



USER GUIDE

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Polycom[®] RealPresence[®] Group Series with Polycom[®] SoundStation[™] IP 7000 Conference Phone

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Contents

Before You Begin.....	2
Getting Help.....	2
Polycom Partner and Solution Resources.....	2
The Polycom Community.....	2
Getting Started with Polycom RealPresence Group Series.....	3
RealPresence Group System Power.....	3
Power On the System.....	3
System Health Check.....	3
Power Off a RealPresence Group System.....	4
Using a Polycom® SoundStation™ IP 7000 Conference Phone.....	5
Answer a Call with a Connected SoundStation IP 7000.....	5
Place a Call.....	5
Place a Conference Call.....	6
Control Volume with a Connected SoundStation IP 7000 Conference Phone.....	6
Mute the Microphone.....	6
End a Call.....	6
Display Content with a Connected SoundStation IP 7000.....	7

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

1. 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

1. 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® SoundStation™ IP 7000 Conference Phone

Topics:

- [Answer a Call with a Connected SoundStation IP 7000](#)
- [Place a Call](#)
- [Place a Conference Call](#)
- [Control Volume with a Connected SoundStation IP 7000 Conference Phone](#)
- [Mute the Microphone](#)
- [End a Call](#)
- [Display Content with a Connected SoundStation IP 7000](#)

When you connect a SoundStation IP 7000 conference phone to a RealPresence Group Series, you can use the conference phone to control the system to dial audio or video calls. The conference phone operates as a microphone and as a speaker in audio-only calls.

For more information, refer to the SoundStation IP 7000 documentation available on Polycom Support.

Answer a Call with a Connected SoundStation IP 7000

Use a connected SoundStation IP 7000 conference phone to answer incoming calls.




Procedure

1. Press the **Answer** soft key on the conference phone.

Place a Call

You can place a call using a SoundStation IP 7000 conference phone connected to a RealPresence Group Series system.

Procedure

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

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

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

Place a Conference Call

You can place a conference call using a SoundStation IP 7000 conference phone connected to a RealPresence Group Series system.



Procedure

1. Call the first site.
2. When the call connects, press the **Add Video** or **Add Phone** soft key on the conference phone.
3. Place a call to the next site.
4. Repeat steps 2 and 3 until all sites are connected.

Control Volume with a Connected SoundStation IP 7000 Conference Phone

It is intuitive to change the volume of a call on the SoundStation IP 7000 conference phone.

Procedure


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

You can also adjust the volume using the volume buttons on the RealPresence Group Series remote control.


Mute the Microphone

Muting audio is a one-step process with the SoundStation IP 7000 conference phone.

Procedure

1. Press  on the conference phone.


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

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

End a Call

When your call is completed, quickly and easily end the call using the connected SoundStation IP 7000 conference phone.

Procedure

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

Display Content with a Connected SoundStation IP 7000

Showing content with a SoundStation IP 7000 conference phone connected to a RealPresence Group system is a simple task.

Procedure

1. Press the **Content** soft key on the conference phone.

Content plays from the following input if that input is configured for Content:

- RealPresence Group 310 system: You can connect a camera to video input 2.
- RealPresence Group 500 system: You can connect a camera to video input 2.
- RealPresence Group 700 system: You can connect a camera to video input 3.

Contact your system administrator for more information.

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