEye Mini USB cameras. If you connect two USB cameras other than dual EagleEye Mini USB cameras, the video may not work well.

Workaround:

Procedure

» Unplug one camera and reboot the system.

Test Your Audio and Video

Poly G200 systems provide multiple diagnostic tools to test your system, including speaker test, audio meters, and color bars.

Procedure

1. In the system web interface, go to **Diagnostics**.
2. Go to the following pages to start the tests:

Tool Name	Description
Speaker Test	Tests the audio cable connections. A 473 Hz tone indicates that the local audio connections are correct.
Color Bar Test	Tests the color settings of your monitor for optimum picture quality.
	If the color bars generated during the test aren't clear or the colors don't look correct, adjust the monitor settings.
Audio Meter Test	Measures the strength of audio signals from microphones and the HDMI connection.
	Meters function only when the associated input is enabled.
	The meters also indicate peak signal levels. Set signal levels so that you see peaks between +3 dB and +7 dB with normal speech and program material. Occasional peaks of +12 dB to +16 dB with loud transient noises are acceptable. If you see +20 on the audio meter, the audio signal is 0 dBFS and the audio might be distorted.

Related Links
Configuring Audio Settings on page 35

Contact Technical Support

If you can't make test calls successfully and you have verified that the equipment is installed and set up correctly, contact your Poly distributor or Poly Technical Support.

Procedure

1. Go to the Poly Online Support Center.

2. Enter the following information:

- The 14-digit serial number from the **About** screen, the back of the system, or **Device Status** in the system web interface

- The software version from the **About** screen

- Any active alerts generated by the system

- Information about your network

- Troubleshooting steps you have already tried