



User Guide

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Polycom[®] RealPresence[®] Group Series



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Conventions Used in This Guide

This guide contains terms, graphical elements, and a few typographic conventions. Familiarizing yourself with these terms, elements, and conventions will help you successfully perform tasks.

Information Elements

This guide may include any of the following icons to alert you to important information.

Icons Used in this Guide

Name	Icon	Description
Note		The Note icon highlights information of interest or important information needed to be successful in accomplishing a procedure or to understand a concept.
Caution		The Caution icon highlights information you need to know to avoid a hazard that could potentially impact device performance, application functionality, or successful feature configuration.
User Tip		The User Tip icon highlights techniques, shortcuts, or productivity related tips.

Typographic Conventions

A few typographic conventions, listed next, may be used in this guide to distinguish types of in-text information.

Typographic Conventions

Convention	Description
Bold	Highlights interface items such as menus, menu selections, window and dialog names, soft keys, file names, and directory names when they are involved in a procedure or user action. Also used to highlight text to be entered or typed.
<i>Italics</i>	Used to emphasize text, to show example values or inputs (in this form: <i><example></i>), and to show titles of reference documents available from the Polycom Support Web site and other reference sites.

Typographic Conventions

Convention	Description
Blue Text	Used for cross references to other sections within this document and for hyperlinks to external sites and documents.
<code>Courier</code>	Used for code fragments and parameter names.

Before You Begin

The *Polycom RealPresence Group Series User Guide* is for users who need to operate Polycom® RealPresence® Group systems. Please read the Polycom RealPresence Group Series documentation before you operate the system. The following related documents for RealPresence Group Series systems are available from [Polycom Support](#):

- *Software and Options for the Polycom RealPresence Group Series and Accessories Installation Guide*, which describes how to install Polycom RealPresence Group systems and accessories
- *Polycom RealPresence Group Series Administrator Guide*, which describes how to configure, customize, manage, and troubleshoot RealPresence Group Series systems and the Polycom Touch Control
- Setup sheets for your hardware
- Release notes
- *Polycom RealPresence Group Series Integrator Reference Guide*, which provides cable information and API command descriptions
- *Regulatory Notices for the Polycom RealPresence Group Series*, which describes safety and legal considerations for using RealPresence Group Series systems

Polycom recommends that you record the serial number and option key of your Polycom RealPresence Group Series system here for future reference. The serial number for the system is printed on the unit.

System Serial Number: _____

Option Key: _____

Audience, Purpose and Required Skills

The primary audience for this guide are users who want to perform basic to intermediate tasks using the RealPresence Group Series system with or without the Polycom Touch Control. These tasks include using the remote control, making video conference calls to one or several endpoints, adjusting cameras and audio, showing content, recording calls, and much more.

Get Help

For more information about installing, configuring, and administering Polycom products, refer to **Documents and Downloads** 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.

Polycom® RealPresence® Group Series

This guide includes information about the Polycom RealPresence Group Series systems. It includes information that helps you when you're just starting to learn about video conferencing or if you need a quick refresher. It also includes step-by-step instructions for everyday video conferencing tasks.

All RealPresence Group systems, except the 700 systems, support 1080p60 performance for people or for content at one time. The RealPresence Group 700 systems support 1080p60 performance for people and content at the same time.

You can use the remote control to operate the system, or you can purchase and use the optional Polycom Touch Control. When you use the Touch Control, the infrared remote control is disabled.

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: Options are enabled by your administrator

RealPresence Group systems can be configured to show only those options used in your organization. Therefore, this guide might cover options that you cannot access on your system. To find out more about these options, speak to your administrator.

Remote Control

Use the remote control to place calls, adjust the volume, zoom the camera, navigate screens, and select options. The RealPresence Group systems and the EagleEye cameras have infrared receivers. You can control your RealPresence Group system by pointing the remote control toward the RealPresence Group system or the EagleEye camera (if connected). You might need a special cable to connect an SDI camera to the system to receive infrared signals from the remote control. For more information about the cable, contact Polycom support.



Note: Infrared remote control is disabled when the system is paired

When the RealPresence Group system is paired with the optional Polycom Touch Control, the infrared remote control is disabled. This insures that only one device is controlling the system.

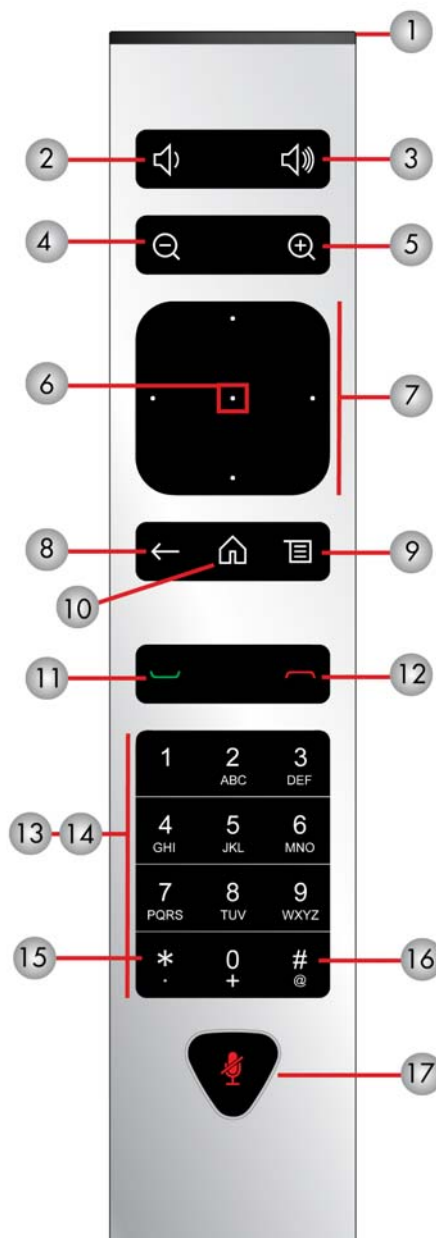
Remote Control Buttons and Descriptions

Descriptions of the remote control parts are shown in the following table and corresponding graphic.

Remote Control Button Descriptions

Number	Description
1	LED IR emitter
2	Decrease speaker volume.
3	Increase speaker volume.
4	Zoom camera out.
5	Zoom camera in.
6	Press center Select button to select highlighted menu item.
7	Navigate through menu items using the Up, Down, Left, and Right buttons; pan/tilt the camera.
8	Delete letters or numbers or go back to a previous screen.
9	Display the Menu screen.
10	Return to the Home screen.
11	Place, answer call.
12	End, reject call.
13	Enter letters or numbers.
14	In camera control mode, move the camera to a stored preset or press and hold a number to store a preset.
15	<ul style="list-style-type: none"> Generates an asterisk if the cursor is in a text field. Generates a period if the cursor is in a numeric field.
16	Generates touch (DTMF) tones. Press #, followed by DTMF keys to send
17	Mute or unmute a microphone.

Parts of the Remote Control



Recharge the Remote Control Battery

Your system setup sheet shows how to charge the battery in the remote control the first time. When the remote control battery power is at 10% or less, a notification displays on the home screen. Although other

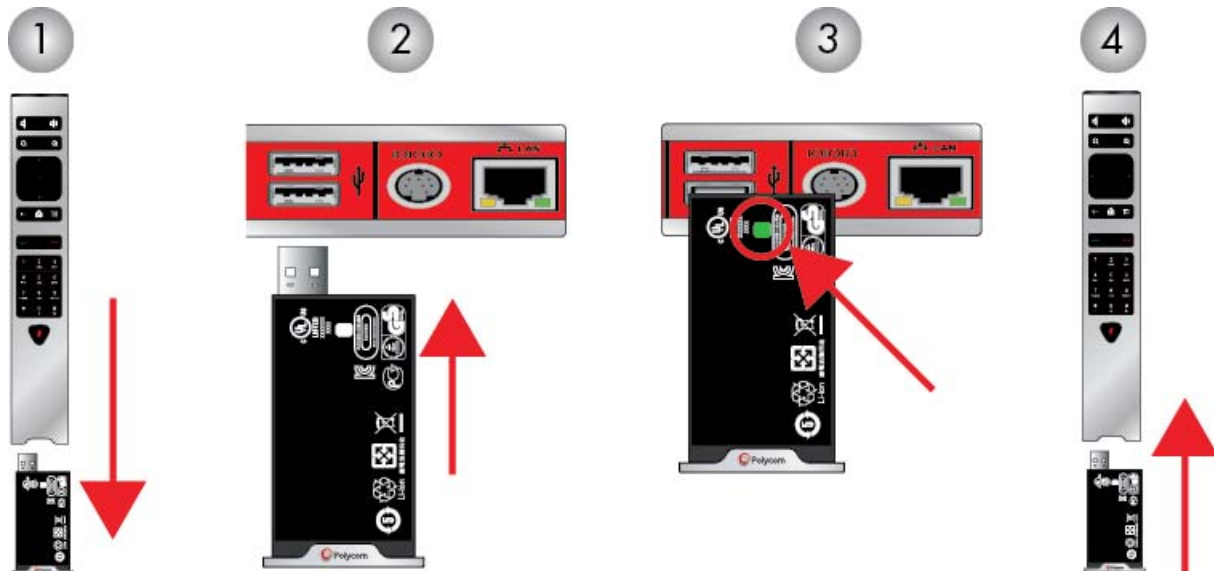
notifications might override the low battery notification, the low battery notification returns after the other notifications are dismissed. The low battery notification does not display while the system is in a call.

Use a USB 2.0 port to charge the remote battery. The RealPresence Group 300, 310, and 500 systems have two USB 2.0 ports on the back of each system, while the RealPresence Group 700 system has one USB 2.0 port on the front of the system and two USB 3.0 ports on the back of the system.

To recharge the remote control battery:


- 1 Pull the battery out of the end of the remote control.
- 2 Insert the USB plug of the battery into a USB 2.0 port such as the one on your system.
- 3 Wait until the status light on the battery turns green before removing it from the port.
Recharging the battery might take from 20 minutes to multiple hours.
- 4 Insert the charged battery into the remote control.

Recharge the Battery: RealPresence Group 300, 310, 500 and 700 Systems



RealPresence Group System Power

Powering your system on and off is a simple procedure, but it is important to perform the tasks in a certain order. Make sure that the system is powered off before you connect devices to it. After you have connected all of the related equipment that you intend to use, connect the power and power on the RealPresence Group system.

It is important to note that RealPresence Group Series systems do not have what you might think of as a power *button*—they have a power *proximity sensor*. Instead of pressing an actual button that moves, you touch the sensor (or near the sensor) that indicates power  on the front of the system.

Power On Self Test (POST)

After being powered on, RealPresence Group 300, 310, 500, and 700 systems automatically perform system health checks before the systems are initialized. This process is known as a power on self test, or POST. The status of the POST sequence is displayed with the LED indicator light on the front of the device, or for the RealPresence Group 700 system, in the text field display on the front of the system.

All test results are logged in the system memory. For more information about what the colors of the indicator lights mean, refer to the *Polycom RealPresence Group Series Administrator Guide*.

When the POST sequence completes with no severe errors, the RealPresence Group system starts normally. To see the warnings, refer to [View POST Warnings](#).

View POST Warnings

If any warnings occur during the POST, use the remote control to view them after the system starts.


- » Go to  > **System Information > Status > Active Alerts**.

For more details, use the remote control to select **More Information**. If a severe error occurs during startup, the system does not power on. Contact Polycom technical support.

Power On the RealPresence Group System

After charging your remote control or attaching accessories, you need to power on the RealPresence Group Series system.

To power on the RealPresence Group system:

- 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.

The Polycom splash screen displays within several seconds.

Wake the RealPresence Group System

After a certain amount of time, the RealPresence Group system goes into sleep mode.

- » Press any button on the remote control, or just pick up the remote to wake up the system.

Power Off the RealPresence Group System

If you need to change out certain connected peripherals, you might need to power off the RealPresence Group system.

To power off RealPresence Group 300, 310, 500, and 700 systems:








- 1 Touch the power sensor on the front of the system. The indicator light changes color and blinks, which means that the system is shutting down.
- 2 Release the power sensor when the indicator light changes color.

RealPresence Group Series User Interface

Cycle through the icons at the bottom of the Home screen to access system features. To accomplish tasks, you can press buttons directly on your remote control or use your remote control to navigate menus on the left side of the local user interface.

Available icons on the home screen vary based on how your administrator configured the system.

Your system IP address, extension, and SIP address might be displayed on the home screen if your administrator has configured them to be visible.

Icon	Description
	Menu - Displays the Menu screen, which allows you to place a call, change cameras, show content in a call, and show the Self View (PIP).
	Place a Call - Displays the keypad, recent calls, or contacts so that you can enter numbers, letters, or names to make a call.
	Content - Allows you to send content from a supported device. This icon appears only when a content source is detected.
	Settings - Displays the Settings screen, which allows you to open one of the following screens:
	System Information - Displays the System Information screen, which allows you to obtain system details, view system usage, run diagnostic tests, and view call statistics.
	User settings - Displays the User Settings screen, which allows you to change basic camera settings and to configure call and meeting preferences. This screen is only available if your administrator has allowed you access to the user settings.
	Administration - Displays the Administration screen, which allows you to configure location settings, specify LAN properties, and manage some user security settings. This screen is only available if your administrator has allowed you access to the administration settings. Once an admin password is configured, this icon changes to a padlock.

Ways to Place, Answer, and End Calls

To place, answer, and end calls, refer to the following sections:

[Call by Entering a Name or Number](#)

[Call from the Contacts Screen](#)

[Call from the Recent Calls List](#)

[Call a Speed Dial Entry](#)

[Answer a Call](#)



[End a Call](#)

Call by Entering a Name or Number

You can place a call several different ways. One easy way to place a call is to enter a specific name or number.

To place a call by entering a name or number:

- 1 To place a call, do one of the following using your remote control:

- Press .
- Navigate to .

- 2 In the dialing field, enter the dialing information as follows:

Numbers: To enter numbers, select each number on the keypad with the remote control or enter numbers on your remote control.

Letters: To enter letters, select **Keyboard**. Then use your remote control to select each letter on the onscreen keyboard. Or you can use the text-entry method commonly used with cell phones to select letters directly on your remote control.




Note: Keyboard button does not display if USB keyboard is active

The **Keyboard** button does not display on your system screen if a USB keyboard is plugged into the system USB port. After you unplug the USB keyboard from the system's port, the **Keyboard** button displays.

Backspace: To delete a number or letter, press  on the remote control.






Depending on the capabilities of your system and the system you are calling, the dialing information could look like one of these examples:

- 10.11.12.13 (IPv4 address—include the dots)
 - 2555 (E.164 extension for H.323 or SIP)
 - stereo.polycom.com (host name)
 - user@domain.com (SIP)
- 3 Enter any additional information needed for the call. The available settings depend on the type of call and your system's configuration.
 - 4 Press  on the remote control to place the call or select **Place a Call**.

Call from the Contacts Screen

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






To place a call from the Contacts screen:

- 1 Navigate to  >  or use your remote control to select  > .
- 2 With your remote control, highlight the entry on the RealPresence Group system screen and select **Call** or press .
To see more details about an entry, select **Info**.
- 3 To search for an entry in the directory, enter the contact name, then select the **Search** keyboard key.

Call from the Recent Calls List

You can quickly choose a number to call from a list of the sites you have called recently. The Recent Calls screen provides details of all incoming and outgoing calls, including the time of the calls.


To place a call from the Recent Calls list:

- 1 Using your remote control, do one of the following:
 - On the local interface, navigate to  and select .
 - Press  and on the local interface, select .
- 2 Highlight the entry you want to call.
- 3 Press **Select** and **Call**, or to use your remote control, select .

Call a Speed Dial Entry

If your system administrator enabled Speed Dial, you can use your remote to quickly call a contact in your directory.


To call a speed dial entry:

- 1 At the top of the Home screen, select the **Speed Dial** tab and select a Speed Dial entry to call.
- 2 To place the call, select **Call** or to use your remote control, select .

Answer a Call

The way a RealPresence Group system handles incoming calls depends on how it is configured. It either answers the call automatically, rejects the call automatically, or prompts you to answer the call manually.


To answer a call manually:

- » Using your remote control, select **Answer** or press .
- For more information about answering calls, see [Call Answering Selections](#).

End a Call

When your call is complete, hang up the call.

To hang up a call:

- » On the remote control, press .

Kiosk Mode

Kiosk Mode simplifies the Home screen by displaying only speed dial entries and calendar meetings (if enabled). In Kiosk Mode, therefore, you can call speed dial numbers, join calendar meetings, and answer calls.

Kiosk Mode is disabled by default. If your administrator enables Kiosk Mode:

-
- The Home screen menu, Out of Call menu, and other icons are disabled.
 - Alerts bring the local interface out of Kiosk Mode until the alerts are cleared.
 - While in a call, you can still use the remote to adjust the volume, control the camera, and mute/unmute the microphone.
 - You can display the In a Call menu by pressing **Menu** on the remote.

Use Kiosk Mode to Speed Dial

Your administrator must create speed dial numbers and enable Kiosk Mode before you can use this feature. For information on adding speed dial entries, enabling speed dial and Kiosk Mode, refer to the *Polycom RealPresence Group Series Administrator Guide*.

To use Kiosk Mode for speed dialing:

- 1 Select the **Speed Dial** tab. Use the arrow keys on the remote control to move the focus on the screen to the Speed Dial block.
- 2 Press the number on the remote control that corresponds to the speed dial number you want to call. You can also use the arrow keys to move the focus to the speed dial number you want to call and press **OK**.

Use Kiosk Mode to Call from the Calendar

Your administrator must enable Kiosk Mode and the Polycom Conference Add-In for Microsoft Outlook before you can use this feature. For information on enabling Kiosk Mode, refer to the *Polycom RealPresence Group Series Administrator Guide*. For information about obtaining the Polycom Conferencing Add-In for Microsoft Outlook, refer to [Polycom Solution Support](#).

To use Kiosk Mode for calling from the calendar:

- 1 Select the **Calendar** tab.
- 2 Use the arrow keys on the remote control to move the focus on the screen to the Calendar block.
- 3 Use the arrow keys to move the focus to the meeting you want to call into, and then click **Join**.

Point-to-Point Call Hold and Resume

The RealPresence Group system supports call hold and resume in Microsoft Lync 2013 and H.323 calls. Putting a call on hold pauses audio and video bidirectionally between RealPresence Group systems, remote Lync clients, or Lync AV MCUs.


For information on multipoint call hold and resume, refer to [Multiple Sites in Video Calls](#).

Place a Point-to-Point Call on Hold

In a point-to-point call, you can place a call on hold, and then answer an incoming call, make an outgoing call, or switch between two calls. After you complete a call, you can resume the call you had on hold.

To place a point-to-point call on hold:

- » Press **Menu** on the remote control, then select **Active Call > Hold**.

When a call is on hold, **On Hold** appears on the RealPresence Group system screen for 5 seconds. After 5 seconds, the Hold icon  appears and remains on the screen until all calls disconnect or are resumed.

Place a Point-to-Point Call on Hold and Answer a Call

At times, you might need to place a call on hold and answer an incoming call.

To place a call on hold to answer a call:

- » Use your remote control to select **Hold + Answer**. If all lines are in use and you want to hang up on the call that has been on hold the longest, select **Hang Up 1 + Answer**.

Place a Point-to-Point Call on Hold and Make a Call

To make an individual outgoing call while you are on a call, you must place the active call on hold.

To make an outgoing call while a call is on hold:

- » Press  on the remote control. Place the call using your preferred method.

Switch Between Calls in a Point-to-Point Call

In certain situations, you need to be able to switch between two calls.

To switch between calls:

- » Use your remote control to select **Switch To**.

Resume a Point-to-Point Call

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

To resume a held call:


- » Use your remote control to select **Resume Call**.



Note: Far-end site hold message

If the far-end site puts you on hold, a message displays for 5 seconds that you have been placed on hold.

Encrypted Calls

If encryption is enabled on the system, a locked padlock  appears on the monitor screen when a call is encrypted. If a call is not encrypted, an open padlock appears on the monitor screen.

-
- If you are in a point-to-point call or a multipoint call hosted by another system, the padlock icon displays the state of your individual connection.
 - If you are hosting a multipoint 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: Communicate state of padlock icons

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

Encryption Check Code for H.323 Point-to-Point Calls


To provide extra security for encrypted H.323 calls, the RealPresence Group system provides an encryption *check code*. Participants in a call can use this check code to verify that their call is not being intercepted by a third party. This mechanism is most useful for point-to-point calling; in externally-hosted multipoint calls, check code numbers do not match any other numbers in the call.

The check code is a 16-digit hexadecimal number that is calculated so that the number is the same at both sites in the call. The numbers are identical if, and only if, the calculation uses data exclusively from the two sites in the call, with no data being intercepted and modified by a third party.

Verify Encryption Check Codes

Polycom recommends verifying check codes at each site to protect against third-party eavesdropping on H.323 point-to-point calls.



To verify the check codes match:

- 1 Place an encrypted H.323 point-to-point call between two sites.
- 2 Select  on your remote control, then navigate to **Settings > System Information > Call Statistics**.
- 3 At **Call Encryption**, locate the 16-digit check code as in the following example:
ABC-123/ab-1234 / **1a2b34c99009d66e**
- 4 Verbally verify that the check code is the same at both sites.
- 5 Do one of the following:
 - If the codes match, the call is secure. Proceed with the call.
 - If the codes do not match and the call is not a multipoint call on an external MCU, the call might be compromised. Hang up the call and contact your system administrator.

View RealPresence Group System Details

You might need to view certain system details to do video conferencing tasks, such as pairing, or to perform troubleshooting tests to provide information for your administrator or technical support.

To view your system details with the remote control:



- » Select  >  > **Information**. The following details display:
 - System Name
 - Model
 - Hardware Version
 - System Software
 - Serial Number
 - MAC Address
 - IP Address

Video and User Interface Adjustments

Switch Between Full-Screen Video and the Home Screen

When your call connects, the system automatically shows video on the whole screen. You can switch back to the home screen during a call if, for example, you need to adjust a user setting and your system is configured to allow you to do so.

To switch between the Home screen and full screen:



- » Press  on the remote control to go to the Home screen.
- » Press  on the remote control to see the full screen.

Select Cameras with the Remote Control

You can use the remote control to select and adjust the main camera or other near-end or far-end video sources. You might be able to adjust other auxiliary cameras or far-end cameras that support pan, tilt, and zoom movement. You can adjust the far-end camera only if it is configured at the far end to allow you to control it.

When you are in camera control mode, you can press and hold a number to save a preset. For more information about presets, see [Camera Presets](#).

To select a near-end or far-end camera, do one of the following:

- If you are not in a call, go to  > **Cameras** > **Select Camera**. Select the camera or other video source you want to use. If a single camera is connected to your system, **Select Camera** displays what the attached camera sees.
- If you are in a call, select  > **Cameras**. Then select **Your Cameras** for near-end control or **Their Cameras** for far-end control.

Switch Between Cameras with the Remote Control

You might want to switch the camera you are controlling.

-
- » To switch between **Your Cameras** and **Their Cameras** without accessing the menu, press **Select** on the remote control while in a call.

Adjust Cameras



After you select a camera, you can make some adjustments to enhance the view.



Note: Turn camera tracking off before adjustments

Before you can adjust the EagleEye Director camera, you must turn camera tracking off.

To adjust a Polycom EagleEye III, Polycom EagleEye IV, Polycom EagleEye Acoustic, or Polycom EagleEye Director using the remote control:

- 1 Select either a near-end or far-end video source to control. During a multipoint call being hosted by a system in the call, you can adjust a camera only at the far end that has a current speaker.
- 2 Press the navigation buttons on the remote control to move the camera up, down, left, or right.
- 3 On the remote control, press  to zoom out or  to zoom in.

Select EagleEye Director Tracking Type in a Call

If your administrator has enabled Administration settings for users in the local interface, you can set the tracking type to use in a call:

- **Voice:** Moves the view between the speaker and the room during a meeting.
- **Direct Cut:** Moves the view directly from speaker to speaker.

To select the camera tracking type:

- 1 Select **Settings > Administration > Camera Tracking**.
- 2 For the **Tracking Mode** setting, do one of the following:
 - Select **Voice** to track the speaker. When another speaker starts talking, the view switches from the first speaker to the room, then to the next speaker.
 - Select **Direct Cut** to track directly from speaker to speaker. You must recalibrate the left camera when you select **Direct Cut** mode.

Enable EagleEye Director Tracking in a Call


If EagleEye Director tracking is enabled, the camera follows the person or people who are speaking. This tracking action, also called automatic camera positioning, can be manually started or stopped.

You must start camera tracking using the menu before the **Mute** and **Unmute** buttons will again affect tracking. After the call is complete, EagleEye Director returns to its default setting.

EagleEye Director




To enable EagleEye Director tracking in a call:

- » Use the remote to select  > **Cameras > Start Camera Tracking**. The Mute and Unmute tracking functions on the microphone and remote now work.

Disable EagleEye Director Tracking in a Call

While in a call, you might want to disable EagleEye Director tracking. When you stop camera tracking through the menu, the **Mute** and **Unmute** buttons do not affect tracking.

To disable EagleEye Director tracking in a call:

- » Use the remote control to select  > **Cameras > Stop Camera Tracking**. After you disable tracking in this way, the Mute and Unmute functions on the microphone and remote control no longer affect tracking.

Camera Presets

Camera presets are stored camera positions that you can create ahead of time or during a call. 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.

Presets allow you to do the following:

- Quickly point a camera at pre-defined locations in a room.
- Select a video source such as a document camera or an auxiliary camera.

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

These presets remain in effect until you change them.

If far-end camera control is allowed, you can create 10 presets for the far-end camera. These presets are saved only for the duration of the call. You might also be able to use presets that were created at the far end to control the far-end camera.


Keep the following camera control information in mind when using Self Layout:

-
- 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 Stored Presets with the Remote Control

You need to be familiar with the stored camera presets to get the most out of your system.



To view stored presets:

- » Using your remote control, press  and then on the local interface, navigate to **Cameras > Presets**. Icons for presets 0-9 are shown on the screen. A snapshot above the number means that a preset has been assigned to that number. An empty box means that no preset has been assigned to that number.

Store a Preset with the Remote Control

You cannot delete a preset. Instead, overwrite an existing preset with a new camera position.

To store a preset:

- 1 If you are in a call, press Select to choose **Your** or **Their** camera.
- 2 If you selected a camera that supports electronic pan, tilt, and zoom, you can adjust the camera's position using your remote control:
 - Press  or  to zoom the camera out or in.
 - Press the directional buttons to move the camera up, down, left, or right.
- 3 To store a preset position, press and hold a number from 0 to 9 for five seconds.
Any existing preset stored at the number you entered is replaced.

Move the Camera to a Stored Preset with the Remote Control

After you have your presets stored, move the camera to one of the stored presets.

To move the camera to a stored preset using the remote control:

- 1 If you are in a call, press **Select** on the remote control to switch between a near-end site (**Your Camera**) or far-end site (**Their Camera**) camera.
- 2 Press a number on the remote control.

Audio Adjustments

You can control the following audio settings on your RealPresence Group system:

[Adjust the Volume](#)

[Mute the Microphone](#)

[Stereo Audio in Video Calls](#)

Adjust the Volume

You can raise or lower the volume of the meeting. Changing the volume affects only the sound you hear at your site.

To adjust the volume:


- » On the remote control, press and hold  or  to increase or decrease the near-end volume.


Mute the Microphone


You can mute the microphone if you do not want the far end to hear conversations at your site. Keep the following in mind regarding muting:

- Muting the microphone does not mute audio coming from any device connected to the content audio inputs.
- The red mute indicator on the front of the Polycom EagleEye View camera is lit when the system is muted or when a Polycom microphone is connected and muted.
- The microphone might mute when the system automatically answers an incoming call and if the system is configured to mute auto answered calls.

To mute the microphone:

- » Press  on the remote control.

If a Polycom tabletop microphone array is connected to your system, you can mute the call by touching  on the microphone.

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

Stereo Audio in Video Calls

If your video conferencing room is configured to use stereo sound, the left and right microphone inputs are configured during system setup. It is important that you do not move the microphones as this might detract from the stereo audio experience.



Note: Stereo audio

Stereo audio is available only in video calls of 256 kbps or higher.

Audio Mute Notification for Near-End Site

When the near-end site microphone is muted and the RealPresence Group Series audio system detects sound in the near-end site conference room, the RealPresence Group Series displays a **You are muted** notification to warn you that your audio is muted. This message appears for 8 seconds on the near-end site main display and is displayed once per audio mute session. Audio mute notification is automatic and no intervention is required.

Content

To show people and content at the same time, the RealPresence Group systems must be configured for content. You can show the following to the far-end systems:

- Any information stored on a computer connected directly to a Polycom RealPresence Group systemA paper document or object placed on a document camera
- A DVD or DVR player connected directly to a Polycom RealPresence Group system
- Content from the Polycom People+Content™ IP application (installed on a computer and connected to the Polycom RealPresence Group system)



Note: Copyright-protected media

If you attempt to display copyright-protected content on the local interface, such as from a DVD or DVR, the following message is shown on the RealPresence Group system: “This content is protected and cannot be displayed or shared.” This message appears in a call and out of a call.

You can show 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 if you need to. Participants at other sites can also show content or people video sources. Content shown is from one site at a time; another site sharing content overrides any content being shared.

When you are showing content, a message appears on your main monitor. Whether you also see the content on your monitor or projector depends on how your system was configured.



Note: Showing content on RealPresence Group 300 systems

To show content on a RealPresence Group 300 system, you must use the People+Content IP application.

People+Content IP

The People+Content IP application allows you to send content from a computer that is not connected directly to the RealPresence Group system.

Keep the following points in mind about People+Content IP:

- People+Content IP provides video-only content. No audio is shared.
- People+Content IP supports any computer desktop resolution with color set to 16-bit or higher.
- Your computer resolution can be set to anything, but People+Content IP scales the image to 1024x768 or 1280x720.

Install People+Content IP

You must install the People+Content IP application on a computer before you can use it to show content.




To install People+Content IP on a computer:

- 1 On a computer with a Microsoft® Windows XP, Windows Vista, Windows 7, Windows 8, or Apple Mac OS 10.8 operating system, go to <http://www.polycom.com>. In the Search box, type PPCIP application download.
- 2 Download and install the People+Content IP software.

Show Content with People+Content IP

After you install People+Content IP, you are ready to share content.

To start showing content:

- 1 On your computer, start the Polycom People+Content IP application.
- 2 Enter the IP address or host name of the RealPresence Group system and the meeting password, if one is set.
To view the IP address of the RealPresence Group system using the remote, select  >  > **System Detail**.
- 3 On the computer, click **Connect**.
- 4 In People+Content IP, open the content you want to show, and click .




User Tip: Multiple windows and People+Content IP

If you are using multiple windows on your computer, move the People+Content IP icon to the window you want to share.

Stop Showing Content with People+Content IP

When you are done showing content, you must shut down People+Content IP.

To stop showing content:

- 1 If the People+Content IP toolbar is minimized, maximize it by clicking the icon in the task bar.
- 2 Click  in People+Content IP.
- 3 Click **Disconnect**.

Show Content from a Computer Connected to RealPresence Group System

Before you show content, check that the computer video output is configured to use one of these supported resolutions and refresh rates. For best video quality, use refresh rates of 60 Hz or less.

Resolution	Refresh rates (Hz)
800 x 600	56, 60, 72, 75, 85
1024 x 768	60, 70, 75, 85
1280 x 720	50, 60
1280 x 768	60
1280 x 1024	60, 75
1600 x 1200	60
1680 x 1050	60

Resolution	Refresh rates (Hz)
1920 x 1080	60
1920 x 1200	60



Note: Resolution and refresh rates

The way you set the resolution and refresh rate differs, depending on the type of operating system you have. Check your computer’s manual or help topics for the appropriate steps.

Before you prepare to show content, make sure the computer is powered on and connected to the RealPresence Group system. You can connect a computer to the HDMI or VGA video input.



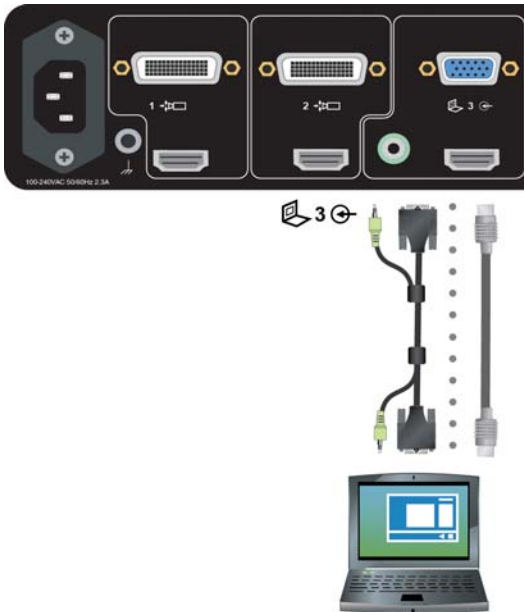
Note: 3.5 mm audio input and VGA content

The 3.5mm audio input is independent and not combined with VGA content on RealPresence Group systems. This is because the 3.5 mm audio input is a program audio input, which is always active and mixed into the RealPresence Group Series system. During a call, the 3.5 mm audio input is heard by both the near-end and far-end site participants.



Connections for RealPresence Group 310 and 500 systems




Connections for a RealPresence Group 700 system



To start showing content from a source connected to a RealPresence Group system:

- » Using your remote control, select  and then select your content source from the list.
While in a call, you can select  > **Select** on your remote to turn on and off the last used content source.

To stop showing content:

- » Using your remote control, select  > **Hide** and the name of your content source, such as **Hide Laptop**.

Directory and Contact Entries

The directory on your RealPresence Group system stores dialing information that helps you make calls quickly and easily. When a site listed in the directory calls your system, the system displays the name on the screen when the call comes in. If a site that calls you is not listed in the directory, you might be prompted to save the contact information in the directory when the call ends.

If your system is registered with a Global Directory Server, you can search for information about other active sites that are registered with the same Global Directory Server. These entries are stored on the Global Directory Server, and you cannot edit them.



Note: Topic reference

For information about using a Microsoft Office Communications Server or Microsoft® Lync™ Server directory, refer to [Microsoft Office Communications Server and Lync Contacts](#).

Sites that you have added are stored on your RealPresence Group system as Contacts. Everyone at your site who uses the system can use the contact entries to place calls. Users at other sites cannot access the contacts on your system.

Polycom RealPresence Group systems support up to 2,000 contacts. They can also support the following:



- An unlimited number of contacts when the RealPresence Group system is registered with Microsoft Office Communications Server 2007 R2 or Microsoft Lync Server 2010 or 2013.
- Up to 200 additional contacts with presence when registered with a Polycom Converged Management Application™ (CMA®) system

For more information about this and other Microsoft and Polycom interoperability considerations, refer to the *Polycom Unified Communications for Microsoft Environments Deployment Guide*.

Browse the Global Directory

The global directory contains address book entries downloaded from an enabled global directory server. You can select the global directory to view a list of all global directory entries, scroll through the global directory, and select contacts in the global directory to call. The global directory displays on the RealPresence Group system as a default Favorites group, Global Entry.



To browse the global directory on a RealPresence Group system:

- 1 With your remote control, select  > .
- 2 Select Global Entry.
- 3 Scroll through the directory entries or search for a contact.
 - To search for a contact:
 - 1 Select **Search**.
 - 2 Enter the contact name and select **Search** using the onscreen keyboard.
 - 3 Select an entry and select **Call** to place a call, **Favorites** to add the contact as a Favorites, and **Options** to view the contact's information.

Search for Directory Contacts

If you want to call someone who is not in your Favorites or Contacts list, you might need to perform a directory search.

To search for directory contacts:

- 1 With your remote control, select  > .
- 2 To enter a name in the search field, do one of the following:
 - Enter the name using the onscreen keyboard.
 - Use the text-entry method commonly used with cell phones to select letters directly on your remote control.
- 3 Select **Search** to search for an entry in the directory.

**Note: Directory searching**

Directory searches return only entries that include last names at the start of the search string. Do not begin a search string with a first name.

Multiple Sites in Video Calls

Multipoint conferences involve at least three different endpoints. During a multipoint call, multiple sites can see and hear each other. You can also share content in a multipoint call, just as you can in a point-to-point call.

All systems can participate in multipoint calls. To host multipoint calls, your RealPresence Group 500, or 700 system must have a multipoint video option key installed. You can host multipoint calls using a video conferencing system with multipoint capabilities, or you can use a bridge, such as the RealPresence® Collaboration Server 800s.


**Note: Multipoint limitation**

You cannot host multipoint video calls on RealPresence Group 300 and 310 systems.

How you place a multipoint call depends on whether you're using a RealPresence Group system or bridge with multipoint capabilities. The number of sites allowed in the call is determined by the capabilities of the system or bridge hosting the call.






Place a Multipoint Call by Adding Sites

To place a multipoint call by adding sites to a call:

- 1 Call the first site.
- 2 After the call connects, press  on the remote control to open the dialing keypad.
- 3 Place a call to the next site. For more information, refer to [Call by Entering a Name or Number](#).
- 4 Repeat the above steps until all sites are connected.

Place a Multipoint Call by Using Contacts




To place a multipoint call using Contacts:

- 1 Do one of the following:
 - On your remote control, select  and navigate to  on your system screen.
 - Navigate to  and select  on your system screen.
- 2 Highlight an entry in the **Contacts** list.
- 3 To place the call, do one of the following:
 - On your remote control, press .
 - On your remote control, press **Select** and navigate to **Call** on your system screen.

Your system attempts to call the site using a pre-defined list of call types, if it is configured to do so. For more information, contact your system administrator.

Place a Multipoint Call by Using Recent Calls

To place a multipoint call using Recent Calls:

- 1 Using your remote control, select  and select .
- 2 Highlight an entry in the **Recent Calls** list.
- 3 To place the call, do one of the following:
 - On your remote control, press .
 - On your remote control, press **Select** and navigate to **Call** on your system screen.

If it is configured to do so, your system attempts to call the site using a pre-defined list of call types. Contact your system administrator for more information.

Add a Call to a Multipoint Conference

In multipoint calls, you often need to add another call to the conference.

- » Use your remote control to select **Add to Call** to add the call to the conference.

Hold and Answer a Call in a Conference

While in a multipoint call, you might need to hold the main call and answer an incoming call.

- » Use your remote control to select **Hold + Answer** to hold the current call and answer the incoming call.



Note: Cannot hold specific calls in a multipoint conference

You cannot put an individual participant in the meeting on hold and resume in a multipoint conference.

Place a Call While a Multipoint Call is on Hold

You might find yourself needing to hold the conference call in order to make a new call.

To make an outgoing call while a call is on hold:

- » Press  on the remote control. Place the call using your preferred method.

Switch Between Calls

You can switch between held and active calls.

To switch between calls:

- » Use your remote control to select **Manage**. This allows you to determine which call to make active.

Resume a Held Call


When there is no active call, but there is a call on hold, you can resume the held call.

To resume a call on hold:

- » If you have a single call on hold with no active call, to resume the call on hold, select **Resume Call**.

Hang Up an Individual Call in a Multipoint Call

To hang up an individual call in a multipoint call:

- » Using your remote control, navigate to the call that you want to hang up and press .

Hang Up a Held Call and Add a Call to the Conference

- » Select **Hang Up 1 + Answer** to hang up the call that has been on hold the longest. The incoming call is added to the conference.

Hang Up All Calls and Establish a Point-to-Point Call

- » Select **Hang Up All + Answer** to hang up all active and held calls and establish a point-to-point call with the incoming call.

Hang Up All Calls

To hang up all calls in a multipoint conference call:

- » Using your remote control, navigate to **Hang Up All**.

Passwords for Multipoint Calls

You might be required to enter a meeting password to join a multipoint call. And you can require that far-end systems enter a meeting password to prevent unauthorized participants from joining multipoint calls hosted by your RealPresence Group system.

Keep the following points in mind regarding meeting passwords:

- If you need to generate touch tones (DTMF tones) when you are in a call, press the # key on your remote control and a message displays “Touch tones enabled.” Then use the number keys to enter numbers.
- Do not set a meeting password if multipoint calls include audio-only endpoints. Audio-only endpoints are unable to participate in password-protected calls.
- Microsoft Office Communicator clients are unable to join password-protected multipoint calls.
- SIP endpoints are unable to dial in to password-protected multipoint calls.
- If a meeting password has been set for a call, People+Content IP clients must enter the password before joining the meeting.




Enter a Meeting Password

To enter a meeting password:

- If a prompt appears on the screen, use the remote control or onscreen keypad to enter the password.
- If you hear an audio prompt, use the remote control to generate DTMF tones.

Set Up a Meeting Password

To configure a meeting password:

- 1 From the Home screen, select  >  > **Meetings**.
- 2 Enter the password in the **Meeting Password** field in one of these ways:
 - Press the remote control number buttons, using the text-entry method commonly used with cell phones.
 - Use the onscreen keypad to enter the password.
- 3 Press  to save your change and return to the Home screen.

Multipoint Viewing Modes

The multipoint viewing mode configured on the host system is the one used in the call. The default mode is **Discussion**, however, your administrator might have configured one of the other modes for your system.

The following table describes the available multipoint viewing modes when a RealPresence Group system is hosting the multipoint call.

Setting	Description
	Video images from multiple sites can be automatically combined on one monitor in a display known as <i>continuous presence</i> .
Auto	The view switches between continuous presence and full screen, depending on the interaction between the sites. If multiple sites are talking at the same time, continuous presence is used. If one site speaks uninterrupted for at least 15 seconds, that site appears in full screen on the monitor.
Discussion	Multiple sites are displayed in continuous presence. The current speaker's image is highlighted.
Presentation	The speaker sees continuous presence while the other sites see the speaker in full screen on the monitor.
Full Screen	The site that is speaking is shown in full screen to all other sites. The current speaker sees the previous speaker.

Set the Multipoint Viewing Mode

You might want to change your multipoint viewing mode from the default.

To set your multipoint viewing mode:

- 1 In the local interface, go to  > **User Settings** > **Meetings**.
- 2 Select a viewing mode from the **Multipoint Mode** list.

Multipoint Viewing Layouts

What you see during a multipoint call can vary depending on how the RealPresence Group system is configured, the number of sites participating, the number of monitors you are using, and whether content is shared. The multipoint viewing layout configured on the host system is the one used in the call.

When you use two monitors of equal size, you can have eight-way multipoint calling, depending upon your system configuration. When you share content, one monitor is used for content and one for people. The configuration varies depending on whether your administrator has enabled Self View and how many people are participating. When you do not share content, the configuration for both monitors is spread over both monitors.

To find out more about multipoint layouts, please talk to the administrator of your RealPresence Group system.




Note: Layout option limitation

If you are not in an RealPresence® Collaboration Server (RMX®) system call, your only layout option is **Browse**.

Change Multipoint Viewing Layout

To change your layout during a multipoint call:

- 1 With your remote control, select  > **Layout**.
- 2 Select **Browse**. Browse takes you back to the main video so that you can cycle through the available layouts for the call. The available layouts depend upon certain factors, such as how many participants are in the call or the content status.

Multiple Layouts in Lync Calls

In a Microsoft Lync 2013-hosted multipoint or point-to-point call, you can now view multiple far-end sites in layouts. In previous RealPresence Group system releases, you could only see the dominant speaker in Voice Switching Mode. You can see five far-end sites on Lync-hosted multipoint calls.

Call Answering Selections


To change the way calls are answered, you might want to change the default settings of your system as described in the following sections:

[Temporarily Refuse Calls Using the Remote Control](#)

Temporarily Refuse Calls Using the Remote Control

If your system administrator has allowed you access, you can automatically refuse incoming calls when you do not want to be disturbed. Callers get a message that the call was rejected, and you receive no notification about incoming calls. You can, however, make outgoing calls.

To temporarily refuse incoming calls using the remote control:

- 1 Navigate to  > **User Settings > Meetings.**
- 2 Do one of the following:
 - Select **Do Not Disturb to Auto Answer Point-to-Point Video.**
 - Clear the **Auto Answer Multipoint Video** setting.

Enable Answering Video Calls Automatically Using the Remote Control


If your system administrator has allowed access to user settings, you can specify whether to answer video calls automatically or to have the system announce incoming video calls and wait for you to answer manually.



Caution: Security risk and auto-answering calls

Automatically answering calls is convenient, but it can create security issues. An unexpected caller could interrupt a meeting in progress or look at equipment and notes left in an empty room.

To use the remote control to enable automatically answering video calls:

- 1 Navigate to  > **User Settings > Meetings.**
- 2 Select one or both of the following:
 - **Yes for Auto Answer Multipoint Video**
 - **Auto Answer Multipoint Video**

Mute Automatically Answered Video Calls Using the Remote Control



If your system administrator has allowed access to user settings, you can choose whether to mute the audio when automatically answered video calls connect. This prevents callers from overhearing conversations or meetings.



User Tip: Automatic muting

If you enable automatic muting during a call, the audio for the current meeting is not affected.

To mute automatically answered video calls using the remote control:

- 1 Navigate to  > **User Settings > Meetings.**
- 2 Select **Mute Auto Answer Calls.**
- 3 After the call connects, press  on the remote control when you're ready to unmute the microphones.

When a call is muted, this icon  is displayed on your monitor. When a call is not muted,  displays on the monitor screen.

Video Stopping and Starting

You can now stop your near-end site video while in a call, or stop your near-end site video before a call begins. You can start your video again at any time.

When your video is stopped, the far end does not see local video transmission from you. Stopping your video allows you to stop sending your near-end camera-encoded video while still remaining connected to the conference.



User Tip: Stopping video in Lync versus non-Lync environments


In Lync environments when your video is stopped, video transmissions ceases and no Self View displays. When your video is stopped in non-Lync environments, a video pause image is sent to the far end.

Regardless of environment, stopping your video does not affect the sending or receiving of content.

Stop Video

Sometimes, you want to stop sharing your video whether in or out of a call.

To stop video in or out of a call:


- 1 Using the local interface, go to  > **My Video**.
- 2 To stop video, select **Stop Video**.

When you stop the video, a video pause icon appears on the display.

Start Video

When you are ready to share video, start the video stream.

To start video in or out of a call:

- 1 Using the local interface, go to  > **My Video**.
- 2 To start video, select **Start Video**. When you start the video, the video pause icon disappears from the display.

Polycom SoundStation® IP 7000 Conference Phone and the RealPresence Group System

When you connect a Polycom SoundStation® IP 7000 conference phone to a Polycom RealPresence Group system, the conference phone becomes another interface 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 the Polycom web site.




Answer a Call with a Connected SoundStation IP

To answer a call using a connected SoundStation IP 7000 conference phone:

- » Press the **Answer** soft key on the conference phone.

Place a Point-to-Point Call with a Connected SoundStation IP

To place a point-to-point call using a connected SoundStation IP 7000 conference phone:

- 1 Press  on the conference phone and press the **Video** or **Phone** soft key.
- 2 On the conference phone keypad, enter one of these:
 - 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 Point-to-Point Call with a Connected SoundStation IP

To place a multipoint call using a connected SoundStation IP 7000 conference phone:

- 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


To control volume in a call using a connected SoundStation IP 7000 conference phone:

- » 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 system remote control.

Mute Audio with a SoundStation IP

To mute audio in a call using a connected SoundStation IP 7000 conference phone:


- » Press  on the conference phone.

You can also mute the audio using the mute button on the RealPresence Group system remote control or on a connected RealPresence Group system 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 with a Connected SoundStation IP

To end a call using a connected SoundStation IP 7000 conference phone:

- Press  on the conference phone to hang up the call.
- 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

To start or stop showing content using a connected SoundStation IP 7000 conference phone:

- » 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: Content and RealPresence Group 300 systems

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

Microsoft Outlook Calendaring

If your system is configured to connect to the Microsoft Exchange Server, you view scheduled meetings on the RealPresence Group Series Home screen. If you have completed configuration steps, you can also call from calendar meetings. Refer to the following sections:

[Scheduled Meetings](#)

[Calendar Meetings](#)

Scheduled Meetings

If your RealPresence Group system is configured to connect to the Microsoft Exchange Server, you can view scheduled meetings on the Home screen.

To view more information about a meeting on the calendar, highlight the meeting. Depending on how your system is configured, private meeting details might not be visible. You might also see reminders displayed on the system a short time before each meeting.

**User Tip: Scheduled meetings**

- Meetings are displayed as days of the week, starting with the current day.
- The calendar meeting list displays the next 15 meetings scheduled for the current day and the next 6 days, ending at midnight.

View Scheduled Meeting with the Remote

To view scheduled meetings from the calendar using the remote:

- » In the local interface, access the Home screen. Scheduled meetings are listed for the current day and for the next 6 days.

Calendar Meetings

RealPresence Group systems can connect to Microsoft Exchange Server 2010 or 2013 and retrieve calendar information, including meeting details. If the meeting was created using the Polycom Conferencing Add-in for Microsoft Outlook, the RealPresence Group system can:

- Identify video-enabled meetings with a  icon displayed on the system calendar.
- Let users join the meeting without knowing the connection details.

If your RealPresence Group system is configured to connect to the Microsoft Exchange Server, and the Polycom Conferencing for Microsoft Outlook add-in is installed at your site, you can join a scheduled meeting from the Calendar screen. If the home screen does not display calendar information, the system is not registered with the Microsoft Exchange Server. If no meetings are scheduled, a “No Meetings Today” message is displayed.

Join a Scheduled Meeting from the Home Screen

To join a scheduled meeting from the Home screen:

- 1 In Microsoft Outlook, select the **Add-Ins** tab and click **Schedule Polycom Conference**.
- 2 In the calendar header, add email addresses in the **To** text box and enter a meeting **Subject**.
- 3 In the calendar message, under **Meeting Details**, enter the meeting **Video Number** to replace the current number in the message.
- 4 To send the meeting invitation, click **Send**.
- 5 With your remote, select a meeting on the Home screen.
- 6 Select **Join** to call into the meeting. If **Join** is not displayed, you must obtain the Polycom Conferencing Add-In for Microsoft Outlook.

**Note: Additional information**

For information about obtaining the Polycom Conferencing Add-In for Microsoft Outlook, refer to [Polycom Solution Support](#).

Microsoft Office Communications Server and Lync Contacts

Depending on how your system is configured, you might be able to search a directory, view a list of Microsoft Office Communications Server (OCS) or Microsoft Lync contacts, see if the contacts are online, and call them without knowing or remembering their addresses. RealPresence series supports Microsoft OCS 2007 R2 and Microsoft Lync Server 2010 and 2013.

Office Communicator and Microsoft Lync contacts appear on the RealPresence Group system and on the Contacts screen.



User Tip: Office Communicator and distribution list groups

Polycom RealPresence Group systems do not support Office Communicator or Microsoft Lync distribution list groups, which are created on the Microsoft Exchange Server and are typically used for sending email to a group of people.

Contact Presence States on the Local Interface

If your system is automatically provisioned and registered to a global directory server, your directory might include default LDAP group members and up to 200 global contacts stored by the presence service.

Polycom RealPresence Group systems, OCS, or Microsoft Lync users in an integrated environment use the following presence icons to indicate presence states.

Icon	Presence	Description
	Available	The user is available either in or out of a call
	Do Not Disturb	The user is set to Do Not Disturb or Busy
	Unknown Presence	The user's presence state is unknown or offline
	Idle	The user is inactive or away

Multipoint Calls Using Centralized Conferencing Control Protocol (CCCP)

If a Polycom RealPresence Group system is deployed in a Microsoft Lync Server 2010 or 2013 environment and Centralized Conferencing Control Protocol (CCCP) is enabled, you can place and participate in multipoint calls that are hosted by Microsoft audio and video servers.

.For more information about CCCP multipoint calling, refer to the *Polycom Unified Communications for Microsoft Environments Deployment Guide* or contact your system administrator.

Calls Muted with Lync

A Microsoft Lync client acting as the call organizer can mute all of the participants in the call. You cannot unmute until the organizer unmutes the participants unless you are designated as a presenter. If the meeting

organizer has muted your Polycom RealPresence Group system selectively, you can unmute your system even if the organizer does not. It is important to understand that no one else can unmute your microphone. They can only request that you unmute.

When your mute status changes due to a Microsoft Lync client organizer muting or unmuting all of the participants, notification is displayed on the Polycom RealPresence Group system monitor.

Calls Recorded with Lync

If a Microsoft Lync participant starts recording an active call with a RealPresence Group system, the system displays a **Recording Started** message for several seconds. When recording stops, the system displays a **Recording Stopped** message.

A Recording icon  displays while a call is being actively recorded.

Avaya Network Features

Depending on how your system is configured, you might be able to use Avaya® telephony network features such as call forwarding, transferring calls, and adding additional sites in an audio-only conference.

Activate Call Forwarding with Avaya

To activate call forwarding:

- 1 Make sure that the Polycom system is not in a call.
- 2 From the **Place a Call** screen on the Polycom system, dial the Feature Access Code provided by the Avaya Communication Manager administrator, followed by the E.164 extension of the system to which you want to forward the calls. For example, dial *22016 if *2 is the Feature Access Code and 2016 is the system E.164.
- 3 Wait for confirmation beeps.

Deactivate Call Forwarding with Avaya

To deactivate call forwarding:

- 1 From the Polycom system **Place a Call** screen, dial the Feature Access Code provided by the Avaya Communication Manager administrator. For example, #2 if #2 is the Feature Access Code for disabling call forwarding.
- 2 Wait for confirmation beeps.

Transfer a Call with Avaya

To transfer a call:

- 1 While in a call, press the # key on your Polycom system remote control to access the tone pad.
- 2 Press the **Select** button to activate flash hook. The first far-end system is placed on hold.

-
- 3 Wait for a dial tone, and then dial the extension of the far-end system to which you want to transfer the call. The call connects both audio and video between the local system and the second far-end system. The first far-end system is still on hold.
 - 4 Hang up the near-end system. The two far-end systems are now connected in a call with audio and video, if the capabilities are present.

Add a System to a Call with Avaya

To add a system to a call:

- 1 While in a call, press the # key on the Polycom system remote control to access the tone pad.
- 2 Press the **Select** button to activate flash hook. The far-end system is put on hold.
- 3 Wait for a dial tone, and then dial the extension of the system that you want to add to the call.
- 4 Press the **Select** button again. The call becomes an audio-only conference with all of the systems. If the system that dialed the flash hook hangs up, the other systems remain connected in a call with audio and video, if the capabilities are present.

Visual Security Classification in a BroadSoft Environment

Visual Security Classification works for SIP calls in a BroadSoft environment. This feature helps participants remain conscious of the maximum level of classified information that can be safely exchanged in a conversation. After a call begins, the Visual Security Classification indication of the call is displayed on all endpoint monitors in the call. During a call, you can override the security classification and assign a lower security classification level.

Keep the following points in mind:

- Each BroadSoft-registered endpoint in the conference has a security classification level.
- The BroadSoft Application Server determines the default security classification level for a conference, by examining the levels of all participants in the conference and choosing the lowest one.
- The security classification level is shared with all the endpoints that support the Visual Security Classification feature; each endpoint displays the assigned level to its local users.
- The security classification level of a conference call is reevaluated whenever an endpoint enters or leaves a conference, or when a user modifies the security classification level of an endpoint.

This feature must be enabled by your administrator; it is disabled by default.

After a SIP call is initiated, the negotiated security level is assigned to the RealPresence Group system. The security level can be viewed or changed in the local interface during a call.

When the system is not in a call, or a call is on hold, the security classification level does not display. If Security Classification Level was enabled by your administrator, the current level displays on all endpoint monitors only during an active call.

Change the Security Level

While you can change the security level, you cannot raise it higher than the default setting designated by the BroadSoft server.

To change the security level while in a call:

- 1 In the local interface, navigate to **Call > Security**.
- 2 From the **Security Classification** list, select the desired security level.
- 3 Click **Continue** to confirm your selection.




After the security classification is raised or lowered, a message displays for five seconds to notify all video participants of the new security classification level: “The active call security classification has been downgraded (or upgraded) to: [New Security Classification Level]”



User changes are only applicable to the current call and are reset by the BroadSoft server at the start of the next call.

Your Workspace

You can customize what you see on the system screen, depending on how your system is configured.

Configure and View Administration Settings

If your administrator has allowed access, you can configure some of the Administration settings, while other settings are read only. In the local interface, use the remote go to  >  or .

Once your administrator has configured a password to protect your system, the icon changes from a  icon to a  icon and you must enter a User ID and password to access these settings.

For details about Administration settings, refer to the *Polycom RealPresence Group Series Administrator Guide*.

Allow the Far-End System to Control Your Camera

If your system administrator has allowed access to user settings, you can allow the far-end system to control your camera. Far-end participants can also set and use presets for your camera, if their systems support presets.



User Tip. Setting display is immediate

Changing this setting takes effect immediately, even if a call is in progress.

To allow others in the call to control your camera:

- 1 From the Home screen, select  > **User Settings > Camera**.
- 2 Select **Allow Other Participants in a Call to Control Your Camera**.

Adjust for Room Lighting

If your system administrator has allowed access to user settings, you can use the backlight control to adjust the brightness of the video that the main camera sends to the RealPresence Group system. Use backlight compensation in situations where the subject appears darker than the background. Enabling this setting helps to darken a bright background, which can impact the tracking performance of the Polycom EagleEye Director.



User Tip: Backlight control display

Because backlight controls adjust the main built-in camera, these controls do not make content displayed from a computer appear brighter.


To turn backlight compensation on:


- » From the Home screen, select  > **User Settings** > **Camera** > **Backlight Compensation** and enable the setting.

Configure the Automatic Self View Control


If your administrator has allowed user access to the Automatic Self View Control, you can configure this setting so that users can display or hide the Self View window.

To enable or disable the Automatic Self View Control:

- 1 From the Home screen, select  > **User Settings** > **Camera**.
- 2 If you want users to be able to turn the Self View on or off, enable the **Automatic Self View Control** setting.

If you disable it, users do not see the Self View setting at  > **Self View** and the RealPresence Group system determines whether the Self View is displayed or not.

To turn Self View on and off during a call:

- 1 With your remote control, select  > **Self View**.
- 2 Select **On** to display the Self View of the near-end site in a call or **Off** to hide the Self View.

Allow Video Display on the Web

If your system administrator has allowed access to user settings, you can choose whether to allow viewing of the room where the system is located or video of calls in which the system participates.



Caution: Default setting does not allow video display

The default setting is to not allow video display on the web. Be sure to verify whether your system administrator wants the setting to be changed.

To allow the display of video on the web:

- 1 Navigate to  > **User Settings** > **Meetings**.
- 2 Select **Allow Video Display on Web**.

USB Keyboards

To enter data and navigate your system's local interface, you can attach a standard English USB keyboard to one of the system's USB ports.

When a USB keyboard is connected to a RealPresence Group system, you can enter only numbers with the remote control on the local interface's  > **Keypad** or  > **Contacts** screens.

To enter letters, unplug the keyboard from the USB port, then select the **Keyboard** button now displayed on your system screen. For more information about entering letters on the virtual keyboard, refer to [Call by Entering a Name or Number](#).

Record Calls on a RealPresence Group 700 System

On a RealPresence Group 700 system, you can record a call on Monitor 3. You can either record the speaker and content or record the speaker only. Your administrator must configure the settings for this feature.

To record a call using a DVD or DVR device:

- 1 Power off your RealPresence Group 700 system.
- 2 Attach a VGA cable from the VGA video output on your RealPresence Group system to the VGA input on your DVD or DVR device.
- 3 Power on your RealPresence Group system.
- 4 On the DVD or DVR device, use the record function to record the call.

The layout option for the recorded video is the layout that your administrator configured for Monitor 3.

To record a call using a laptop or tablet:

- 1 Power off your RealPresence Group 700 system.
- 2 Attach an HDMI cable from the HDMI video output on your RealPresence Group system to the HDMI input on your laptop or tablet.
- 3 Power on your RealPresence Group system.
- 4 On the laptop or tablet, use a recording application to record the call.

The layout option for the recorded video is the layout that your administrator configured for Monitor 3.

Polycom® RealPresence® Capture Server Recording

Polycom® RealPresence® Capture Server is a network-based video streaming and recording solution that integrates with RealPresence Group systems to allow you to record a call using the following methods:

- **Dial a RealPresence Capture Server directly:** Use the default recording settings defined by a RealPresence Capture Server administrator. Before recording a call using this method, you must obtain the IP address, H.323 extension, or SIP URL of the RealPresence Capture Server.
- **Dial a RealPresence Capture Server Video Recording Room (VRR):** A VRR is a virtual Capture Server with a specific recording profile that is defined by a RealPresence Capture Server administrator. Before recording a call using this method, you must obtain the VRR number and the IP address, H.323 ID, or SIP address of the RealPresence Capture Server.
- **Dial a RealPresence Group system from a RealPresence Capture Server portal:** If you have access to a RealPresence Capture Server portal, you can log in to the portal to dial in to a Group system from which you want to record a call. This method is ideal for an administrator of a remote RealPresence Group system. For information about using this method, refer to the *Polycom RealPresence Capture Server, Appliance Edition User Guide* or *Polycom RealPresence Capture Server, Virtual Edition* at support.polycom.com.



User Tip: Additional RealPresence Capture Server features

If you have access to a RealPresence Capture Server portal, you can use additional features, such as copying the URL for a recording to share with others. For more information, refer to the *Polycom RealPresence Capture Server, Appliance Edition User Guide* or *Polycom RealPresence Capture Server, Virtual Edition* at support.polycom.com.

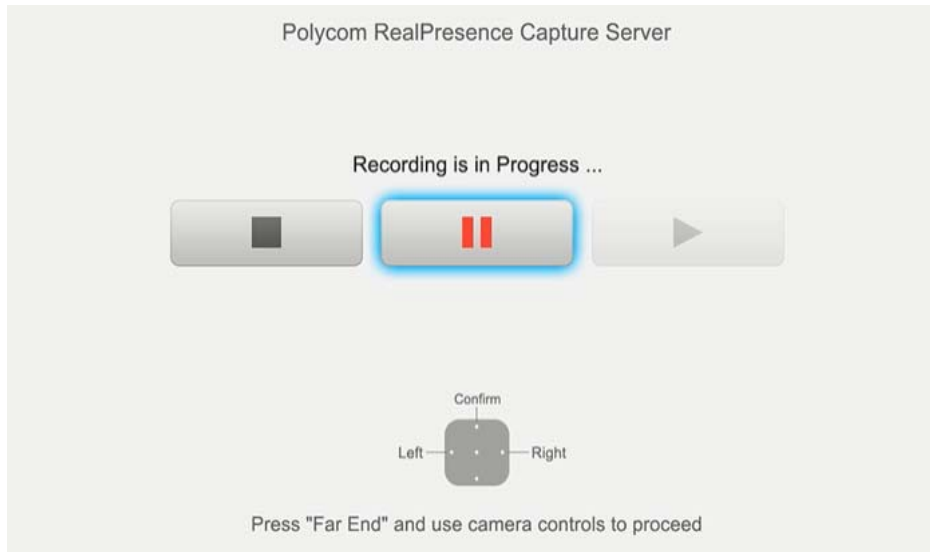
RealPresence Capture Server Connection Methods

The following connection methods are supported for dialing a RealPresence Capture Server.

Capture Server Type	Connection Method	Example
Capture Server system	If the RealPresence Group system is not registered to the gatekeeper or to a SIP server, dial the RealPresence Capture Server IP address.	10.11.12.13
	If the RealPresence Group system is registered to the gatekeeper, dial the RealPresence Capture Server E.164 extension for H.323.	1234
	If the RealPresence Group system is registered to a SIP server, dial the RealPresence Capture Server SIP address.	CS123
VRR	For H.323 calls: [RealPresence Capture Server IP]##[VRR number] or [RealPresence Capture Server E.164 prefix][VRR number]	If the RealPresence Capture Server IP is 11.12.13.14 and the VRR number is 4096, dial 11.12.13.14##4096 . If the RealPresence Capture Server E.164 prefix is 8888 and the VRR number is 4096, dial 88884096 .
	For SIP calls: [VRR number]@[RealPresence Capture Server IP] or [SIP peer prefix][VRR number]	If the RealPresence Capture Server IP is 11.12.13.14 and the VRR number is 4096, dial 4096@11.12.13.14 . If the SIP peer prefix of the RealPresence Capture Server is 8888 and the VRR number is 4096, dial 88884096 .

RealPresence Capture Server TVUI Interface

When you establish a connection to a RealPresence Capture Server, the TV Interface (TVUI) with buttons and far-end controls appear, as shown in the next graphic. Unless the administrator for the RealPresence Capture Server has disabled the **Start Recording Immediately** option, the recording starts immediately after the TVUI opens.



You can use either of the following methods to dial a RealPresence Capture Server and activate the controls on the TVUI:

- RealPresence Group system local interface with the remote control
- RealPresence Group system with the Touch Control

RealPresence Capture Server DTMF Codes

You can use the RealPresence Group system local interface to start, pause, resume, stop, and playback a RealPresence Capture Server recording.

The supported DTMF codes for activating the button controls on the TVUI are listed in the next table. The far end controls are presets that correspond to the button controls on the TVUI. You activate these controls by using the selection buttons (Left, Up, and Right) on the remote control.



Note: Access to recordings



You have immediate access to a playback as long as the TVUI remains open. After this time, you must access the RealPresence Capture Server portal to access the recording in the list of archives where recordings are saved.

TVUI State	Operation	DTMF Code
Menu display state	Pause recording	*1
	Start a recording Resume a paused recording	*2
	Stop a recording	*3
	Playback a recording	*5

TVUI State	Operation	DTMF Code
Video playback state	Pause the video	*1
	Start the video Resume a paused video	*2
	Stop a playback and return to the main menu	*3
	Reverse a video	*4
	Fast forward a video	*6

Use the Remote Control to Record on a RealPresence Capture Server

To activate TVIU button controls using a remote control:

- To dial the Capture Server, do one of the following using your remote control:
 - Press .
 - Navigate to .
- In the dialing field, enter the number of the RealPresence Capture Server you want to call as follows:
 - **Numbers:** To enter numbers, select each number on the keypad with the remote control or enter numbers on your remote control.
 - **Letters:** To enter letters, select Keyboard. Then use your remote control to select each letter on the onscreen keyboard. Or you can use the text-entry method commonly used with cell phones to select letters directly on your remote control.
 - **Backspace:** To delete a number or letter, press <back button icon> on the remote control.
- The TVUI opens. If the recording does not start immediately, press *2 on the remote control to start the recording.
- When you are done recording, press *3 on the remote control.
- To playback the recording, press *5 on the remote control.

Use Far End Controls to Record on a RealPresence Capture Server

To activate TVUI far end controls using a remote control:

- Point the remote control toward the RealPresence Group system.
- Using the remote control, press the appropriate selection button (Left, Up, or Right) that corresponds to the far end control shown on the TVUI (Record Start/Stop, Confirm/Pause, or Play) that you want to activate.

Incoming Call Alert for Hearing-Impaired Users

If your administrator has configured this feature, an attention-getting message displays for hearing-impaired users when an incoming call is received by the RealPresence Group system. When a call is received, the RealPresence Group system displays a message asking if you would like to answer the call.

If the feature is enabled, the enlarged message text flashes between white and yellow. Flashing text is off by default. The incoming call alert persists after powering the system off and on.

Tips for Troubleshooting

If you are having problems making a call or need to view system information, diagnostics, or configure some administration settings, refer to the following topics:

[Test Calls](#)

[System Information, Status, and Diagnostics Information](#)

[View Call Statistics for an Active Point-to-Point Call with the Remote Control](#)

Test Calls

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 these best practices:

- 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

System Information, Status, and Diagnostics Information

You can review information about calls, network usage, and performance on the various RealPresence Group systems screens.

The System Information screen has the following choices:

- Information
- Status
- Diagnostics
- Call Statistics (in a call only)



Note: Available system menus vary

Available system menus vary based on how your administrator configured the system. Therefore, this section might cover options that you cannot access on your system. To find out more about these options, please talk to your administrator.

Access the Information Screen


To access the Information screen:

» Go to  > **System Information** > **Information**.

Information Screen	Description
System Detail	Displays the following system information: <ul style="list-style-type: none">• System Name• Model• Hardware Version• System Software• Serial Number• MAC Address• IP Address
Network	Displays the following network information: <ul style="list-style-type: none">• IP Address• Host Name• H.323 Name• H.323 Extension (E.164)• SIP Address• Link-Local• Site-Local• Global Address
Usage	Displays the following usage information: <ul style="list-style-type: none">• Time in Last Call• Total Time in Calls• Total Number of Calls• System Up Time

Access the Status Screen

To access the Status screen:

» Go to  > **System Information** > **Status**.

Out of Call Status Information

When a system device or service encounters a problem, you see an alert next to the Settings button on the menu. This screen includes the following system status details for either out of a call or in a call status:

Status Screen	Description
Active Alerts	Displays the status of any device or service listed within the Status screens that has a current status indicator of red. Alerts are listed in the order they occurred. When a system device or service encounters a problem, you see an alert next to the Settings button on the menu.
Call Control	Displays the status of the Auto-Answer Point-to-Point Video and Meeting Password settings.
Audio	Displays the connection status of audio devices such as the microphones, SoundStation IP, and SoundStructure.
EagleEye Director	Displays the connection status of the EagleEye Director, if one is connected. If the camera system is not connected, this choice is not visible on the screen.
VisualBoard	Displays the connection status of the VisualBoard, if one is connected. If VisualBoard is not connected, this choice is not visible on the screen.
LAN	Displays the connection status of the IP Network.
Servers	<ul style="list-style-type: none"> • Always displays the Gatekeeper and SIP Registrar Server. • Displays the active Global Directory Server, LDAP Server, or Microsoft Server. • If enabled, displays the Provisioning Service, Calendaring Service, or Presence Service.
Log Management	Displays the status of the Log Threshold setting. Your administrator can download system logs, call detail reports, and configuration profiles using the web interface.

In a Call Status Information

There are a couple of things to remember about the In a Call status information:

- If the Polycom RealPresence Group system detects an EagleEye Director, a status line for the device is displayed.
- When a change occurs in the system status or a potential problem exists, you see an alert next to the **System** button on the menu.

Status Screen	Description
Call Statistics	Displays information about the call in progress. In multipoint calls, the Call Statistics screens show most of this information for all systems in the call. For more information on this screen, refer to View Call Statistics for an Active Point-to-Point Call with the Remote Control .

Access the System Diagnostics Screen

To access information about your system diagnostics:

- » Select  > **System Information** > **Diagnostics**.

This screen includes the following system diagnostic details:

Diagnostic Screen	Description
Near End Loop	<p>Tests the internal audio encoders and decoders, the external microphones and speakers, the internal video encoders and decoders, audio hardware, and the external microphones, speakers, cameras, and monitors.</p> <p>Monitor 1 displays the video and plays the audio that would be sent to the far site in a call.</p> <p>This test is not available when you are in a call.</p>
PING	<p>Tests whether the system can establish contact with a far-site IP address that you specify. PING returns abbreviated Internet Control Message Protocol results. It returns H.323 information only if the far site is configured for H.323. It returns SIP information only if the far site is configured for SIP.</p> <p>If the test is successful, the Polycom RealPresence Group system displays a message.</p>
Trace Route	<p>Tests the routing path between the local system and the IP address entered.</p> <p>If the test is successful, the Polycom RealPresence Group system lists the hops between the system and the IP address you entered.</p>
Color Bars	<p>Tests the color settings of your monitor for optimum picture quality.</p> <p>If the color bars generated during the test are not clear, or the colors do not look correct, the monitor needs to be adjusted.</p>
Speaker Test	<p>Tests the audio cable connections. A 473 Hz audio tone indicates that the local audio connections are correct.</p> <p>If you run the test from the system during a call, the far site will also hear the tone.</p>
Audio Meter	<p>Measures the strength of audio signals from the microphone or microphones, far-site audio, and any device connected to the audio line in.</p> <ul style="list-style-type: none"> • To check the microphone or microphones, speak into the microphone. • To check far-site audio, ask a participant at the far site to speak or call a phone in the far-site room to hear it ring. <p>The Audio Meters indicate peak signal levels. Set signal levels so that you see peaks between +3dB and +7dB with normal speech and program material. Occasional peaks of +12dB to +16dB with loud transient noises are considered acceptable. A meter reading of +20dB corresponds to 0dBFS in the Polycom RealPresence Group system audio. A signal at this level is likely clipping the audio system.</p> <p>Meters function only when the associated input is enabled.</p> <p>Note: Some audio meters are unavailable when a SoundStructure digital mixer is connected to the Polycom RealPresence Group system.</p>

Diagnostic Screen	Description
Camera Tracking	<p>Provides diagnostics specific to the EagleEye Director, if this camera is connected to the system.</p> <p>Audio Verifies microphone functionality. To use this feature, speak aloud and verify that you can see dynamic signal indications for two vertical microphones and five horizontal microphones. If no signal indication appears for a specific microphone, manually power off the EagleEye Director and then power it back on.</p> <p>Also verifies the reference audio signal: Set up a video call. Let the far side speak aloud and verify that you can see dynamic signal indications for the two reference audio meters. If no signal indication appears for a specific microphone, make sure the reference cable is connected firmly.</p> <p>After you verify microphone functionality, calibrate the camera again.</p> <p>Video</p> <ul style="list-style-type: none"> • Left Camera shows video from the left camera. • Right Camera shows video from the right camera. • Color Bars displays the color bar test screen.
Sessions	<p>Displays the following information about each session connected to the system:</p> <ul style="list-style-type: none"> • Type of connection, such as web or local interface • ID associated with the session, typically Admin or User • Remote IP address (the addresses of people logged in to the RealPresence Group system from their computers)
Reset System	<p>Note: Do not use this setting unless your administrator tells you to do so.</p> <p>If a password is set, you must enter it to reset the system.</p> <p>Returns the system to its default settings. When you select this setting using the remote control, you have the option to do the following:</p> <ul style="list-style-type: none"> • Keep your system settings (such as system name and network configuration) or restore system settings. • Keep or delete the directory stored on the system. System reset does not affect the global directory. • Keep or delete all PKI certificates and certificate revocation lists (CRLs). <p>Before you reset the system, you might ask your administrator to download the Call Detail Report (CDR) and CDR archive. For more information about these reports, refer to the <i>Polycom RealPresence Group Series Administrator Guide</i>.</p>

View Call Statistics for an Active Point-to-Point Call with the Remote Control



User Tip: Shortcut to Call Statistics screen

As a shortcut during a call, press the **Back** button on your remote control for two or more seconds to display the Call Statistics screen.


To view information about a point-to-point call in progress:

- » Go to  > **System Information** > **Call Statistics**.

Streams associated with the participant are displayed beneath the participant information. To view more information about a specific stream, navigate to the desired stream and select **More Information**.

View Call Statistics for an Active Multipoint Call with the Remote Control

To view information about a multipoint call in progress:

- 1 Go to  > **System Information** > **Call Statistics**. A list of participants in the call displays.
- 2 Do one of the following:
 - To view a participant's details, select **Participants**, navigate to the desired participant, and select **More Information**. The participants' active streams are displayed beneath the participant information.
 - To quickly access information about a particular stream or streams associated with a particular user, navigate to **Streams** for calls using Advanced Video Coding (AVC) or **Participant Streams** for calls using Scalable Video Coding (SVC). Use the **Back** and **Next Participant** buttons to navigate to the participant with the stream or streams you want to view. Navigate to the desired stream and select **More Information**.
 - To quickly access a list of all active audio, video, and content streams within the call, navigate to **Active Streams** (available in SVC calls only). Select the desired stream, and select **More Information**.

Polycom Technical Support


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 Polycom distributor or Polycom Technical Support.

To contact Polycom Technical Support, go to support.polycom.com.

Enter the following information about your RealPresence group system, then ask a question or describe the problem. This information helps us to respond faster to your issue. In addition, please provide any diagnostic tests or troubleshooting steps that you have already tried.

Locate the System Serial Number

You can view the system serial number on the local interface of the RealPresence Group system.

- » To locate the system serial number (14 digits), go to  > **System Information** > **Information** > **System Detail** or locate the number on the back of the system.

Locate the Software Version

You can view the software version on the local interface of the RealPresence Group system.

- » To locate the software version, go to  > **System Information** > **Information** > **System Detail**.


Locate Active Alert Messages

You can view the active alert messages on the local interface of the RealPresence Group system.

- » To locate the active alert messages, go to  > **System Information** > **Status** > **Active Alerts** for messages generated by your system.


Locate the IP Address and H.323 Extension Settings

You can view IP Address and H.323 extension settings on the local interface of the RealPresence Group system.

- » To locate the IP Address and H.323 Extension settings, go to  > **System Information** > **Information** > **Network**.


Locate the LAN Status

You can view the LAN status on the local interface of the RealPresence Group system.

- » To locate LAN status, go to  > **System Information** > **Status** > **LAN**.

Locate Diagnostics

You can view diagnostics on the local interface of the RealPresence Group system.

- » To locate Diagnostics, go to  > **System Information** > **Diagnostics**.

Polycom Solution Support

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 will help customers successfully design, deploy, optimize and manage Polycom visual communications within their UC environments.

Professional Services for Microsoft Integration is mandatory for Polycom Conferencing for Microsoft Outlook, Microsoft Office Communications Server, and Microsoft Lync Server 2010 or 2013 integrations. For additional information and details please refer to http://www.polycom.com/services/professional_services/index.html or contact your local Polycom representative.

Regulatory Notices

Regulatory notices describe safety and legal considerations for using the following Polycom RealPresence Group systems:

- Polycom RealPresence Group 300 System (Model: Group 300; Type: P001)
- Polycom RealPresence Group 310 System (Model: Group 310; Type: P001)
- Polycom RealPresence Group 500 System (Model: Group 500; Type: P001)
- Polycom RealPresence Group 700 System (Model: Group 700; Type: P002)

For more regulatory information, refer to the *Regulatory Notices for the Polycom RealPresence Group Series* at support.polycom.com.



Caution: EagleEye Acoustic camera interoperability

If you have an EagleEye Acoustic camera, be sure to use it only with UL-approved Information Technology Equipment (ITE) or similarly approved equipment.