



USER GUIDE

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Polycom[®] RealPresence[®] Group Series with Polycom[®] RealPresence Touch[™]



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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

Topics:

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

The Polycom® RealPresence Touch™ device is a highly-intuitive touch control device that enables you to quickly and easily initiate video conferences when it is paired with certain 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



There are several ways to initiate calls on the system. You can place a call by entering your contact's name or number, choosing a contact in the directory, or calling a speed dial or recent contact.

You can perform all of the functions that are available when making audio, video, or conference calls.

Call from the Contacts Screen

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

Procedure

1. On the Home screen, tap  **Place a Call**, and then tap **Contacts**.
2. Tap a contact in the contact list.
3. To dial the contact, tap .







Call by Entering a Name or Number

You can place a direct call by entering the name or number using the RealPresence Touch.

Depending on the capabilities of your system and the one you are calling, the dialing information you enter could be similar to one of the following examples:

- IPv4 address: *10.11.12.13*
- H.323 or SIP extension: *2555*
- Host name: *stereo.polycom.com*
- SIP address: *user@domain.com*
- ISDN or phone number: *197829922854*


Procedure

1. From the Home screen, tap  **Place a Call**.
2. Select  **Video** or  **Audio**.
3. On the Place a Call screen, enter the number or name to call in the input field. To use a keyboard to enter letters or numbers, tap .
4. To dial the call, tap  or .

Call from the Recent Calls List

You can choose a number to call from the Recent Calls list, which includes the most recent incoming and outgoing calls.



Procedure

1. On the RealPresence Touch Home screen, tap  **Place a Call**, and then tap **Recent**.
2. Specify whether you want to see all calls, recently placed calls, or received calls.
3. Tap a contact in the list. The RealPresence Touch dials the recent contact.

Call a Speed Dial

Your administrator can save a list of contacts as speed dials, which enables you to quickly call and start a meeting with a contact.




Procedure

1. On the Home screen, tap  **Place a Call**, and then tap  **Speed Dial**.
2. Tap a contact on the Speed Dial screen. The paired system dials the contact.

Call Using the Directory

If you want to call someone who is not in your Contacts list, you can perform a directory search.

Procedure



1. On any screen, tap  **Menu**, then **Place a Call**.
2. Tap the **Contacts** tab.
3. Tap , then enter a name to search.
4. If no records are found, tap **Continue Search on the Server**.
5. Tap the contact name you want to call in the list.
6. To dial the contact, tap .

Place an Audio-Only Call on the RealPresence Touch

If your administrator enabled audio-only calls, you can place an audio-only call using the RealPresence Touch device. Keep in mind the following when placing audio-only calls:

- You can place audio and video calls in any order at any time during a conference call.
- You cannot view video or share content as an audio-only participant during a conference call.

Procedure

1. From the Home screen, tap **Place a Call**.
2. From the **Keypad**, tap  **Audio**.
3. Enter the number using the keyboard and tap .

Answer a Call

You can choose to answer an incoming call using the RealPresence Touch.

If your administrator has configured your room system to automatically answer point-to-point calls, no action is required.

Procedure

- » Touch **Answer** to answer an incoming call.

Decline a Call

You can choose to decline an incoming call using the RealPresence Touch.

If your administrator has configured your system to automatically decline calls, no action is required.

Procedure

- » Touch **Decline** to decline an incoming call.

Hold a Call

You can hold an active call at any time.

Procedure

- » Tap **|| Hold**.

Hold a Call and Answer a Call

When you receive an incoming call while you are in an active call, you can place the active call on hold and accept the incoming call.

Procedure

- » Tap **Hold+Answer**.

Hold a Call and Place a Call

You can place your current call on hold and place a call to another contact.

Procedure

1. Touch **|| Hold** to place a participant on hold.
2. Tap **≡ Menu > ☎ Place a Call**.
3. Place the call using your preferred method.

Switch Between Calls

You can easily switch between two calls using the RealPresence Touch.

Procedure


1. When one call is on hold and one call is active, to resume the call on hold, from the Home screen, tap **Manage Calls**.
2. Tap **▶ Resume Call** to resume the call on hold.

Resume a Call

When you no longer want to have a call on hold, you can resume the call.

Procedure

- » Do one of the following:
 - On the Manage Conference screen, tap the call you want to resume then tap **▶ Resume Call**.

- On any other screen, tap  **Menu > Call Management > Resume.**

End a Call

When your call is complete, hang up the call.

Procedure

- » Tap  **Hang Up.**



Conference Calls

Conference, or multipoint, calls involve at least three different endpoints or sites. All endpoints or sites can participate in conference calls when using a bridge, such as the RealPresence® Collaboration Server 800s, to host the conference call. The number of sites allowed in the call is determined by the capabilities of the bridge hosting the call. Check with your system administrator to find out how many sites are allowed in a bridged conference call.

Place a Conference Call from Recent Calls

You can use the Recent Calls list to include participants in a conference call.

Procedure



1. On the Home screen, tap  **Place a Call.**
2. Tap **... More > + Add > Recent Calls**, tap a recent contact in the list.
A check mark displays for selected contacts.
3. Repeat the above step until you have selected all of the recent contacts to add to the conference.
4. Tap .

The system dials all of the selected contacts.

Place a Conference Call from Contacts

You can call contacts to include them as participants in a conference call.

Procedure

1. On the Home screen, tap  **Place a Call > Contacts.**
2. Tap a contact in the contact list.
3. Continue to add additional contacts to the conference list.
4. Tap  to dial all the contacts in the list.

Place a Conference Call by Adding Participants

You can add participants to a conference call.

Procedure

1. Using your preferred dialing method, call the first site.
2. To call the next site, tap **... More > + Add**.
3. Call the site using your preferred calling method.
4. Repeat the above steps until all meeting participants have been added.

Answer a Call in a Conference

As a conference host, you can answer an incoming call during a conference call.

Procedure




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

Note: If you are a participant in a conference, you can put your call on hold and the conference continues. If you are a Microsoft conference participant, you can also put your call on hold and the conference will continue.

Remove a Participant from a Conference Call

You can remove an individual participant from a conference call.


Procedure

1. From any screen, tap  **Menu > Active Call**.
2. Select a participant, tap  **More >  Remove**.

Hang Up All Calls in a Conference Call

You can hang up all calls connected to a conference call.

Procedure

- » Do one of the following:
 - From the Manage Conference screen, tap **End**.
 - From any other screen, tap  **Menu**, tap **Active Call**, and then **Hang Up**.

A Meeting Ended message displays.

Switch Between Calls in a Conference Call

You can switch between calls in a conference call on the RealPresence Touch. When one call is on hold and one is active, a Manage Calls button displays on the Monitor Layout screen, which enables you to switch between calls.

Procedure

1. Touch **Manage Calls** to display the Manage Conference screen.
2. Tap the call you want to switch to.

Passwords for Conference Calls

Depending on how a conference call is set up, you might be required to enter a meeting password to join the call. You can also require far-end systems to enter a meeting password to prevent unauthorized participants from joining conference calls hosted by your system.

Keep the following points in mind regarding meeting passwords:

- Audio-only endpoints are unable to participate in password-protected calls.
- Microsoft Office Communicator clients are unable to join password-protected conference calls.

- SIP endpoints are unable to dial in to password-protected conference calls.

Set Up a Meeting Password

You can configure a meeting password to prevent unauthorized participants from joining conference calls hosted by the paired system. Do not set a meeting password if conference calls include audio-only endpoints, because those endpoints cannot participate in password-protected calls. SIP endpoints are unable to dial in to password-protected conference calls, as well.

Procedure

1. On any screen, tap **≡ Menu > Settings > User Settings**.
2. Scroll down to **Meeting Password**.
3. Enter your meeting password, then enter it again to confirm the password.
4. Tap **Done**, then tap **Save**.

After the password is confirmed, you are returned to the Home screen.

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.

View Scheduled Meetings on the Calendar

You can view meetings on your calendar on the RealPresence Touch.

Procedure

- » Go to the Home screen.

At the top of the Home screen, scheduled meetings are listed for the current day and for up to five days. If several meetings occur on the current day, only current day meetings are displayed.

Join a Scheduled Meeting on the Calendar

You might want to join a meeting from your calendar.

Procedure

1. On the Home screen, find the meeting you want to join.
2. Touch **Join** to call into the meeting.

Conference Recording

You can start and stop conference recordings from your Polycom® RealPresence Touch™ device.




Your RealPresence Group Series system must first be configured for conference recording (contact your system administrator if you have questions). The feature is not available if your system is registered to Skype for Business.


Note: Recording is a feature provided by the Polycom® RealPresence® Media Suite solution and not your RealPresence Touch device or endpoint.

Start a Recording

You can begin recording your conference call using a RealPresence Touch device.

Procedure

1. Access the **Record Controls** one of the following ways:
 - **During a call:** Tap **...** **Options** >  **Record Controls**.
 - **Not in a call:** From any screen, tap **≡** **Menu** >  **Record Controls**.
2. Tap  **Start Recording**.

A **Starting Recording** notification displays on your RealPresence Touch device. If you are in a call, far-end conference participants should see the  recording icon on their screen.

Pause a Recording

You can pause a recording at any time.

Procedure

- » At **Record Controls**, tap  **Pause**.

Resume a Recording

You can resume a paused recording at any time.

Procedure

- » At **Record Controls**, tap  **Resume**.

Stop a Recording

Make sure to stop a recording before ending your call.

Procedure

- » At **Record Controls**, tap  **Stop**.

Viewing a Recording

Your recordings are available on the RealPresence Media Suite portal (contact your administrator for access if needed).

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.

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 People+Content IP

After you connect a USB micro cable from your computer to the RealPresence Touch, you can share content that is on the computer. When the USB micro cable is connected, the People+Content IP application is available as a drive on your computer.

The computer does not need a LAN connection for this feature, because content information is sent over the USB micro cable connected to the RealPresence Touch device. Windows and Macintosh computers are supported. Content audio is not supported.

Procedure

1. After you connect the USB micro cable, open the People+ContentIP.exe or .dmg file to start the application. Enter the Conferencing System IP address of the system and click **Connect**.
2. On the RealPresence Touch, tap **Content**.
3. Under Content source, tap **People+Content IP** and tap **Show Content**.

Content on your computer is now showing on the connected room system monitor.

Stop Sharing Content from People+Content IP

After sharing content from a connected computer, you can choose to stop showing content on the RealPresence Touch device.

Procedure

1. On the RealPresence Touch device, tap **Content**.
2. Under **People+Content IP**, tap  **Stop Content**.


The content from the connected computer is no longer showing.

Share Content Using VisualBoard

To show content, you can use the RealPresence Touch to launch the VisualBoard application on the paired room system.

The content displays on the room system touch monitor, where you can make annotations on the content. For information on using the VisualBoard application to annotate content, refer to Polycom® VisualBoard™ Technology Application with Polycom® RealPresence® Group Series User Guide.

Procedure


1. To show content using the VisualBoard application, do one of the following:
 - In a Call: On the RealPresence Touch, tap **Content**.
 - Out of a Call: On the RealPresence Touch, from the Home screen, tap  **Show Content**.
2. Under Content source, tap **VisualBoard**, and then tap **Show Content**.

The VisualBoard application displays on the paired room system monitor.

Stop Sharing Content from VisualBoard

After sharing content from VisualBoard, you can choose to stop showing content.

Procedure

1. On the RealPresence Touch, tap **Content**.
2. Under **VisualBoard**, tap  **Stop Content**.

The content from VisualBoard 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.


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 listen to the far-end call audio using the RealPresence Touch.

Procedure

- » Tap  **Mute** to mute the microphone.

Unmute the Microphone

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



Procedure

- » Tap  **Unmute**.

Adjust the Call Volume

You can control the call volume using the RealPresence Touch.

Procedure

1. From the Home screen, tap the  Control bar.
2. Tap  **Volume**.

Generate Touch Tones

In some environments, you need to use touch tones. You can generate (DTMF) touch tones in a call using the touch device.

Procedure

1. Tap **Touch Tones**.
2. Enter your touch tone digits.


Video Adjustments

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

Change Monitor Layouts

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

Procedure




1. On any screen, tap  **Menu**, then **Active Call**.
2. Tap **Monitor 1**, **Monitor 2**, or **Monitor 3**.
3. To adjust the near-end layout, tap the **PIP Layout** tab, or to adjust the far-end layout, tap the **Participant Layout** tab.
4. Select a layout from the available choices. Any layout changes are made immediately.

Note: If you are not in a RealPresence® Collaboration Server (RMX®) system call, your only layout screen option is **PIP Layout**. The **Participant Layout** screen is not available.

Control the Brightness

You can control the brightness of your screen using the RealPresence Touch.

Procedure

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

Allow Video Display on the Web

If your administrator has enabled users access to user settings, you can turn on 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 system web interface.

Procedure

1. Tap **User Settings**.
2. Under **Meetings**, ensure that **Allow Video Display on Web** is turned on.

Turn Off Video Display on the Web

If your administrator has enabled users access to user settings, you can turn off 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 system web interface.

Procedure

1. Tap **User Settings**.
2. Under **Meetings**, ensure that **Allow Video Display on Web** is turned off.

Start Video

You can choose to display your video to others in or out of a call from the RealPresence Touch.

Procedure

- » Tap **Camera Off** to start your video.

Stop Video

You can stop sharing your video whether in or out of a call from the RealPresence Touch.

Procedure

- » Tap **Camera On** to stop your video.


Cameras

You can adjust available cameras in several ways.

Select and Adjust a Camera

You can select and adjust a near-end or far-end camera using the RealPresence Touch.

Procedure

1. On any screen, tap  **Camera**.



2. Do one of the following:
 - If you are in a call, tap **Near** or **Far**
 - If you are not in a call, adjust the Near camera.
3. On the Camera Control screen, tap the arrow buttons to pan the camera up, down, left, or right.
4. Tap the plus sign to zoom the camera in or tap the minus sign to zoom the camera out.

Turn On Camera Tracking

You can turn on camera tracking for EagleEye Director or EagleEye Director II camera systems using the RealPresence Touch device to enable the camera to automatically focus on participants speaking during a meeting.

Note: You can only turn on camera tracking if your system administrator has enabled the feature for the system. Check with your system administrator if you have issues enabling camera tracking.



Procedure

1. In a video call, tap  **Camera**.
2. Under Camera Tracking, touch and drag  to **On**.

Turn Camera Tracking Off

You can turn off camera tracking using the RealPresence Touch device.


Procedure

1. In a video call, tap  **Camera**.
2. Under Camera Tracking, touch and drag  to **Off**.

Turn On Far End Control of Camera

You might need to allow users to control the Far End Camera Control (FECC). FECC specifies whether the far site can pan, tilt, or zoom the local camera. When this option is selected, a user at the far site can control the framing and angle of the camera for the best view of the near site.


Procedure

1. From any screen, tap  **Menu**, then tap **User Settings** and scroll to Camera.
2. Ensure that the **Far Control of Near Camera** button is turned on.

Turn Off Far End Control of Camera

You might need to turn off user control of the Far End Camera Control (FECC). FECC specifies whether the far site can pan, tilt, or zoom the local camera. When this option is turned off, a user at the far site cannot control the framing and angle of the camera for the best view of the near site.

Procedure

1. From any screen, tap  **Menu**, then tap **Settings** and scroll to **Camera**.
2. Ensure that **Far Control of Near Camera** is turned 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.

View Camera Presets in Single Camera Mode

In Single Camera mode, you can view stored camera positions on the RealPresence Touch. Icons for preset positions 0-9 are shown on the screen. The default position is 0.


Procedure

1. On any screen, tap  **Camera**.
2. Tap the **Presets** tab. The available preset positions display on the RealPresence Touch screen.

Store a Camera Preset in Single Camera Mode

In Single Camera mode, you can store a custom camera position on the RealPresence Touch.

Procedure

1. On any screen, tap  **Camera**.
2. Tap Presets.
3. Select a position numbered 0 to 9 by touching and holding one of the presets. The new position displays immediately. You can optionally enter a label.
4. To close the **Presets** screen, then tap the X icon.


Select a Stored Preset in Single Camera Mode

In Single Camera mode, using previously stored presets, you can quickly change the position of the camera.

Procedure

- » Tap **Presets**, and select a preset.

Encryption and Security

When a call is encrypted, a locked padlock  displays on the monitor. If a call is not encrypted, an open padlock displays on the screen. The padlock icon also displays in the following situations:

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

In one call, some connections might be encrypted while others are not. However, the padlock icon might not accurately indicate whether the call is encrypted if the call is cascaded or includes an audio-only endpoint. If encryption is required on your system, the far-end must support encryption or the call will not be completed.

Note: To avoid security risks, Polycom recommends that all participants communicate the state of their padlock icons verbally at the beginning of a call.

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.

View RealPresence Touch Device Details

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

You can view details about your device when out of a call.

Procedure

1. On any screen, tap  **Menu** and then  **Settings**.

The **System Information** screen displays.



2. Under **Device Connection Status**, tap the RealPresence Touch device name.

Device details are listed for your RealPresence Touch device.

View System Details and Connection Status for a Room System

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




Procedure

1. On any screen, tap  **Menu** and then  **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.


Procedure

1. During a call, on any screen, tap  **Call Statistics** (located at the top left of your screen). Call statistics for each stream in the current call are now displayed.
2. To view statistics for another call participant, switch to that participant and tap  **Call Statistics** again.
3. To view more information about a specific stream, navigate to the desired stream and tap .

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 any screen, tap  **Menu** and select **Help**. The Contact Information screen displays; it includes a Help Desk phone number, your administrator's name, and other contact information.
2. To make an audio-only call to the administrator, tap **Call Help Desk**.

View the System Status of the EagleEye Director II Camera System from a RealPresence Touch Device

You can view the system status of an EagleEye Director II camera system from the RealPresence Touch device.

Note: You cannot view the system status if the EagleEye Director II camera system is not connected or is not selected as the current camera source.

Procedure

1. From the Home screen, tap .
2. On the Settings screen, navigate to **System Information > Room System > EagleEye Director II > More Info**.