



USER GUIDE

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Polycom[®] RealPresence[®] Group Series and Polycom[®] RealPresence[®] Touch[™] with Skype for Business

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Before You Begin

Topics:

- [Getting Help](#)

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

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

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

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

System Serial Number: _____

Option Key: _____

Getting Help

For more information about installing, configuring, and administering Polycom products, refer to **Documents and Downloads** at [Polycom Support](#).

Polycom Partner and Solution Resources

To find all Polycom partner solutions, see [Strategic Global Partner Solutions](#).

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

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

The Polycom Community

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

Getting Started with Polycom RealPresence Group Series

Topics:


- [RealPresence Group System Power](#)

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

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

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



RealPresence Group System Power

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

Power On the System

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

Procedure

- » Do one of the following:
 - On RealPresence Group 300, 310, 500, and 700 systems, touch and hold the  power sensor on the front of the system. Because the power sensor is touch sensitive, you can place your finger on or close to the sensor.
 - Press and hold  on the remote control.

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

System Health Check

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


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

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

Power Off a RealPresence Group System

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

Procedure

- » Do one of the following:
 - Touch and hold the power sensor on the front of the system.
 - Press and hold  on the remote control.

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



Using a Polycom® RealPresence Touch™ Device with Skype for Business

Topics:

- [Wake the System](#)
- [Pair For the First Time](#)
- [Pair a Previously Paired RealPresence Touch Device](#)
- [Calling](#)
- [Sharing Content](#)
- [Settings](#)
- [Troubleshooting](#)

The Polycom® RealPresence Touch™ device is a highly-intuitive touch control device that enables you to initiate video conferences when it is paired with supported Polycom endpoints.

Depending on how your administrator has configured your system, the Home screen of your RealPresence Touch device can display with one of the following interfaces:

- The general interface displays the  Place a Call icon.
- The Microsoft Skype for Business mode interface displays a  New Meeting icon.

Your administrator powers on, configures, and pairs the RealPresence Touch device with the system. For help with the touch device, contact your administrator.

Wake the System

After the RealPresence Touch device has been idle for some time, the device goes into power-saving mode. You can wake both the device and the RealPresence Group Series system.

Procedure

- » Tap the RealPresence Touch device screen.

Pair For the First Time

To pair your RealPresence Touch with a RealPresence Group Series system that has not been paired before, you must enter the system's credentials before connection can be established.

Procedure

1. After completing the out-of-box (OOB) setup wizard, the RealPresence Touch displays the pairing screen.
2. Tap the **Manually Pair** tab.
3. Enter the **IP Address**, **Admin ID**, and **Password** for the system.
4. Tap **Pair**.

The pairing connection begins, and the Home screen displays when the pairing is successful.

Pair a Previously Paired RealPresence Touch Device

If your connection to a paired RealPresence Group Series system is lost, you need to pair to that system again.

Procedure

1. After the system is unpaired, you might see a "Searching" message as the device tries to pair automatically. To pair the device manually, tap **Cancel**.
2. On the Recently Paired tab, tap the RealPresence Group Series system that you want to pair.
The pairing connection begins.




Calling

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

Call by Entering a Number

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

Procedure

1. From the Home screen, tap  **Dial Pad**.
2. Do one of the following:
 - Tap  to switch to audio.
 - Tap  to switch to video.
3. Using the keypad, enter your contact's number.
4. Tap **Call**.

Accept a Call

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

Procedure

- » Tap **Accept**.

Decline a Call

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

- » Tap **Decline**.

Accept or Decline Incoming Calls Forwarded from a Contact

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

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

Procedure

- » Select **Accept** or **Decline**.

End a Call

End your call when it is over.

Procedure

- » Tap .

Managing Multiple Calls

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

Answer a Call While in a Meeting

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


Procedure

- » If you receive an incoming call during a meeting, do one of the following:
 - Tap **Add to Call** to allow the incoming call to join the meeting.
 - Tap **Hold + Accept** to hold all of the conference participants and answer the incoming call.
 - Tap **Hang Up + Accept** to hang up all of the meeting participants and answer the incoming call.
 - Tap **Ignore** to disregard the incoming call.

Switch Between Calls

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

Procedure

1. When you are in a call and want to resume another call on hold, tap **Manage calls**.
2. On the **Manage Conference(s)** screen, tap the call on hold, then tap  **Resume Call** to continue the call.

Joining Meetings from the Calendar with RealPresence Touch





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

Start a Skype Meeting

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

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






Procedure

1. From the Home screen, tap  **New Meeting**.
2. To join the meeting as an audio-only participant, tap  to switch to audio .
3. Use the keyboard to enter a contact name, group name, or a number, including a bridge number, IP address, or SIP address.
4. Tap a contact or tap  next to a number to add the participant to the Invitees list.
5. Continue adding participants until the Invitees list is complete.
6. Tap **Start Meeting**.

Add Participants to a Skype for Business Meeting

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

Procedure

1. During an active meeting, tap  > .
2. Choose whether the participant is an audio  or video  participant.
3. Use the keyboard to enter a contact name or number, including a bridge number, IP, or SIP address.
4. Tap a contact or tap  next to a number to add the participant to the Invitees list.
5. Tap **Add**.

Accept an Incoming Call while in a Meeting

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

Procedure

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

Ignore an Incoming Call while in a Meeting

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

Procedure

- » Tap **Ignore**.

View a Scheduled Meeting

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

Procedure

- » Go to the Home screen.

Join a Scheduled Meeting


You can easily join a meeting on your calendar.

Procedure

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

Hang Up a Participant in a Skype Meeting

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

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

Sharing Content

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

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

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

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

You can share the following types of content:

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

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

Managing Content from Microsoft Clients

Your system can receive content from Microsoft Lync 2013 and Skype for Business 2015 remote desktop (RDP) clients during active calls when content is initiated from the Microsoft clients. Be aware that you

cannot share content, including content shared through People+Content IP or VisualBoard, while actively receiving content from Microsoft clients.

Control Shared Skype for Business Content

Contacts using a Microsoft client to share content can select a specific RealPresence Group Series system to give control over the content. After your system receives and takes control of content from the client, you can use a USB mouse and keyboard to open and use shared applications, programs, and files on the system sharing content.

Note: General Microsoft feature restrictions apply. Password enabled applications, programs, or files remain password enabled when using this feature. For more information, refer to Microsoft documentation.

Procedure

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

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

Return Control of Shared Skype for Business Content

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

Procedure

- » On the system, clear the **Control Remote** check box.

Polycom People+Content IP

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

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

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

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

Download and Install Polycom® People+Content™ Technology

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

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

Procedure


1. On a computer, go to the [Polycom People+Content IP](#) page.
2. Download the People+Content IP software for Mac or PC.
3. Open the zip file and click on the application installation.
4. Follow the instructions in the installation wizard.

Share Content using Polycom® People+Content™ IP

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

Note that you cannot share audio from shared content.

Procedure

1. Open the People+ContentIP.exe or .dmg file to start the application.
2. From the Home screen of the RealPresence Touch device, tap .
3. Tap **People+Content IP**, then tap **Show**.

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

Stop Sharing Content with Polycom People+Content IP

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

Procedure

- » Under **People+Content IP**, tap **Stop**.

The content from the connected computer is no longer showing.

Settings


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

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

Set the System to Answer Video Calls Automatically

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

Procedure

1. From the Home screen, tap  **Settings** > **User Settings**.
2. Scroll to **Meetings**.
3. Do one or both of the following:
 - Set **Mute Auto-Answer Calls** to **Yes**.
 - Set **Auto Answer Point-to-Point Calls** to **Yes**.

Audio Adjustments

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

Mute the Microphone

You can mute your microphone and focus on listening to far-end audio using the RealPresence Touch device.

Procedure



- » Tap .

The icon changes to , which indicates your microphone is muted.

Unmute the Microphone

You can unmute your microphone audio after muting it on the RealPresence Touch device.

Procedure

- » Tap . The icon changes to , which indicates that your microphone is unmuted.

Adjust the Volume

You can control the call volume using the RealPresence Touch.


Procedure

- » On the volume slider bar, move the slider to the right to increase volume or to the left to decrease volume.

Generate Touch Tones

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

Procedure

1. In a call, tap .
2. Use the keypad to generate the touch tones.


Video Adjustments

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

Control the Brightness

You can control the brightness of your screen using the RealPresence Touch device. However, Auto Adjust must be disabled.


Procedure

1. From the Home screen, tap  **Settings** and then **User Settings**.
2. To turn Auto Adjust off, touch and drag the slider to the left.
3. After Auto Adjust is turned off, you can manually touch and drag the Brightness slider to the left for lower brightness, or to the right for higher brightness.

Show or Hide Video on the Web

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


Procedure

1. From the Home screen, tap  **Settings > User Settings**.
2. Under **Meetings**, touch and drag the slider to turn **Allow Video Display on Web** on or off.

Change the Video Layout

You can use a RealPresence Touch device to change monitor layouts during a call.

Procedure

1. In the active call screen, tap .
2. To view the layout options with or without self view, use the slider to show or hide Self View.
3. Select a layout from the available choices.


Any layout changes are made immediately.

Start Video during an Audio-Only Call

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

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

Procedure

1. During a call, tap  and select **Start Video**.
 2. Preview your video stream and select **Start Video**.
- Your video stream starts streaming to the other call participants.

Accept or Decline a Video Stream Request

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

Procedure

- » Select **Accept** or **Decline**.

Stop Video in a Meeting

You can choose to stop sharing your video with others in a meeting from the RealPresence Touch device.


Procedure

- » Tap  then tap **Camera Off**.

Start Video in a Meeting

You can choose to start sharing your video to others in a meeting from the RealPresence Touch device.

Procedure

- » Tap  then tap **Camera On**.


Cameras

You can adjust available cameras in several ways.

Select and Adjust a Camera

You might need to select and adjust a near-end or far-end camera in a meeting using the RealPresence Touch device.


Procedure

1. Tap  then tap **Camera Control**.
2. Under Select Camera, tap **Near** or **Far** to select either near-end or far-end control.
3. Tap the arrow buttons to adjust the camera.
4. Tap the zoom buttons to zoom the camera in or out.

Turn On Camera Tracking

Using the RealPresence Touch device, you can turn on camera tracking during a Skype for Business meeting to enable the camera to automatically focus on the person or people speaking.


Procedure

1. In a video call, tap .
2. Tap **Auto Camera Tracking On**.

Turn Off Camera Tracking

You can turn off camera tracking for Skype for Business meeting using the RealPresence Touch.

Procedure

1. In a video call, tap .
2. Tap **Auto Camera Tracking Off**.

Turn On Far End Camera Control

You might want to enable Far End Camera Control (FECC), so that the far site can pan, tilt, or zoom the local camera. When this feature is enabled, a participant at the far site can control the framing and angle of the camera for the best view of the near site.


Procedure

1. From the Home screen, tap  **Settings** then **User Settings**.
2. Scroll to **Camera**.
3. Touch and drag the **Far Control of Near Camera** slider to the right.

Turn Off Far End Camera Control

You can disable Far End Camera Control (FECC) to stop far-end participants from controlling the framing and angle of the local camera.

Procedure

1. From the Home screen, tap  **Settings** then **User Settings**.
2. Scroll to **Camera**.

3. Touch and drag the **Far Control of Near Camera** slider to **Off**.

Camera Presets in Single Camera Mode

In Single Camera mode, camera presets are stored camera positions that you can create before or during a call. Presets enable you to quickly point a camera at pre-defined locations in a room and select a video source, such as a document camera or an auxiliary camera. Presets remain in effect until you change them.

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.

If your system 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

If far-end camera control is allowed, you can create 10 presets for the far-end camera as well. These presets are saved only for the duration of the call. You can also use presets that were created at the far end to control the far-end camera, if enabled by the administrator.


Keep the following camera control information in mind when using Self View:

- 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** to full screen.
- Incoming calls override the full-screen **Self View** layout.

Store a Camera Preset

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


Procedure

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

Select a Camera Preset

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

Procedure

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

View Camera Presets

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

Procedure

1. On any screen, tap .

2. Tap **Camera Presets**.

Troubleshooting

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

Make a Test Call

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

When placing test calls, try the following:


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

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

Upload a Log File

In a Microsoft Skype for Business environment, you can upload the RealPresence Group Series log file for the Skype for Business administrator using the RealPresence Touch device.


Procedure

1. From the Home screen, tap  **Settings** > **System Information** > **Room System**.
2. Tap **Upload Logs**. The logs are uploaded to the Skype for Business server.

View Device Details for the RealPresence Touch

You can view certain device details to perform troubleshooting tests to provide information for your administrator.


Procedure

1. From the Home screen, tap  **Settings**. The **System Information** screen displays.
2. Under **Device Connection Status**, tap the device name. Device details are listed for your device.

View System Details and Connection Status

At times, you may need to view certain system details to perform troubleshooting tests to provide information for your administrator.

Procedure

1. From the Home screen, tap  **Settings**.
2. Under **Device Connection Status**, tap the room system that you want information on. System details and connection status information is listed for the connected room system.

View Call Statistics

During a call, you can view certain call statistics, such as bitrates, compression formats, and packet loss on the RealPresence Touch device.

Procedure

1. During a call, tap  **Call Statistics**.


The call statistics for each participant in the current call displays.

2. To view statistics for another call participant, tap **Participant's Video**.
3. To view more information about a specific stream, tap **More Information**.
4. To close, tap outside the **More Information** screen.

Locate Company Contact Information

If your administrator has configured the RealPresence Touch device to include your company's contact information, you can access it on the device.

Procedure

1. From the Home screen, tap  **Settings**.
2. Select **Help**.

The Contact Information screen displays with a Help Desk phone number, your administrator's name, and other helpful contact information.