

Polycom® RealPresence® Group Series

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Before You Begin

Topics:

- [Related Documentation](#)
- [Getting Help](#)

The Polycom® RealPresence® Group Series Privacy Guide provides information on how Polycom products utilize customer data and how customers can configure RealPresence Group Series systems to process personal data.

This guide covers the RealPresence Group 300, RealPresence Group 310, RealPresence Group 500, and RealPresence Group 700 systems.

Related Documentation

You can view the following types of documents on each product page on [Polycom Support](#):

- Setup Sheet — The document is included in the system package and describes the contents of your package, how to assemble the system and accessories, and how to connect the system to the network.
- Quick Tips — This is a quick reference on how to use basic features available on the system.
- User Guide — This guide describes how to perform video conferencing tasks in the system local interface
- Integrator Reference Guide — This guide provides cable information and API command descriptions
- Administrator Guide — This guide provides detailed information about setting up your network and configuring features.
- Regulatory Notice — Describes safety and legal considerations for using Polycom products.
- Release Notes — Includes the latest features, known and resolved issues, and interoperability details for a release.

Getting Help

For more information about installing, configuring, and administering Polycom products, refer to the [Polycom Documentation Library](#) or **Documents & Software** at [Polycom Support](#).

Polycom and Partner Resources

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

The Polycom Community

The [Polycom Community](#) gives you access to the latest developer and support information. 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.

Privacy-Related Options

Topics:

- [Call Detail Report \(CDR\)](#)
- [Configure the Recent Calls List](#)
- [Configure Local Access](#)
- [Setting Up a Directory](#)
- [Managing Favorites Contacts and Groups](#)
- [Remove Speed Dial Contacts](#)
- [Displaying Participant Names Continuously in a Call](#)
- [Download System Log Files](#)
- [Transfer System Log Files](#)

There are different deployment options for RealPresence Group Series which may affect the privacy options and supporting requirements described below. These details apply specifically to RealPresence Group Series deployed in a customer premises and managed by the customer.

Call Detail Report (CDR)

When enabled, the Call Detail Report keeps a record of every incoming, outgoing, and missed call that occurs on the room system. If a call does not connect, the report shows the reason. In multipoint calls, each far site is shown as a separate call, but all have the same conference number.

The CDR database is limited to the 150 most recent entries. If you are concerned about tracking all CDR records, ensure that you download the records at regular intervals so that the limit of 150 entries is not exceeded and records are not lost.

The size of a CDR can become unmanageable if you don't download the record periodically. A full report with 150 entries results in a CDR of approximately 50 KB. Your connection speed can also affect how fast the CDR downloads. You can set up a schedule to download and save the CDR after every 120 calls to keep track of all call entries and make the file easy to download and view.

Related Concepts

[Right to Access](#) on page 13

Enable the Call Detail Report

Enable the Call Detail Report (CDR) to keep a record of the room system's most recent call entries. When enabled, you can download call records and view the room system's call history. Within 5 minutes after ending a call, the CDR is written to memory, and you can download the data in CSV format for sorting and formatting.

1. In the system web interface, go to **Admin Settings > General Settings > System Settings > Recent Calls** .
2. Under **Recent Calls**, mark the **Call Detail Report** check box.

Download a Call Detail Report (CDR)

You can download a CDR using the RealPresence Group Series system web interface.

1. In the system web interface, click **Utilities > Services > Call Detail Report (CDR)**.
2. Click **Most Recent Call Report** and then specify whether to open or save the file on your computer.

Related concepts

[Right to Data Portability](#) on page 14

Deleting Call Detail Records

Administrators can use the following options to delete call detail records (CDRs):

- Configure rolling logs to periodically overwrite older CDRs with new CDRs
- Through the Telnet Port 24 API using the command `resetsystem deletcdr`.
- By performing a standard or comprehensive restore operation.

Related Concepts

[Right to Erasure](#) on page 14

[How Personal Data is Deleted](#) on page 19

Configure the Recent Calls List

You can display recent calls on the Place a Call page in the RealPresence Group Series system web interface.

The recent calls list includes the following information:

- Name or number
 - If the call was placed or received
 - Date and time
1. In the system web interface, go to **Admin Settings > General Settings > System Settings > Recent Calls**.
 2. Configure the following settings and select **Save**.

| Setting | Description |
|---------------------------|--|
| Call Detail Report | When enabled, call information can be viewed on the system web interface or downloaded as a <code>.csv</code> file. When disabled, the system does not write call information to the report. |

Configure Local Access

You can configure local access so that users can reach a RealPresence Group Series system through the local interface.

Passwords for logging in to the system are case sensitive and cannot contain more than 40 characters.

1. In the system web interface, go to **Admin Settings > Security > Local Accounts > Login Credentials**.
2. Configure the following settings (your changes save automatically).

| Setting | Description |
|-------------------------------------|---|
| Admin ID | The administrator account name (default is <code>admin</code>). It is not case sensitive. |
| Admin Room Password | If set, it must be entered to change administrator settings in the local interface. The default password is the serial number listed in System Details and on the back of the device. |
| Admin Remote Access Password | If set, it must be entered to log in through the system web interface or API (SSH or telnet). This password lets you perform device management tasks, such as updating the system's software. |
| User ID | The user account name (default is <code>user</code>). It is not case sensitive. |
| User Room Password | If set, it must be entered to log in to the local interface. |
| User Remote Access Password | If set, it must be entered to log in through the system web interface or API (SSH or telnet). This password gives you limited functionality in the system web interface and access to only a subset of the API commands. |

Setting Up a Directory

You can manage and configure directory settings in the RealPresence Group Series system web interface.

Systems support up to 2,000 contacts that users create within Favorites. The following are also supported:

- Up to 200 additional contacts with presence, which appear in Favorites, when registered with Skype for Business
- Up to 4,000 contacts from a Polycom GDS server

- Unlimited number of contacts when the system is registered with Skype for Business

Global and Favorites groups are supported. Users can create up to 200 Favorites groups. If the system is connected to a global directory server, it can also support up to 64 additional groups from the Skype for Business server that display in the Favorites group.

Note: Assistance from Polycom is mandatory for Skype for Business integrations. For details, please refer to [Polycom Collaboration Solutions](#) or contact your local Polycom representative.

Related concepts

[Right to Access](#) on page 13

Enable H.323

To use GDS in your environment, you must have H.323 enabled and registered on your RealPresence Group Series system.

1. In the system web interface, go to **Admin Settings > Network > IP Network > H.323 Settings** and select the check box at **Enable IP H.323**.
2. Enter the required registration information as follows.

Table

| Setting | Description |
|-------------------|--|
| 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. The H.323 Name is the same as the System Name , unless you change it. Your organization's dial plan might define the names you can use. |

Configure the LDAP Directory Server

You can register your RealPresence Group Series system with an LDAP directory server.

1. In the system web interface, go to **Admin Settings > Servers > Directory Servers** and select the **LDAP Server Type**.
2. Configure these settings on the **Directory Servers** screen.

Table

| Setting | Description |
|--------------------|--|
| Domain Name | Specifies the domain name for authentication with the LDAP server. |
| User Name | Specifies the user name for authentication with LDAP server. |

| Setting | Description |
|----------|---|
| Password | Specifies the password for authentication with the LDAP server. |

Managing Favorites Contacts and Groups

RealPresence Group Series system local interface users can select Contacts from the menu to view favorites and the directory. Users can add favorites from the directory, create new favorite contacts, and create favorite groups.

Related concepts

[Right to Access](#) on page 13

Types of Favorites Contacts

The RealPresence Group Series web system interface displays the following favorite contact types.

Table

| Polycom GDS | Types of Contacts | Presence State Displayed |
|-------------------------------------|--|--------------------------|
| Polycom GDS | Directory entries created locally by the user. | Unknown |
| | References to Polycom GDS entries added to Favorites by the user. These entries are available only if the system is successfully registered with Polycom GDS. Users can delete these entries from Favorites. Users can copy these entries to other Favorites and remove them from those groups. Users cannot edit these entries. | Online/Offline |
| LDAP with H.350 or Active Directory | <ul style="list-style-type: none"> Directory entries created locally by the user References to LDAP directory entries added to Favorites by the user. <p>These entries are available only if the system can successfully access the LDAP/Active Directory server. Users can delete these entries from Favorites. Users can copy these entries to other Favorites and remove them from those groups. Users cannot edit these entries.</p> | Unknown |

| Polycom GDS | Types of Contacts | Presence State Displayed |
|-------------|---|--------------------------|
| Microsoft | <ul style="list-style-type: none"> Skype for Business Server 2015 directory entries are saved as Contacts by the user and stored on the Skype server. <p>Users cannot edit or delete these entries from Favorites using the system. Users can copy these entries to other Favorites and remove them from those groups.</p> | Real-time presence |

Edit a Favorites Group

You can edit a Favorites group in the RealPresence Group Series system web interface.

1. In the system web interface, go to **Manage Favorites**.
2. Find the group name in the list of contacts.
3. Next to the group contact name, click **Edit Group**.

Do one of the following:

- To add contacts to the group, click **Search to add contacts to this group**, enter a contact name, click **Search**, and then **Add** to add a contact.
- To remove contacts from a group, next to a contact name, click **Remove**.

4. Repeat the above steps to continue adding or removing contacts.
5. Click **Done**.

Related concepts

[Right to Rectification](#) on page 15

Delete a Favorites Group

You can delete a Favorites group in the RealPresence Group Series system web interface.

1. In the system web interface, go to **Manage Favorites**.
2. Next to the group or contact name, click **Delete**.
3. When a message asks you to confirm the delete, select **Delete** or **Cancel**.

Related concepts

[Right to Erasure](#) on page 14

[How Personal Data is Deleted](#) on page 19

Export Favorites Groups and Contacts

You can export Favorites groups and contacts from a RealPresence Group Series system to your local device.

1. In the system web interface, go to **Manage Favorites > Import/Export > Download**.

2. Save the downloaded *directory.xml* file on your local device.

Related concepts

[Right to Data Portability](#) on page 14

Remove Speed Dial Contacts

You can remove contacts from the Speed Dial list in the RealPresence Group Series system web interface.

1. In the system web interface at **Speed Dial**, click **Edit**.
2. For the contact you want to delete, click **Remove**.
3. To save your changes, click **Save**.

Related concepts

[How Personal Data is Deleted](#) on page 19

Displaying Participant Names Continuously in a Call

Administrators can configure a system to display participant names throughout a conference call.

This setting is available on RealPresence Group Series 500 and 700 systems for multipoint calls only.

Configure Participant Name Display

You can allow participants in a multipoint call to see participant names throughout the call.

1. In the system web interface, go to **Admin Settings > General Settings > System Settings > Call Settings**.
2. At **Display Participant Names in Multipoint Video**, select one of the following:
 - **Auto:** After participants join a call, their names are displayed for 10 seconds (default).
 - **Always:** Participant names are displayed throughout a call.
3. Select **Save**.

Download System Log Files

You can use the RealPresence Group Series system web interface to get system logs. The date and time of system log entries are shown in GMT.

1. Go to **Diagnostics > System > Download Logs**.
2. Click **Download system log** and then specify a location on your computer to save the file.
In the dialog boxes that appear, designate where you want the file to be saved.

Related concepts

[Right to Data Portability](#) on page 14

Transfer System Log Files

You can transfer a system log file in the RealPresence Group Series system local interface.

1. Go to **Settings > Administration > Security > Log Management**.
2. Click **Transfer System Log to USB Device**.
3. The system saves a file in the USB storage device named according to the settings in the system web interface.
4. Wait until the system displays a message that the log transfer has completed successfully before you remove the storage device.

Related concepts

[Right to Data Portability](#) on page 14

How Data Subject Rights are Supported

Topics:

- [Right to Access](#)
- [Right to Be Informed](#)
- [Right to Data Portability](#)
- [Right to Erasure](#)
- [Right to Object to Processing](#)
- [Right to Rectification](#)
- [Right to Restrict Processing](#)

Right to Access

A data subject has the right to view and/or obtain a copy of all personal data for a specific data subject.

Personal data about specific participants in conferences can be viewed or downloaded via the CDR.

A copy of any personal data made available to Polycom when working with Polycom support is available by requesting it from your Polycom support representative.

Related Concepts

[Call Detail Report \(CDR\)](#) on page 5

[Setting Up a Directory](#) on page 7

[Managing Favorites Contacts and Groups](#) on page 9

Related Tasks

[Configure the LDAP Directory Server](#)

[Enable H.323](#)

[Configure the Recent Calls List](#)

Right to Be Informed

- **What customer personal data is collected?**
See table in the “Purposes of Processing Personal Data” topic.
- **How is customer personal data used?**
See table in the “Purposes of Processing Personal Data” topic.
- **How long is customer personal data kept?**
 - The local system and audit log files will be kept based on log rolling (action to close and archive locally stored logs and restart new log files) frequency, file counts and rotation sizes. These options are configurable by the device administrator.
 - Any customer personal data made available when working with Polycom support, specific to a support incident, is retained until the information is requested to be removed by the customer.

- **Is it shared with any third parties and if so, who?**

If personal data is made available when working with Polycom support, this data may be shared with Polycom's engineering team, which may include third parties or contractors.

- **How to notify a data subject of a data breach or security anomalies?**

Data subjects have a right to be notified when their data has been processed without authorization. The product administrator is able to monitor and identify when security anomalies have occurred. See the topic "How an Administrator Can be Informed of Any Security Anomalies (Including Data Breaches)"

Right to Data Portability

A data subject has the right to receive a copy of all personal data in a commonly-used, machine-readable format.

- CDRs can be downloaded in CSV format.
- The Address Book can be exported in XML format.
- Audit and log files can be downloaded in plain text format.

Related Tasks

[Download a Call Detail Report \(CDR\)](#) on page 6

[Download System Log Files](#) on page 11

[Transfer System Log Files](#) on page 12

[Export Favorites Groups and Contacts](#) on page 10

Right to Erasure

A data subject has the right to remove all personal data for a specific data subject.

For details on how to erase customer personal data from the system, see the topic "How Personal Data is Deleted."

Any personal data made available when working with Polycom support, specific to a support incident, is retained until the information is requested to be removed by the customer.

Related Concepts

[Deleting Call Detail Records](#) on page 6

Related Tasks

[Perform a Factory Restore of a System](#) on page 20

[Delete a Favorites Group](#) on page 10

Right to Object to Processing

A data subject has the right to permanently stop all processing of personal data. This is not applicable for this product because Polycom does not directly process personal data.

Right to Rectification

A data subject has the right to make corrections to inaccurate or incomplete personal data.

Personal data specific to device configuration can be edited or updated by the device administrator.

Personal data about specific participants in conferences cannot be edited or updated because the information derives from the device of origin.

Polycom does not manipulate data made available during the support process, so any rectification of inaccuracies of personal data must be performed by customer directly.

Related Tasks

[Configure Local Access](#)

[Configure the LDAP Directory Server](#)

[Edit a Favorites Group](#) on page 10

Right to Restrict Processing

A data subject has the right to temporarily cease all processing personal data. This is not applicable for this product because Polycom does not directly process personal data.

Purposes of Processing Personal Data

Purposes for Processing Personal Data

| Category | Type of Personal Data | Purpose of Processing | Interface Type |
|------------------------------------|--|---|--|
| Call Detail Records (CDR) | <p>The following information for near and far endpoints:</p> <ul style="list-style-type: none"> ▪ System name ▪ Call number (IP or SIP address or ISDN number) ▪ SIP alias name ▪ Lync or Skype for Business username ▪ User ID | <ul style="list-style-type: none"> ▪ Maintaining call history ▪ Troubleshooting call errors or performance issues | <ul style="list-style-type: none"> ▪ RealPresence Resource Manager (if configured) ▪ REST API ▪ User interface ▪ Web interface |
| Directory / Address Book | <ul style="list-style-type: none"> ▪ Contact name ▪ Email address ▪ IP address ▪ SIP address ▪ Alias name (H.323 only) ▪ Endpoint website IP address (IP Only) | <ul style="list-style-type: none"> ▪ Ease of use for dialing participant ▪ Store frequently used information | <ul style="list-style-type: none"> ▪ RealPresence Resource Manager (if configured) ▪ REST API ▪ User interface ▪ Web interface |
| Administrator and user credentials | <ul style="list-style-type: none"> ▪ User name ▪ Password | Login and authentication | <ul style="list-style-type: none"> ▪ RealPresence Resource Manager (if configured) ▪ User interface ▪ Web interface |
| Device information | <ul style="list-style-type: none"> ▪ Device name ▪ MAC address ▪ IP address ▪ SIP address ▪ Serial number | Endpoint management and provisioning | <ul style="list-style-type: none"> ▪ RealPresence Resource Manager (if configured) ▪ REST API ▪ User interface ▪ Web interface |

| Category | Type of Personal Data | Purpose of Processing | Interface Type |
|----------------------------|--|---|--|
| Audit and system log files | <ul style="list-style-type: none"> ▪ Admin and user credentials (excluding passwords) ▪ Admin and user actions ▪ All CDR details ▪ Endpoint call status and usage data ▪ System troubleshooting details | <ul style="list-style-type: none"> ▪ Admin and user activity logging ▪ Maintain history of configuration changes ▪ Troubleshooting system issues | <ul style="list-style-type: none"> ▪ RealPresence Resource Manager (if configured) ▪ REST API ▪ User interface ▪ Web interface |

How Administrators are Informed of Any Security Anomalies (Including Data Breaches)

How Administrators are Informed of Any Security Anomalies

| Security Anomaly Type | Where to Check | Recommended Frequency to Check |
|-----------------------|---|--------------------------------|
| All active alerts | An administrator can configure alerts and then monitor on the system user interface, web interface, SNMP monitoring, or Polycom® RealPresence® Resource Manager, if configured. | Once daily |

How Personal Data is Deleted

Topics:

- [Perform a Factory Restore of a System](#)

How Customer Personal Data is Deleted

| Data Type | Steps to Delete | Deletion Method |
|--------------------------|---|-----------------------------|
| Call detail record (CDR) | <ul style="list-style-type: none">▪ By default, CDRs are overwritten by new CDRs periodically via rolling logs configurable by device administrator.▪ If required, CDR can be deleted through the Telnet Port 24 API using the command <code>resetsystem deletecd</code>.▪ CDRs can also be deleted by performing a standard or comprehensive restore operation.▪ See the "Delete Data and System Files" section in Polycom RealPresence Group Series Administrator Guide. | File delete with overwrite. |
| User credentials | See the "Managing System Access" section in the Polycom RealPresence Group Series Administrator Guide. | Delete from database. |
| Address book | <ul style="list-style-type: none">▪ See the "Setting Up a Directory" section in the Polycom RealPresence Group Series Administrator Guide.▪ The Address Book can also be deleted by performing a comprehensive restore operation.▪ See the "Delete Data and System Files" section in Polycom RealPresence Group Series Administrator Guide. | Delete from database. |

| Data Type | Steps to Delete | Deletion Method |
|----------------------------|---|-----------------------------|
| Audit and System log files | <ul style="list-style-type: none"> ▪ Audit and log files are automatically deleted by the system (oldest first) when the system reaches the auditor event file limit of 30MB. These settings can be configured by the device administrator. ▪ Audit and log files are also deleted by performing a comprehensive restore operation. ▪ See the “Delete Data and System Files” section in Polycom RealPresence Group Series Administrator Guide. | File delete with overwrite. |

Related Concepts

[Deleting Call Detail Records](#) on page 6

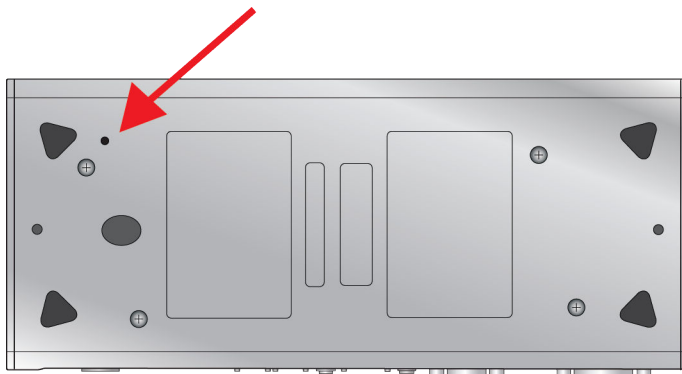
Related Tasks

[Delete a Favorites Group](#) on page 10

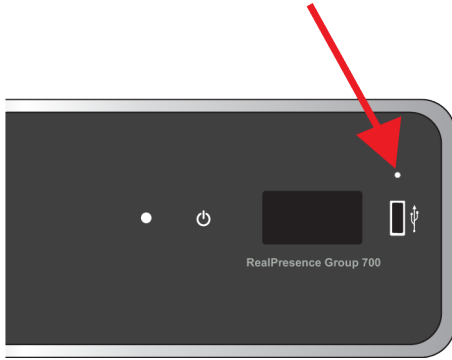
[Remove Speed Dial Contacts](#) on page 11

Perform a Factory Restore of a System

If your RealPresence Group Series system is not functioning correctly, or if you have forgotten the admin password, you can reset it to its factory setting. The restore button pinhole is on the bottom of the RealPresence Group 300, 310, and 500 systems, as shown in the following figure.



The restore button pinhole is on the front of the RealPresence Group 700 system, as shown in the following figure.



1. Power off the system.
2. Straighten a paper clip and insert it into the pinhole.
3. Using the paper clip, press and hold the restore button.
4. While continuing to hold the restore button, press the power button once.
5. Keep holding the restore button for 10 more seconds, then release it.

During the factory restore process, the system displays the Polycom startup screen and the usual software update screens on HDMI monitors. Other types of monitors will be blank. Do not power off the system during the factory restore process. The system restarts automatically when the process is complete.

Related concepts

[Right to Erasure](#) on page 14

Perform a System Reset

You can reset a system in the RealPresence Group Series system local interface.

1. Go to **Settings > System Information > Diagnostics > Reset System**.
2. Enable **Delete System Settings**.
3. Click **Reset System**.

After about 15 seconds, the system restarts and displays the setup wizard.

Perform a Factory Restore to Install a Specific Software Version

If you start a factory restore while a USB storage device is connected, the RealPresence Group Series system restores from the USB storage device instead of the system's factory partition.

For about the first five minutes of the factory restore process, the system is erasing data on the SD card and extracting data from the USB storage device. This process runs from a special memory partition and graphics are not available, so your monitor will be blank.

If you prefer, you can have the system prepare the SD card by rewriting the data with zeroes and reformatting the card, thereby eliminating any traces of old data. Be aware that this step adds about 20 minutes to the beginning of the factory restore process, when all you will see is a blank screen. You will notice, however, that the LED indicator shows a fast blink of blue and amber lights during this process. The lights blink normally during the rest of the restore process.

1. Copy the build package (.tar file) and the sw_keys.txt file to the root directory of a USB storage device.

2. (Optional) Create a text file named zeroize.txt on the root directory of the USB storage device, then edit the file by entering the word TRUE in all capital letters.

If the zeroize.txt file contains the word FALSE, or if the file is not in the root directory of the USB storage device, the system uses the standard method of erasing data from the SD card.

3. Power off the system by pressing the power button on your system. Do not unplug the power cord.
4. Plug the USB storage device into your system.
5. While holding the restore button, press the power button once.
6. Keep holding the restore button for 10 more seconds, then release it.

The software version of the update file on the USB storage device is displayed in the system web interface.

7. Click **Start Update** to begin the factory restore.

After the SD card is prepared, the system displays the Polycom startup screen and the usual software update screens on HDMI monitors. Other types of monitors are blank. Do not power off the system during the factory restore process. The system restarts automatically when the process is complete.

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