Polycom Converged Management Application ™ (CMA™) Desktop

Help Book

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Table of Contents

Getting Started with Polycom CMA Desktop

Welcome to Polycom CMA Desktop

Polycom CMA Desktop is an easy-to-use video conferencing application that lets you see and hear the people you call. With Polycom CMA Desktop, you can connect to anyone else who is using Polycom CMA Desktop or other types of video conferencing systems. You can show presentations and other content to participants in video calls, and you can also chat with Polycom CMA Desktop users who share presence with you. Polycom CMA Desktop Contacts who don't have cameras can still chat and participate in calls.

Related Topics

Starting Polycom CMA Desktop
Signing In and Out
Placing a Call

Starting Polycom CMA Desktop

You can start Polycom CMA Desktop manually when you want to make a call, or you can configure it to start automatically when you start your system. Once Polycom CMA Desktop is running, you can place or receive calls.

To start Polycom CMA Desktop manually:

>> On your Windows desktop, double-click to start Polycom CMA Desktop.

To exit from Polycom CMA Desktop:

1. In the Windows system tray, right-click (if you're signed in) or (if you're signed out).
2. Choose **Exit**.

To configure Polycom CMA Desktop to start and sign you in automatically:

1. Do one of the following:
    - If you're signed in to Polycom CMA Desktop, right-click in the Windows system tray, and choose **Sign Out**.
    - Start Polycom CMA Desktop.
2. From the main window, click **Menu > Preferences > Sign In**.
3. Select **Automatically start Polycom CMA Desktop when system starts.**
4. Select **Automatically sign in when Polycom CMA Desktop starts**.
5. Click **Apply,** then click **OK**.
6. Enter your Polycom CMA Desktop user name and password.
7. Select **Remember my password**, and then click **Sign In.**

Tip: These settings take effect the next time you restart.

Related Topics

Signing In and Out
Placing a Call
Answering a Call
Using Chat

First Steps with Polycom CMA Desktop

To get started, try these Polycom CMA Desktop tasks. To get more detailed information, use the links to related topics at the bottom of this topic.

Add People to Your Contacts List

1. Click to open the Directory.
2. Type a name in the **Search Text** field. For example, if you type **and**, your search may find Contacts such as Andrew Jones, Christine Anderson, or Andover Conference Room.

   Tip: For faster searches in large Directories, click and choose the Group that contains the person you're looking for, if you know it.
3. From the list of names, click the name of the person you want to add.
4. Click **Add to Contacts**.
5. Polycom CMA Desktop sends an invitation to be on your Contacts list to the person you select, and appears next to the name on your Contacts list.

Tip: The Directory includes current Polycom CMA Desktop users whom you can call, as well as people whose accounts are not active. A Polycom CMA Desktop account is activated when the person signs in for the first time. If you want to call a person whose account is not activated, tell him or her to activate the account by signing in. You can then locate the user in the Directory and place a call.

Check the Icons
When the Contact accepts your invitation, the icons beside the name show the Contact's availability.

Icon	Description
	Available for chat or a call.
	In a video call and able to accept an additional video call. No chat is available.
	In a video call. Available to chat.
	Unavailable for a call. Available to chat, but currently idle.

Call Someone
1. Do one of the following:
   - Click a name in your Contacts list, your Recent Calls, or the Directory.
   - Type a system name or number.
2. Click **Call** to start the call.

Related Topics
About Your Contact List, the Directory, and Your Recent Calls
Placing a Call
Answering a Call
Seeing Who's Available

Calling and Answering

Placing a Call

You can place a call by choosing a name from your Contacts list, the Directory, or your Recent Calls. You can also call by entering the calling information yourself. Depending on the type of system you're using and the type of system you're calling, you can place a video call, place an audio call, or chat.

To place a call by choosing a name from your Contacts list:

>> Do one of the following:

- Double-click a Contact to place a video call. If the Contact's system does not support video, an audio call starts. If the Contact's system supports neither video nor audio, the chat window opens.
- Select a Contact, and then click to place a video call or click to chat.
- Right-click a Contact and choose **Place a Call**.

To place a call from the Directory:

1. Click to open the Directory.
2. Type a name in the **Search Text** field. For example, if you type **and**, your search may find Contacts such as Andrew Jones, Christine Anderson, or Andover Conference Room.

   Tip: For faster searches in large Directories, click ▼ and choose the Group that contains the person you're looking for, if you know it.

3. Click a name and then click **Call** to start the call.
4. If the person is registered with Polycom CMA Desktop as well as another Polycom video conferencing system, you are prompted to choose which system to call.

To place a call from your Recent Calls:

1. From the main window, do one of the following:
   - If your system is configured to include Recent Calls as a Contacts list group, click ⊞to open the Recent Calls group, and select a name.
   - Click in the manual dial box at the bottom of the main window and start typing. If the Polycom CMA Desktop finds the name you want, you can click to select it.
   - In the manual dial box at the bottom of the main window, click ▼, then select a name.
   - Right click on one of the Recent Calls items.
2. Click **Call** to start the call.

To place a call by entering the calling information:

1. Type the calling information in the field at the bottom of the main window. As you type, the system finds matching Contacts from your Recent Calls. If Polycom CMA Desktop finds the name you want, you can click to select it.
2. Click **Call** to start the call.

To call a virtual meeting room on a bridge:

1. Do one of the following:
   -

- If Polycom CMA Desktop and the virtual meeting room are registered to the same gatekeeper, enter the extension (E.164 address).
- For SIP calls, enter the address in this format: RoomNumber@IP_Address. For example, 1000@11.12.13.14.
- For H.323 calls, enter the address in this format: IP_Address##Extension. For example: 11.12.13.14##1000.
- Double-click a Callto: link in a meeting invitation.

2. Click **Call** to start the call.

Tips for great calls

- While you are in a call, you can open a chat window and exchange messages with the other participant without affecting the call. You may want to do this if you are troubleshooting a problem, for example.
- Your administrator may have set a maximum time for calls. After the specified time limit, you are prompted to confirm that you want to stay in the call.
- Your administrator may have configured Polycom CMA Desktop to encrypt calls with systems that support encryption. When you see at the bottom of the screen, the call is encrypted. When you see at the bottom of the screen, the call is not encrypted.

Related Topics

Searching for a Contact

Participating in a Multipoint Call

Seeing Who's Available

Answering a Call

Ending a Call

Ending a Call

Either participant can end a call. When the call ends, the call window closes automatically.

To end a call:

1. If your video is full screen, move your mouse to display the toolbar.
2. Click **Hang up** on the toolbar.

Related Topics

Placing a Call

Answering a Call

Seeing Who's Available

You can view details about your Contacts, including the availability and system capability of the Contacts with whom you share presence. Contacts registered with the CMA presence service have icons beside their names indicating whether they are online and able to chat or to receive a call.

Availability for calls

Icons indicate a Contact's availability for a call, as shown in the following table.

Icon	Description
	Available for a video call.

	Available for a video call, but currently idle.
	No presence is available for this video system, but the system can be called.
	In a video call and able to accept an additional video call.
	In a video call or not accepting calls (Do Not Disturb).
	Offline or no video is available.

Availability to chat

Icons indicate a Contact's availability to chat, as shown in the following table.

Icon	Description
	Available to chat.
	Available to chat, but currently idle.
	Invited to join your Contacts list. No presence is yet available.
	Not accepting messages (Do Not Disturb).

Examples

The following table gives examples of the icons you might see in your Contacts list.

Icon	Description
	Available for chat or a call.
	In a video call and able to accept an additional video call. No chat is available.
	In a video call. Available to chat.
	Unavailable for a call. Available to chat, but currently idle.
	Unavailable for chat or a call (Do Not Disturb)
	Available for a call, but currently idle. No chat is available.
	Invited to join your Contacts list. No presence is yet available.

Related Topics

Managing Your Contacts

Placing a Call

Participating in a Multipoint Call

You can participate in multipoint calls that are hosted by a virtual meeting room or by a video conferencing system that can host multipoint calls. During a multipoint call, multiple sites can hear each other. Participants using video can also see each other.

For most multipoint calls, you choose someone from your Contacts list or the Directory or enter the calling information, just as you do for any other call. Some types of virtual meeting rooms require you to supply a password, extension, or meeting number after the call connects. You can get this information from the meeting organizer.

Some virtual meeting rooms allow the meeting organizer to specify calling information for all participants before the call starts. In this type of multipoint call, you simply answer the incoming call.

To join a multipoint call:

>> Choose the virtual meeting room number from your Contacts list, the Directory, or your Recent Calls.

You can also click a link in a meeting invitation or manually dial the number supplied to you by the meeting organizer.

To enter a virtual meeting room password, extension, or meeting number:

>> When you hear the prompt, click **Tone Pad** on the toolbar and enter the required number.

To hang up from a multipoint call:

>> Click **Hang up** on the toolbar.

Related Topics

Placing a Call

Answering a Call

Entering a Virtual Meeting Room Password, Extension, or Meeting Number

Entering a Virtual Meeting Room Password, Extension, or Meeting Number

Some types of virtual meeting rooms require you to supply a password, extension, or meeting number after the call connects. You can get this information from the meeting organizer.

To enter a password, extension, or meeting number:

>> When you hear the prompt, click **Tone Pad** on the toolbar and enter the required number.

Related Topics

Participating in a Multipoint Call

Placing a Call

Controlling the Far-End Camera

When you are in a call and the far-end camera supports pan, tilt, and zoom movement, it might be configured to allow you to control it.

To adjust the far-end camera:

1. Click on the toolbar.
2. Click the arrow buttons to move the camera up, down, left, or right:
3. Click **Zoom +** or **Zoom -** to zoom in or out.

Related Topic

Placing a Call

Using the Contacts, Directory, and Recent Calls Lists

Managing Your Contacts

Your Contacts list is your personal space for storing information about the people and systems you communicate with most frequently. You can add people to your Contacts list by copying them from the Directory or from your Recent Calls. When you add people whose systems support sharing presence, they receive an invitation to be on your Contacts list. You can also add people and systems outside the network by entering the information manually.

From your Contacts list, you can place calls and chat with just a click. Sharing presence lets you each quickly see whether the other is available and what type of call is possible.

Contacts who are available for calls are displayed at the top of your Contacts list.

To add a person or system in the Directory to your Contacts list:

1. Click to open the Directory.
2. Type a name in the **Search Text** field. For example, if you type **and**, your search may find Contacts such as Andrew Jones, Christine Anderson, or Andover Conference Room.

   Tip: For faster searches in large Directories, click and choose the Group that contains the person you're looking for, if you know it.

3. Click a name, then click **Add to Contacts**.
4. Change the display name (optional).
5. Click **OK**.

   If the person is registered with one or more video conferencing systems as well as with Polycom CMA Desktop, all systems are added to your Contacts list.

To add a recent caller to your Contacts list:

1. From the Recent Calls list, find the person or system to add.
2. Right-click and choose **Add to Contacts** to add the person or system to your Contacts list.
3. Change the display name (optional).
4. Click **OK**.

To create a new Contact:

1. From the main window, right-click on the Contacts list or a group, then choose **Create Contact**.
2. Enter the display name and address, then click **OK**.

To delete a Contact:

>> Right-click the Contact and choose **Delete Contact**.

When you delete an entry for a Contact who has multiple systems that share presence, all of the Contact's entries are deleted. Systems that do not share presence must be deleted individually.

To change a Contact's display name:

1. Right-click the Contact, and choose **Edit Contact**.
2. In the **New Display Name** field, type the new name using uppercase and lowercase letters, numbers 0 - 9, and the special characters space, dot, hyphen, backslash, and underscore.

The display name appears only on your computer, so it can be any name that's meaningful to you. For example, you might add your friend, whose address is mypresenceID. You might then choose "Christine" as a display name to help you more easily identify her in your Contacts list.

Related Topics

Using Groups to Organize Contacts

Your private groups allow you to organize your Contacts however you like so that you can find the people and systems you call more quickly and easily. You can create as many groups as you need. Since your private groups are visible only to you, you can give them any names that are helpful to you. You can add someone to as many groups as you like.

Your Contacts list always includes the **All Contacts** group, which include all of your Contacts. Your Contacts list may also be configured to include your Recent Calls as a group.

To show groups in your Contacts list:

>> Right-click a Contact or a group, and choose **Show Groups**.

To create a group in your Contacts list:

1. Right-click a Contact or group and choose **Create Group**.
2. Enter a name for the group using uppercase and lowercase letters, numbers, and the symbols space, dot, hyphen, and underscore.
3. Click **Create.**

To add a Contact to a group:

>>Do one of the following:

- Add an existing Contact to a group by dragging it into the group or by right-clicking the name and choosing **Move Contact to Group**.
- Create a new Contact by right-clicking the group name and choosing **Create Contact**.
- Copy a Contact to another group by right-clicking the Contact and choosing **Copy Contact to Group**.
- Specify a group when you add someone from the Directory to your Contacts.

To remove a Contact from a group:

>> Right-click a Contact and choose **Remove Contact From Group**.

The Contact is removed from the selected group.

To show or hide Contacts in a group:

>> Click ⊞ to expand a group or click ⊟ to collapse a group.

To rename a group:

1. Right-click a group name, and choose **Rename Group**.
2. In the **Enter new group name** field, type the new name using uppercase and lowercase letters, numbers, and the symbols space, dot, hyphen, and underscore.
3. Click **OK**.

To delete a group:

1. Remove Contacts from a group by dragging them into another group or by deleting them.
2. Right-click the group name and choose **Delete Group**.
3. Click **OK**.

To copy a group to another group:

1. Right-click a group name, and choose **Copy Group**.
2. Select the target group, and click **OK**.

To sort the groups:

>> Do one of the following:

- Sort the groups in alphabetical order by right-click a group name, and choose **Sort Groups**.
- Move up a created group by right-clicking a group name, and choose **Move up in order**.
- Move down a created group by right-clicking a group name, and choose **Move down in order**.

Tip: You cannot move a group if you have selected **Sort Groups** option. Neither you cannot move **All Contacts** group and **Recent Calls** group.

Related Topic

Managing Your Contacts

Viewing Your Recent Calls

Using the Directory

The Directory allows you to search for people and systems in your organization. You can call the people you find from the Directory, or you can add them to your Contacts list. When someone accepts, you can see presence information about one another.

The Directory contains information about individual people or systems( ), as well as groups of people ( ). Your organization may also have organized the Directory into groups. These Directory groups allow you to find someone faster by limiting the search to just one group.

To return your search to the top level of the Directory, click .

To find a person or system in the Directory:

1.
2. Click to open the Directory.
3. Type a name in the **Search Text** field. For example, if you type **and**, your search may find Contacts such as Andrew Jones, Christine Anderson, or Andover Conference Room.

   Tip: For faster searches in large Directories, click ▼ and choose the Group that contains the person you're looking for, if you know it.

To view people in a group:

>> Double-click the group (identified with).

To return to the top Directory level:

>> Do one of the following:

- Click .
- Click repeatedly until you reach the top.

Related Topics

Managing Your Contacts

Searching for a Contact

About Your Contacts List, the Directory, and Your Recent Calls

Viewing Your Recent Calls

Polycom CMA Desktop gives you several ways to view your recent calls:

- Your Recent Calls list lets you see the people and systems you've called and those who have called you. You can use this list to place calls and invite people to be on your Contacts list. To make it easier to find a Contact, each Contact is listed once, even if you have participated in multiple calls together.
- Each Contact's Details window shows you a list of your recent calls with that Contact.
- The Call Log gives you another view of the calls you've placed and received. Each call is listed, along with information about each call. You can also view your call history for a single Contact.

About your Recent Calls

Your Recent Calls list shows you whether you placed or received the call and whether the call connected.

Icon	Description
	Outgoing completed call
	Incoming completed call
	Incoming missed call

To place a call from your Recent Calls list:

1. From the main window, do one of the following:
    - If your system is configured to include Recent Calls as a Contacts list group, click to open the Recent Calls group, and select a name.
    - Click in the manual dial box at the bottom of the main window and start typing. If the Polycom CMA Desktop finds the name you want, you can click to select it.
    - In the manual dial box at the bottom of the main window, click , then select a name.
    - Right click on one of the Recent Calls items.
2. Click **Call** to start the call.

To display your Recent Calls as a group in your Contacts list:

1. From the main window, click **Menu > Preferences > General**.
2. Specify whether to show recent calls in the Contacts list.

To view your Call Log:

>> From the main window, click **Menu > Call Log**.

Log entries appear in the list in the order the calls were placed to or received from the person or system. To find a recent call in the call log, click a column heading to sort or scroll through the names. Calls that connected successfully are marked with and calls that did not connect are marked with .

To delete entries from your Call Log:

1. From the main window, click **Menu > Call Log**.
2. Select one or more entries to delete.
3. Right-click the entries and choose **Delete Selected Entries**.

To view your call history for a Contact:

>> Right-click a Contact, and choose **Show Details**. The call history is listed in the order in which you placed calls to or received from this Contact.

Related Topics

Placing a Call

Seeing Details About a Contact

Managing Your Contacts

Searching for a Contact

Searching for a Contact

You can quickly find someone in your Contacts list, the Directory, or your Recent Calls, even when these lists contain many names. Once you find the person you want, click the name to place a call or chat.

Each person listed in the Directory can be registered with a Polycom CMA Desktop account and one or more video conferencing systems. When you place a call from the Directory, you are prompted to choose which system to call. When you invite a person to your Contacts list and they accept, you see separate entries in your Contacts list for each of the person's systems.

To search for a name in your Recent Calls lists:

1. Type the calling information in the manual dial box at the bottom of the main window. As you type, the system finds matching Contacts from your Recent Calls. If the system finds the Contact, you can click to select it.
2. Click **Call** to start the call.

To search for a name in the Directory:

1. Click to open the Directory.
2. Type a name in the **Search Text** field. For example, if you type **and**, your search may find Contacts such as Andrew Jones, Christine Anderson, or Andover Conference Room.

   Tip: For faster searches in large Directories, click and choose the Group that contains the person you're looking for, if you know it.

3. Click a name and then do one of the following:
   - Click **Call** to place a video call, if both systems support it. If video is not supported, an audio call starts. If the person is registered with a video conferencing system as well as with Polycom CMA Desktop, you are prompted to choose which system to call.
   - Click **Add to Contacts** to add the person or system to your Contacts list.
4. Optionally, change the display name.
5. Click **Close** to return to the main window.

Related Topics

Placing a Call

Using Groups to Organize Contacts

Seeing Details About a Contact

You can see information about each of your Contacts, including display name, call address, status, title, location, phone number, and email address. You can also view your call history with this Contact.

To see details about a contact :

>> Right-click a Contact and choose **Show Details**.

To edit a Contact's details:
>> Right-click a Contact and choose **Edit Contact**.

To close the Details window:
>> Click the **X** in the top right corner of the window.

Related Topics

Viewing Your Recent Calls

Managing Your Contacts

About Your Contacts List, the Directory, and Your Recent Calls

Working with Content

Showing the Desktop

When you show your Windows desktop, all participants see the same content at the same time. You can show slides, spreadsheets, or any other type of file. Everyone sees everything on your Windows desktop, including the cursor. The far end cannot control the cursor or edit the file. Only one participant at a time can show content.

If your computer is running in a dual monitor configuration, you can choose whether to show the content displayed on the right or left (top or bottom) monitor. You can also choose to show just a portion of the content.

Tip: Before you show your Windows desktop, make sure that your content is ready.

To show the Windows desktop to other participants:

1. In a call, click on the toolbar.
2. Do one of the following:

   The other participants see the content the way it appears on your monitor.

   - Click **Send Monitor**. If your computer is running in dual monitor configuration, click for the monitor you want to show.
   - The other participants see the content the way it appears on your monitor.
   - Click **Send Zoom** to display the selection rectangle and adjust it, if necessary.
   - The other participants see only the content enclosed by the selection rectangle.

To zoom in on content:

1. Click to display the selection rectangle.

   The other participants see only the content enclosed by the selection rectangle, enlarged to fill their screens.
2. To adjust the area you are showing, move your mouse to a corner or edge of the selection rectangle and do one of the following:
   - When the cursor changes to a bidirectional arrow, click and drag to resize the selection.
   - When the cursor changes to a hand, click and drag to move the selection.

To stop showing the desktop:

>> Do one of the following:

- Click if you are showing the full desktop.
- Click if you are zoomed in on content.
- Close the Show Content window.

Related Topics

Placing a Call

Showing the eBeam whiteboard

Viewing Content

Viewing Content

When the far end shows content to you, the content opens in a separate window on your primary monitor. You can move and resize the content window, and you can show the content full screen.

To show the content full screen:
>>Click .

Related Topics
Showing the Desktop

Customizing Your Polycom CMA Desktop Environment

Showing Others Your Availability

If you will be away from your computer or unavailable to accept calls, you can configure Polycom CMA Desktop to show others that you are not available. You can also configure Polycom CMA Desktop to change your availability icon automatically when your computer is idle for the amount of time you specify.

To change your availability:

>> In the main window, click ▼ below your name, and choose one of the following:

Setting	Presence
Available	or
Do Not Disturb	

Tip: When your system is set to Do Not Disturb, you can see presence for others on your Contacts list. You can place calls and send chat messages, but you cannot receive calls or chat messages.

To automatically show others when you are idle:

1. From the main window, click **Menu** and choose **Preferences > Presence**.
2. Select **Show me "Idle" when I'm inactive for:** and specify the number of minutes the system can be idle before others see your name marked as "Idle" in their Contacts lists. The Contact Details window shows your availability as **Idle**.

Related Topics

Seeing Who's Available

Placing a Call

Customizing Chat and Call Windows

You can choose how you want to display chat and call windows.

To specify how to display chat and call windows:

1. From the main window, click **Menu** and choose **Preferences > Messages**.
2. Specify what should happen when you press Enter when you are typing a message:
    - **Sends a message** lets you send the message immediately, without clicking the **Send** button.
    - **Inserts a new line** lets you keep typing, just as you press Enter key in a message to move to a new line. Click **Send** to send the message.
3. Specify whether to display the date and time with messages.
4. Specify whether to display a message at the far end when you are typing.

Related Topics

Placing a Call

Using Chat

Showing and Hiding the PIP

During a call, you can verify the video you're sending to the far end by turning on the Picture-in-Picture window (the PIP). The PIP appears in the right lower corner of the main video window. You can turn it on or off any time during a call.

Tip: The toolbar is automatically hidden when you choose full-screen video. To display the toolbar temporarily, move your mouse.

To show or hide the PIP:

>> Click on the toolbar.

Related Topics

Viewing Full-Screen Video

Customizing Chat and Call Windows

Hiding and Showing Your Preview Video Window

Viewing Full-Screen Video

When you are in a video call, you can see the video full screen. This gives you a better view of the person you're talking to. You may decide to use a smaller video window when you want to refer to content on your computer during a call or when you're chatting during the call. You can also switch back and forth between the two views during a call.

To view full-screen video:

>> Click on the toolbar.

To return to a smaller video window:

>> Do one of the following:

- Click on the toolbar.
- Press **Esc**.

Related Topics

Placing a Call

Showing and Hiding the PIP

Ending a Call

Adding a Call to a Chat Session

Hiding and Showing Your Video Preview Window

When you're not in a call, the video from your camera is displayed in a window above your Contacts list. You can hide this window, if you prefer.

You can also verify your local video before you place a call, and adjust your camera if necessary.

To hide your video preview window:

>> Click .

To show your video preview window:

>> Click .

To configure the system to show video preview before placing a call:

1. From the main window, click **Menu > Preferences > General**.
2. Enable **Preview my video before placing a call**.

Related Topics

Showing and Hiding the PIP
Viewing Full-Screen Video
Customizing Chat and Call Windows

Customizing the Enter Key

You can configure use of the Enter key when you type messages to work the way you prefer.

To specify how the Enter key works when you chat:

1. From the main window, click **Menu** and choose **Preferences > Messages**.
2. Specify whether pressing the Enter key should send the message or insert a line break.

Related Topics

Customizing Chat and Call Windows
Using Chat
Placing a Call

Setting Up Your Camera, Audio, and Network

Choosing a Camera

You may need to use different cameras in different environments. For example, you may use a webcam with your laptop when you work from your office, but you need to use the laptop's built-in camera when you work from home. Instead of reconfiguring your video preferences, you can choose the camera to use before or during the call.

For information about choosing a webcam or video device for use with Polycom CMA Desktop, refer to the *Release Notes for Systems*, available at support.polycom.com.

For information about installing your webcam, refer to the documentation that came with your webcam.

To choose a camera for a call:

>> Click on the toolbar and choose the camera to use.

>> Do the following steps:

1. From the main window, click **Menu > Preferences > Video**.
2. Select the camera to use.

Related Topics

Placing a Call
Specifying Camera Preferences
Adjusting the Camera
Adjusting the Volume

Specifying Camera Preferences

Setting camera preferences lets you specify the camera to use and how it works with your system.

To specify camera preferences:

1. From the main window, click **Menu** and choose **Preferences > Video**.
2. Select the camera to use:

Setting	Description
None	Use no camera.
Automatic	Let the system automatically select a camera.
Specify	Choose the camera from a list of installed cameras. Click **Configure** to set the properties of the camera you specified.

3.
4. To adjust the video you see, click **Configure** to go to the camera controls provided by the camera's manufacturer.
5. Specify whether to allow video calls when no camera is connected to your computer.

   This setting lets you place and receive video calls even when your camera is not connected or when the camera selection is set to None. In this type of call, you see the far-end video, and the far end sees the Polycom CMA Desktop logo.

Related Topics

Choosing a Camera

Adjusting the Camera
Preferences: Video

Specifying Audio Preferences

Setting audio preferences lets you specify how your system handles audio.

To specify audio preferences:

1. From the main window, click **Menu > Preferences > Audio**.
2. Choose the audio input device to use. Typically, the audio input device is a microphone or headset. Choose **Auto** to use the Windows default audio device.
3. Choose the audio output device to use for video calls. Typically, the audio output device is speakers or a headset. Choose **Auto** to use the Windows default audio device.
4. Choose the audio output device to use for playing alerts. Choose **Auto** to use the default audio device.

Related Topics

Testing Audio Devices
Adjusting the Volume
Specifying Camera Preferences
Configuring Alerts
Preferences: Audio

Specifying Your Network Preferences

Polycom CMA Desktop automatically adjusts to give you the best call quality for your connection type. You can specify your network connection yourself. If your administrator has set a call rate limit, this rate determines the rate used for calls.

Note: You cannot change your network settings during a call.

To specify your network type:

1. From the main window, click **Menu > Preferences > Network**.
2. Select the type of network connection you have:

Network Type	Network Limit (all traffic)	Call Rate Limit	Video	Content	Audio	Chat
Enterprise Network	10 Mbps	1920kbps	yes	yes	yes	yes
Premium Broadband	768 kbps	512kbps	yes	yes	yes	yes
Fast Broadband	512 kbps	384kbps	yes	yes	yes	yes
Standard Broadband	384 kbps	256kbps	yes	yes	yes	yes
Basic Broadband	256 kbps	192 kbps	yes	yes	yes	yes
Minimum Broadband	128 kbps	64kbps	no	no	yes	yes

Related Topic

Troubleshooting Notifications

Preferences: Network

Solving Problems

Solving Audio and Video Problems

Symptom	Corrective Action
Video	
My camera is not listed in the device selection list.	Ensure that the camera is not in use by another application. Restart Polycom CMA Desktop. Reinstall your video device using the installation CD provided by the device's manufacturer, and then restart Polycom CMA Desktop.
Others don't see my video.	Ensure that your camera cable is connected securely. Restart Polycom CMA Desktop. Reinstall your video device using the installation CD provided by the device's manufacturer, and then restart Polycom CMA Desktop. Verify your camera settings. To do this, click **Menu,** and then choose **Preferences > Video**. Check your firewall settings. You may need to add Polycom CMA Desktop to your Windows firewall exception list. To do this: 1. From the Windows desktop, click **Start** and choose **Control Panel > Windows Firewall**. 2. On the Exceptions tab, click **Add Program**. 3. Browse to c:\Program Files\Polycom\Polycom CMA Desktop\Polycom CMA Desktop.exe and click **Open**. 4. Browse to c:\Program Files\Polycom\Polycom CMA Desktop\CallControl.exe and click **Open**. 5. Browse to c:\Program Files\Polycom\Polycom CMA Desktop\MediaProcessor.exe and click **Open**. 6. Browse to c:\Program Files\Polycom\Polycom CMA Desktop\LoggingServer.exe and click **Open**. If you are using a third party personal firewall on your computer, you may need to add Polycom CMA Desktop to the firewall's exception list. Consult your firewall documentation for more information.
My video preview window shows blue video.	Ensure that the camera is not in use by another application. Ensure that your camera cable is connected securely. Restart Polycom CMA Desktop. Reinstall your video device using the installation CD provided by the device's manufacturer, and then restart Polycom CMA Desktop.
My video preview window shows the Polycom CMA Desktop logo.	This is normal for systems that are configured to allow calls without a camera. A logo is shown in place of local video when the camera is not available. If you have a camera connected to your computer, ensure that your camera cable is connected securely.
My local video looks grainy.	To make sure you send the best quality video, try the following: • Try turning on more lights in the room, and use natural or

	incandescent lighting instead of fluorescent lights. • Ensure that your camera is configured correctly. For more information, see Choosing a Camera.
Call quality is not good on my laptop.	Ensure that your laptop is connected to a power source. Running on battery power can reduce the laptop's performance. Adjust your Windows power management setting to **High Performance** (on Windows Vista) or **Maximum Performance** (on Windows XP).
It takes a long time to display video after the call starts.	Network problems can slow down the call connection. You may want to try the call again later
Sometimes no video preview on the main window, especially after the system wakes up.	Hide my video preview window and show it again.
The far site can't receive video or receives poor video from Polycom CMA Desktop in wireless, VPN, or ADSL environment.	Check the packet lost and call rate in Call Statistics page. Go to **Preference > Network** , set the Internet connection to a lower bandwidth, then call again.
When both video and audio are blocked for 15 seconds after the call setup, a firewall notification pops up.	Contact the network administrator.
The audio and the video cannot be transmitted under VPN connection.	Go to **Preference -> Network**, select **Never use QoS**.
Audio	
My microphone is not listed in the device selection list.	Reinstall your audio device using the installation CD provided by the device's manufacturer, and then restart Polycom CMA Desktop.
Others don't hear my audio.	Ensure that your audio is not muted. If your audio is muted, you see on the screen and is highlighted on the toolbar. Ensure your microphone cable is connected securely. Reinstall your audio device using the installation CD provided by the device's manufacturer, and then restart Polycom CMA Desktop. Verify your audio settings. To do this, click **Menu,** and then choose **Preferences > Audio**. After you make a change, click **Test Audio Devices** to test the audio devices.
Far-end participants hear an echo.	Reduce the volume on your system. Place the microphone and speakers as far apart as possible. Use earphones instead of speakers. Use a headset instead of microphone and speakers. If you use a laptop's integrated speakers with the laptop's integrated microphone or with a webcam's microphone, the structure of the laptop computer and the quality of the laptop speakers may cause problems that the Windows echo canceller cannot correct. Connect external speakers and use them instead of the integrated speakers.
Far-end participants hear poor audio	Place the microphone farther from the person speaking. Speaking

	too close to the microphone can cause poor audio quality.
I don't hear audio from others.	Ensure that the far-end audio is not muted. Ensure that your volume is set to an audible level. Ensure that your speaker cable is connected securely. Reinstall your audio device using the installation CD provided by the device's manufacturer, and then restart Polycom CMA Desktop.
Online Help	
My online help doesn't display correctly.	Ensure that your computer's web browser is configured to allow active content. Refer to your browser's documentation for information about how to adjust this setting.

Related Topics

Testing Audio Devices

Troubleshooting Notifications

Testing Audio Devices

To ensure that your audio devices are functioning correctly, you can test the audio devices used for making video calls and playing alerts.

To test audio devices:

1. From the main window, click **Menu > Preferences > Audio**.
2. Click **Test Audio Devices**.
3. Speak into your microphone in a normal voice.

   When you speak, the indicator shows that the microphone is picking up your voice. For best results, try to speak so that the color bar shows green most of the time. You may need to move the microphone farther away to do this.
4. To test the device used for audio in a call, click **Start**, and then click **Stop** to finish.
5. To test the device used for alerts, click **Start**, and then click **Stop** to finish.

Related Topics

Specifying Audio Preferences

Adjusting the Volume

Troubleshooting Notifications

Polycom CMA Desktop displays notifications in the bottom right corner of the window. To get more information about solving problems, click .

Message	Corrective Action
No network connection.	Ensure that your network cable is securely connected to your system. Ensure that your network adapter is installed and configured correctly.
Unable to connect to the provisioning server.	Ensure that the provisioning server address is entered correctly. To do this, go to Preferences > Sign In.

	If you continue to see this message, contact your Polycom CMA Desktop administrator.
Polycom CMA Desktop license not available.	The maximum numbers of users are in use. Try signing in again later. If you continue to see this message, contact your Polycom CMA Desktop administrator.
Unable to download user infomation.	Check the network connection to the LDAP server. If you continue to see this message, contact your Polycom CMA Desktop administrator.
Unable to connect to the media server.	An internal error occurred. Please restart the Polycom CMA Desktop.
Unable to connect to the presence server.	The presence service may be unavailable or there may be a problem with the server address or with your account. Polycom CMA Desktop will continue trying to connect. If you continue to see this message, contact your Polycom CMA Desktop administrator.
Unable to connect to LDAP server.	Check the network connection to the LDAP server. contact your Polycom CMA Desktop administrator.
Unable to register to the gatekeeper.	Check the network connection to the gatekeeper. contact your Polycom CMA Desktop administrator.
Unable to Register SIP Server.	Check the network connection to the SIP server. contact your Polycom CMA Desktop administrator.
Unable to connect to call control.	An internal error occurred. Please restart the Polycom CMA Desktop.
Current user is logged in from another location.	Sign out from another location and sign in again.
The selected camera is not available.	Ensure that your camera is securely connected to your system. Close other applications that are using the camera, or release the camera from within the other application. If more than one camera is installed, go to Preferences > Video, and select a different camera.
You have missed a call from ____.	If your system is configured to show Recent Calls as a group in your Contacts list, you can return the call by double clicking it.

Related Topics

Solving Audio and Video Problems

Saving Logs

Saving Logs

If you need to report a problem, you may be asked to supply information about your system. The Save Log Utility automatically creates a zipped file containing information about the system and the Polycom CMA Desktop log file. You can choose to save the file directly from the Notification Log utility.

To collect Polycom CMA Desktop Diagnostics:

1. From the main window, click **Menu** and choose **Preferences > Statistics > Log**.
2. Click **Save Log**.
3. Specify where you want to save the zipped file.

Related Topics

Preferences: Notification Log
Troubleshooting Notifications

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as3crypto

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JpegLib

The Independent JPEG Group's JPEG software README for release 8b of 16-May-2010

This distribution contains the eighth public release of the Independent JPEG Group's free JPEG software. You are welcome to redistribute this software and to use it for any purpose, subject to the conditions under LEGAL ISSUES, below.

This software is the work of Tom Lane, Guido Vollbeding, Philip Gladstone, Bill Allombert, Jim Boucher, Lee Crocker, Bob Friesenhahn, Ben Jackson, Julian Minguillon, Luis Ortiz, George Phillips, Davide Rossi, Ge' Weijers, and other members of the Independent JPEG Group.

IJG is not affiliated with the official ISO JPEG standards committee.

DOCUMENTATION ROADMAP

This file contains the following sections:

OVERVIEW General description of JPEG and the IJG software.

LEGAL ISSUES Copyright, lack of warranty, terms of distribution.

REFERENCES Where to learn more about JPEG.

ARCHIVE LOCATIONS Where to find newer versions of this software.

ACKNOWLEDGMENTS Special thanks.

FILE FORMAT WARS Software *not* to get.

TO DO Plans for future IJG releases.

Other documentation files in the distribution are:

User documentation:

install.txt How to configure and install the IJG software.

usage.txt Usage instructions for cjpeg, djpeg, jpegtran, rdjpgcom, and wrjpgcom.

*.1 Unix-style man pages for programs (same info as usage.txt).

wizard.txt Advanced usage instructions for JPEG wizards only.

change.log Version-to-version change highlights.

Programmer and internal documentation:

libjpeg.txt How to use the JPEG library in your own programs.

example.c Sample code for calling the JPEG library.

structure.txt Overview of the JPEG library's internal structure.

filelist.txt Road map of IJG files.

coderules.txt Coding style rules --- please read if you contribute code.

Please read at least the files install.txt and usage.txt. Some information can also be found in the JPEG FAQ (Frequently Asked Questions) article. See ARCHIVE LOCATIONS below to find out where to obtain the FAQ article.

If you want to understand how the JPEG code works, we suggest reading one or more of the REFERENCES, then looking at the documentation files (in roughly the order listed) before diving into the code.

OVERVIEW

This package contains C software to implement JPEG image encoding, decoding, and transcoding. JPEG (pronounced "jay-peg") is a standardized compression method for full-color and gray-scale images.

This software implements JPEG baseline, extended-sequential, and progressive compression processes. Provision is made for supporting all variants of these processes, although some uncommon parameter settings aren't implemented yet. We have made no provision for supporting the hierarchical or lossless processes defined in the standard.

We provide a set of library routines for reading and writing JPEG image files, plus two sample applications "cjpeg" and "djpeg", which use the library to perform conversion between JPEG and some other popular image file formats.

The library is intended to be reused in other applications.

In order to support file conversion and viewing software, we have included considerable functionality beyond the bare JPEG coding/decoding capability; for example, the color quantization modules are not strictly part of JPEG decoding, but they are essential for output to colormapped file formats or colormapped displays. These extra functions can be compiled out of the library if not required for a particular application.

We have also included "jpegtran", a utility for lossless transcoding between different JPEG processes, and "rdjpgcom" and "wrjpgcom", two simple applications for inserting and extracting textual comments in JFIF files.

The emphasis in designing this software has been on achieving portability and flexibility, while also making it fast enough to be useful. In particular, the software is not intended to be read as a tutorial on JPEG. (See the REFERENCES section for introductory material.) Rather, it is intended to be reliable, portable, industrial-strength code. We do not claim to have achieved that goal in every aspect of the software, but we strive for it.

We welcome the use of this software as a component of commercial products. No royalty is required, but we do ask for an acknowledgement in product documentation, as described under LEGAL ISSUES.

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In plain English:

1. We don't promise that this software works. (But if you find any bugs, please let us know!)
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3. You may not pretend that you wrote this software. If you use it in a program, you must acknowledge somewhere in your documentation that you've used the IJG code.

In legalese:

REFERENCES

We recommend reading one or more of these references before trying to understand the innards of the JPEG software.

The best short technical introduction to the JPEG compression algorithm is Wallace, Gregory K. "The JPEG Still Picture Compression Standard", Communications of the ACM, April 1991 (vol. 34 no. 4), pp. 30-44. (Adjacent articles in that issue discuss MPEG motion picture compression, applications of JPEG, and related topics.) If you don't have the CACM issue handy, a PostScript file containing a revised version of Wallace's article is available at http://www.ijg.org/files/wallace.ps.gz. The file (actually a preprint for an article that appeared in IEEE Trans. Consumer Electronics) omits the sample images that appeared in CACM, but it includes corrections and some added material. Note: the Wallace article is copyright ACM and IEEE, and it may not be used for commercial purposes.

A somewhat less technical, more leisurely introduction to JPEG can be found in "The Data Compression Book" by Mark Nelson and Jean-loup Gailly, published by M&T Books (New York), 2nd ed. 1996, ISBN 1-55851-434-1. This book provides good explanations and example C code for a multitude of compression methods including JPEG. It is an excellent source if you are comfortable reading C code but don't know much about data compression in general. The book's JPEG sample code is far from industrial-strength, but when you are ready to look at a full implementation, you've got one here.

The best currently available description of JPEG is the textbook "JPEG Still Image Data Compression Standard" by William B. Pennebaker and Joan L. Mitchell, published by Van Nostrand Reinhold, 1993, ISBN 0-442-01272-1. Price US$59.95, 638 pp. The book includes the complete text of the ISO JPEG standards (DIS 10918-1 and draft DIS 10918-2).

Although this is by far the most detailed and comprehensive exposition of JPEG publicly available, we point out that it is still missing an explanation of the most essential properties and algorithms of the underlying DCT technology. If you think that you know about DCT-based JPEG after reading this book, then you are in delusion. The real fundamentals and corresponding potential of DCT-based JPEG are not publicly known so far, and that is the reason for all the mistaken developments taking place in the image coding domain.

The original JPEG standard is divided into two parts, Part 1 being the actual specification, while Part 2 covers compliance testing methods. Part 1 is titled "Digital Compression and Coding of Continuous-tone Still Images, Part 1: Requirements and guidelines" and has document numbers ISO/IEC IS 10918-1, ITU-T T.81. Part 2 is titled "Digital Compression and Coding of Continuous-tone Still Images, Part 2: Compliance testing" and has document numbers ISO/IEC IS 10918-2, ITU-T T.83.

IJG JPEG 8 introduces an implementation of the JPEG SmartScale extension which is specified in a contributed document at ITU and ISO with title "ITU-T JPEG-Plus Proposal for Extending ITU-T T.81 for Advanced Image Coding", April 2006, Geneva, Switzerland. The latest version of the document is Revision 3.

The JPEG standard does not specify all details of an interchangeable file format. For the omitted details we follow the "JFIF" conventions, revision 1.02. JFIF 1.02 has been adopted as an Ecma International Technical Report and thus received a formal publication status. It is available as a free download in PDF format from http://www.ecma-international.org/publications/techreports/E-TR-098.htm.

A PostScript version of the JFIF document is available at

http://www.ijg.org/files/jfif.ps.gz. There is also a plain text version at http://www.ijg.org/files/jfif.txt.gz, but it is missing the figures.

The TIFF 6.0 file format specification can be obtained by FTP from ftp://ftp.sgi.com/graphics/tiff/TIFF6.ps.gz. The JPEG incorporation scheme found in the TIFF 6.0 spec of 3-June-92 has a number of serious problems.

IJG does not recommend use of the TIFF 6.0 design (TIFF Compression tag 6). Instead, we recommend the JPEG design proposed by TIFF Technical Note #2 (Compression tag 7). Copies of this Note can be obtained from http://www.ijg.org/files/. It is expected that the next revision of the TIFF spec will replace the 6.0 JPEG design with the Note's design. Although IJG's own code does not support TIFF/JPEG, the free libtiff library uses our library to implement TIFF/JPEG per the Note.

ARCHIVE LOCATIONS

The "official" archive site for this software is www.ijg.org. The most recent released version can always be found there in directory "files". This particular version will be archived as http://www.ijg.org/files/jpegsrc.v8b.tar.gz, and in Windows-compatible "zip" archive format as http://www.ijg.org/files/jpegsr8b.zip.

The JPEG FAQ (Frequently Asked Questions) article is a source of some general information about JPEG.

It is available on the World Wide Web at http://www.faqs.org/faqs/jpeg-faq/ and other news.answers archive sites, including the official news.answers archive at rtfm.mit.edu: ftp://rtfm.mit.edu/pub/usenet/news.answers/jpeg-faq/.

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Thank to Juergen Bruder for providing me with a copy of the common DCT algorithm article, only to find out that I had come to the same result in a more direct and comprehensible way with a more generative approach.

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Thank to Richard F. Lyon (then of Foveon Inc.) for fruitful communication about JPEG configuration in Sigma Photo Pro software.

Thank to Andrew Finkenstadt for hosting the ijg.org site.

Last but not least special thank to Thomas G. Lane for the original design and development of this singular software package.

FILE FORMAT WARS

The ISO JPEG standards committee actually promotes different formats like "JPEG 2000" or "JPEG XR" which are incompatible with original DCT-based JPEG and which are based on faulty technologies. IJG therefore does not and will not support such momentary mistakes (see REFERENCES).

We have little or no sympathy for the promotion of these formats. Indeed, one of the original reasons for developing this free software was to help force convergence on common, interoperable format standards for JPEG files.

Don't use an incompatible file format!

(In any case, our decoder will remain capable of reading existing JPEG image files indefinitely.)

TO DO

Version 8 is the first release of a new generation JPEG standard to overcome the limitations of the original JPEG specification.

More features are being prepared for coming releases.

Please send bug reports, offers of help, etc. to jpeg-info@uc.ag.

Libxml2

log4cxx

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