Polycom® RealPresence Touch™ Device Quick Tips

Wake the RealPresence Touch
» To wake the device, touch the screen.

Place a Video Call

Enter a Name or Number
1 From the Home screen, tap 📞 Place a Call.
2 Use the slider 🎤 to select 🎤 Video or 🎤 Audio call.
3 Tap ▶️ and enter a number or name.
4 Tap ✕ or 📞 to complete the call.

Call a Contact
1 From the Home screen, tap 📞 Place a Call.
2 Tap Contacts.
3 Choose the desired contact from the list or type the contact name in add participant.
4 Tap ✕ or 📞 to complete the call.

Call a Recent Contact
1 From the Home screen, tap 📞 Place a Call.
2 Tap Recent.
3 Tap the name or number on the recent calls list to complete the call.

Place an Audio-Only Call
1 From the Home screen, tap 📞 Place a Call.
2 Use the slider to select 🎤 Audio.
3 Enter the number using the keyboard and tap 📞.

Call a Conference Call
1 From the Home screen, tap 📞 Place a Call.
2 From the search bar, add participants using Contacts, Recent Calls or Keypad.
3 Tap + to add or ✕ to remove a participant.
4 Tap ✕ or 📞 to complete the call.

Add a Participant to a Call
1 From the call screen, tap ✕ > ⬤ More.
2 Tap ✕ Add.
3 Use the slider 🎤 to select 🎤 Video or 🎤 Audio.
4 Complete the call using your preferred method.

Remove a Participant from a Call
1 Tap More > Participants > Video or Audio.
2 Tap the participant > More > ✕ Remove.

Accept a Call
If the system is not set to answer calls automatically, you can accept an incoming call. Do one of the following:
» To accept an incoming call, tap Accept.
» To accept a call during an active call, tap Add to Call, Hold + Accept or Hang Up + Accept.

Decline a Call
If your system is configured to accept calls automatically, the call connects unless you decline.
» From an incoming call, tap Decline.

Hold a Call
» Tap 🎤 Control Bar > ⬠ Hold.

Resume a Held Call
» From the Manage Conference screen, tap Resume.

For more information about setting up and using the system, refer to the Support pages at support.polycom.com.
End a Call

» In an active call, tap ☎️ > 📞 Hang Up.

Adjust the Volume

1 Tap ☎️ Control Bar and tap 🎧 Volume.
2 On the volume slider bar, move right to increase volume or left to decrease volume. Tap anywhere on the bar to set the volume.

Mute the Microphone

1 Tap ☎️ Control Bar.
2 Tap ✘ Mute.

Unmute the Microphone

1 Tap ☎️ Control Bar.
2 Tap ✘ Unmute.

Share Content

1 Connect your computer to the RealPresence Touch using a compatible USB micro cable. The Polycom® People+Content™ IP application is available as a new drive on your computer.
2 In People + Content IP, click ➤ to connect to the conference.
3 To start sharing in an active call, tap ••• More > Content. Under People+Content IP, tap Show Content.
4 To stop sharing, tap Stop Content.

Join a Scheduled Meeting from the Calendar

Do one of the following:

» From the Home screen, find the meeting and tap Join.

» Tap Place a Call > ☎️ Calendar. Tap ••• More. Enter the meeting number and tap ☎️ or ✉️ to join.

Control Brightness

1 Tap 📷 Menu > ⚙️ Settings > User Settings.
2 Under Display, Auto Adjust is on by default. To turn Auto Adjust off, use the slider bar.
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.

Select and Adjust a Camera

1 Tap ☎️ Control Bar and select 📸 Camera.
2 Select Near for near-end or Far for far-end camera control.
3 Tap the arrow buttons to adjust the camera.
4 Tap the zoom buttons to zoom the camera in or out.

EagleEye Producer: To enable or disable tracking, use the slider 📺 Camera Tracking.

Change Monitor Layouts in a Call

1 Touch the screen monitor to adjust the displayed layout. If automatic self-view is disabled, use the slider to see options with or without self-view.
2 Select a layout from the available choices under Adjust PIP Layout to adjust the near-end layout or Adjust Participant Layout to adjust the far-end layout.

Note: Layouts on Polycom® RealPresence Immersive Studio™ systems are automatically set for you.

Move Camera to a Preset Position

1 Tap 📷 Camera and tap Presets.
2 Touch and hold one of the camera positions to save as your preset.
3 Enter a label next to the preset number and tap Done (optional).

Note: Presets are not available on RealPresence Immersive Studio systems.

Start Video

» Tap ☎️ > Camera On to show your video.

Stop Video

» Tap ☎️ > Camera Off to hide your video.

Note: This is not available on RealPresence Immersive Studio systems.

Get Help

Access Company Contact Information

You can locate your company’s contact information if your administrator has added it.

» Tap ⚙️ Settings > Help.

Access More Documentation

For more information about using this device, refer to support.polycom.com.

Call the Help Desk

You can place an audio-only call to your company’s help desk, if your administrator has enabled the Help Desk button.

» On the RealPresence Touch home screen, tap Call Help Desk 📞.