

Polycom® RealPresence Touch™ Device Quick Tips

3725-68450-003A | February 2017










Number	Description
1	Home screen
2	Place a Call
3	Show Content
4	Menu
5	Control Bar

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 .

Place 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 **x** 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**.

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** .