



# User's Guide for Polycom® CX7000 Systems

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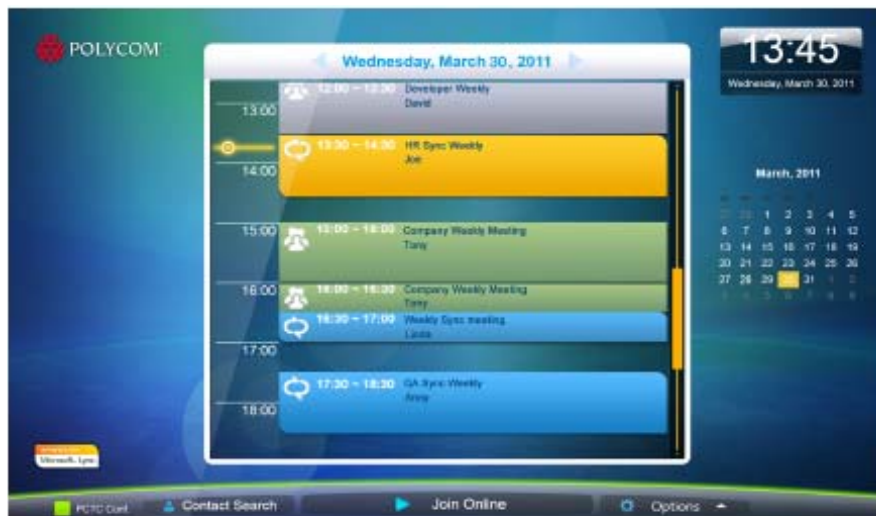
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# Introduction

## Welcome to the Polycom CX7000 System

The Polycom CX7000 system lets you use the familiar features of Microsoft Lync to participate in calls with people and systems in your organization's Microsoft Lync directory. The system's calendar shows the online meetings and Outlook appointments scheduled for this meeting room. You can join online meetings with a click. During online meetings, you can show content, invite others to join, and communicate with instant messages.



## Powering the System On and Off

Make sure that the system is powered off when you connect devices to it.

### To power on the CX7000 system:

>> Press the power button on the front of the system.

The Polycom splash screen is displayed within about 10 seconds.

### To power off the CX7000 system:

>> Press and hold the power switch on the front of the system for two seconds.

After turning the power off, wait at least 15 seconds before you unplug the system from its power source.

**Tip:** Your system may be configured to let you power off the system from the

Options menu. To do this, click  Options >  Shut Down.

## Using a Different Language for Entering Text

Your system may be configured to allow you to choose which language to use when you search for a contact or send an instant message. This way, you can use your preferred language on any system, regardless of system's default language.

### To choose a different input language:

>> Move your mouse to the gold language box at the bottom of your screen, and click the language you want to use.


## User Sign In

When the Polycom CX7000 system powers on, it signs in automatically and shows the system's scheduled meetings on the calendar. You do not need to sign in to use the system.


If you want to view your own meetings on the calendar and your own list of contacts, you can sign in to the system using your own Microsoft Lync account. You then have access to all of the features of the CX7000 system, as

well as your own contacts and schedule. Others can also sign in to the system, and you can easily switch from one user to another. The name of the active user is displayed at the bottom of the screen.

**To sign in:**

- 1 From the Home screen, click the system name at the bottom of the screen.
- 2 Choose  **Switch Users**, and enter your user name and password.

**To sign out:**

- 1 From the Home screen, click the system name at the bottom of the screen.
- 2 Choose  **Sign Out**.

**Tip:** You are signed out automatically after the system has been idle for five minutes.



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# Calling and Answering

## Placing a Video Call

You can place calls to people and systems in your organization that are registered to the Directory Service.

### To place a call:

- 1 Do one of the following:
  - If your system is configured to show your contact list, scroll to the contact you want to call.
  - Click  **Find a Contact** and start typing a name. As you type, the system finds matching names.
- 2 Click a name to select it.
- 3 Click  **Video Call** to start the call.

**Tip:** Within an hour of starting the system, the Directory is automatically synchronized with the server. During synchronization, searching for a contact may fail. If this happens, wait a few minutes and try again. You can also search for the full user name, for example, user@company.com.

### To invite others to join a conference:

- 1 From a conversation window, click **People Options > Invite by Name or Phone Number**.
- 2 Start typing a name. As you type, the system finds matching names.
- 3 Click to select an entry.
- 4 Click **Call** to invite this person or system to the conference.

**Tip:** To invite multiple people, press the CTRL key and click the entries to call.



## Answering a Call

When you receive a call, you see a call notification that tells you who is calling. Your administrator may have configured the Polycom CX7000 system to answer calls automatically. If so, you do not need to do anything when a call starts.

If your system is not configured to answer calls automatically, you can answer calls manually.

### To answer a call manually:



>> In the incoming call notification, do one of the following:

- Click **Accept** to join the call.
- Click **Redirect > Reply** with an Instant Message to send a message to the caller.
- Click **Redirect > Do Not Disturb** to refuse the call and set your system to refuse all calls until you reset the system status.
- Click **Decline** to refuse the call.

## Joining an Online Meeting

Online meetings are scheduled through the Outlook Calendar.

### To join an online meeting:

- 1 Do one of the following:
  - Click  **Join Online Meeting** to join the online meeting that is currently in progress.
  - Click an online meeting from the Polycom CX7000 system calendar and then click  **Join Online Meeting**.
- 2 If your system is configured to require a Meeting ID, enter the Meeting ID to start the call. You can find the Meeting ID in the meeting invitation.


**Note:** The Polycom CX7000 system calendar shows Outlook appointments that are scheduled for this meeting room. However, you cannot join an Outlook meeting or appointment from your Polycom CX7000 system.

#### To enter a Meeting ID:

- >> Use the keyboard to enter the Meeting ID when the system prompts you. You can find the Meeting ID in the Join the conference link found in the



<https://meet.company.com/...xxxxxxxx>

#### To schedule an online meeting:

- 1 In the Outlook calendar, schedule your meeting, and invite the CX7000 system.
- 2 Click  in the Outlook toolbar. Online meeting information is automatically added to the meeting invitation.


## Placing an Audio Call

#### To place an audio call:

- 1 Click  **Find a Contact**.
- 2 Start typing a name. As you type, the system finds matching names.
- 3 Click a name to select it.
- 4 Click  **Audio Call** to start the call.

## Hanging Up an Audio or Video Call

#### To hang up a video call:

- 1 Move your mouse to the left side of the screen to display the CX7000 system in-conference toolbar.
- 2 Click  **Hang Up**.


---

# Controlling Audio and Video

## Controlling What You See





Before your conference, adjust the camera so that the far site can see you. Fill the screen with people rather than with the table, chairs, walls, lights, or floor.



### To adjust your Polycom camera during your conference:

- 1 Move your mouse to the left side of the screen to display the CX7000 system in-conference toolbar.
- 2 Click  to display the camera controls.
- 3 Click the arrow buttons to pan or tilt the camera. Click the zoom in or zoom out buttons to move the view closer or farther away.

### To adjust the camera by using the keyboard:

>> Press the Fn key with the following keys to adjust the camera position and view.

Key	Description
	Pan the camera left.
	Pan the camera right.
	Pan the camera up.
	Pan the camera down.

Key	Description
	Zoom camera in.
	Zoom camera out.

## Controlling What the Far End Can See and Hear

During a call, you might want to prevent participants at the far-end sites from hearing or seeing you for a brief period.

When you join an online meeting, your audio is muted automatically.

**Tip:** During a call, move your mouse to see call controls.

### To pause your video:




>> Click **Pause My Video** in the Video window. You could continue to see the far-end video, but the far end participants see their local video instead of your live video.

### To resume your video:

>> Click **Start My Video** in the Video window.




### To mute your microphone:

>> Do one of the following:

- Click  on the CX7000 system in-conference toolbar.
- Click the  **Mute** button in the Lync toolbar.
- If a Polycom microphone is connected to your system, you can also mute the call by pressing  on the microphone.

### To unmute your microphone:

>> Do one of the following:

- Click  on the CX7000 system in-conference toolbar.
- Click the  **Unmute** button in the Lync toolbar.
- If a Polycom microphone is connected to your system, you unmute the call by pressing  on the microphone.

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# Working with Content

When you show your Windows desktop, all sites see the same content at the same time. You can show slides, spreadsheets, or any other type of file. The far end cannot control the cursor or edit the file. Only one site at a time can show content.




Polycom CX7000 lets you share a whiteboard or poll with others in the call. However, you cannot save polls or whiteboards. Sending and receiving files are not supported.

## Preparing Content

### To prepare your content:

- 1 Connect a laptop to the Polycom CX7000 system.
- 2 Open the file you want to share.

### To preview your content before a call:

- 1 Click  Options >  PC Content Preview.
- 2 Click  to close the PC Content Preview window.

## Showing Content

### To start showing content during a call:

- >> In the conversation window toolbar, choose **Share > Program > PC Content**.

**To stop showing content:**

>> Click **Stop Sharing** from the conversation window toolbar.



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# Using Instant Messaging

You can send instant messages to anyone in your organization who is registered to the Directory Service.

## Starting a Conversation

**To start a conversation:**

- 1 Click  **Find a Contact**.
- 2 Start typing a name. As you type, the system finds matching names.
- 3 Click a name to select it.
- 4 Click  **Instant Message** to open the Instant Message window.

## Adding Video or Voice

**To add video to a conversation:**

- >> Click **Video** in the Lync toolbar.

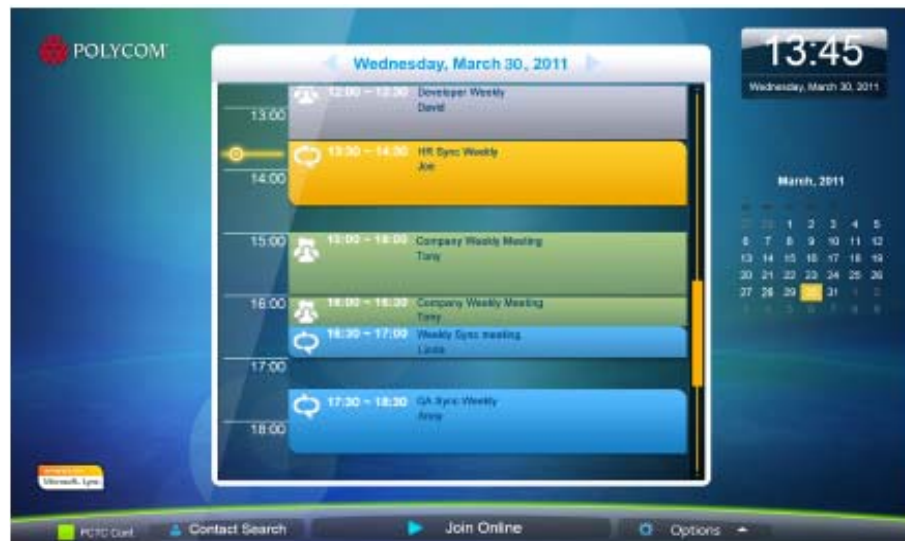
**To add voice to a conversation:**

- >> Click **Call** in the Lync toolbar.

# Working with the Calendar

## About the Calendar








The Polycom CX7000 system calendar shows the online meetings and Outlook appointments that are scheduled for this meeting room. You can join online meetings directly from the calendar. The Outlook appointments are for your information only.








## Understanding Meeting Types

Each entry on the calendar is marked with an icon and a color. You can identify each meeting type by the color and icon that appears in its calendar entry.

Icon	Description
	Online meeting that is in progress. To join, click  <b>Join Online Meeting.</b>
	Online meeting that is in the future.
	Online meeting that is in the past.
	Outlook appointment that is in progress. Note that you cannot join Outlook meetings using the CX7000 system.
	Outlook appointment that is in the future.
	Outlook appointment that is in the past.

## Navigating through the Calendar

By default, the calendar shows scheduled online meetings and Outlook appointments for today. To view the calendar for another day, click the date you want to view.



Icon	Description
	Currently selected date.
	Today's date. Click to return to today's page.
	Other calendar pages you can click to view.

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# Managing Your System

## Restarting the System

To restart the system:



>> Click  Options >  Restart System.

## Shutting Down the System

To power off the CX7000 system:

>> Press and hold the power switch on the front of the system for two seconds.

After turning the power off, wait at least 15 seconds before you unplug the system from its power source.


**Tip:** Your system may be configured to let you power off the system from the Options menu. To do this, click  Options >  Shut Down.

# Solving Problems

## Viewing Call Diagnostics


You can view system statistics while you are in a call to help you troubleshoot problems. You can also test whether the system can establish contact with a far-site IP address.

### To view system statistics:

- 1 During a call, move your mouse to the left side of the screen to display the CX7000 system in-conference toolbar.
- 2 Click  on the CX7000 system in-conference toolbar.
- 3 View the following information:

Statistic	Description
CPU	Percent of system CPU in use.
Memory	Percent of system memory in use.


### To test your connection to a far-site IP address:

- 1 During a call, move your mouse to the left side of the screen to display the CX7000 system in-conference toolbar.
- 2 Click  on the CX7000 system in-conference toolbar.
- 3 Click **Start** to ping the far-site system.
- 4 If the test succeeds, you see the following information:

Statistic	Description
Address	IP address of the system.
Buffer (bytes)	Number of bytes of data in the package sent to the far end. Typically, the package size is 32 bytes.

Statistic	Description
Roundtrip Time (ms)	Total time for sending the data package and receiving a response.
Packets Sent	Number of packets sent by this system.
Packets Received	Number of packets received by this system.
Total Packets Lost	The sum of packets lost by this system. Packet loss indicates congestion or other problems on the network.
% Packets Lost	Total packet loss as a percentage of the total number of packets transmitted by your system and those transmitted by the far end.

## Solving Audio and Video Problems

Symptom	Corrective Action
<b>General</b>	
The system won't power on.	Ensure that your power cable is connected securely to a working power outlet.
<b>Video</b>	
My camera is not listed in the device selection list.	Ensure that your camera cable is connected securely. Restart the Polycom CX7000 system.
Others don't see my video.	Ensure that your camera cable is connected securely. Restart the Polycom CX7000 system.
<b>Audio</b>	
Others don't hear my audio.	Ensure that your audio is not muted. If your audio is muted, you see  on the Lync toolbar. Ensure that your microphone cable is connected securely.
Far-site participants hear an echo.	Reduce the volume on your system. Place the microphone and speakers as far apart as possible.

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<b>Symptom</b>	<b>Corrective Action</b>
Far-site 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-site audio is not muted. Ensure that your volume is set to an audible level. Ensure that your speaker cable is connected securely.

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# Configuration Pages

## System Information

### Meeting Room Name

Displays the name of the Polycom CX7000 system. Typically, the Polycom CX7000 system has the same name as the conference room where the system is located.

### IP Address

Displays the IP address currently assigned to the system.

### Domain

Displays the domain name currently assigned to the system.

### Language

Displays the language for the user interface.

### Keyboard Layout

Displays the keyboard layout of the attached keyboard.

### Time Zone

Displays the time zone for this location.

## MAC Address

Displays the system's MAC address.

## Hardware Version

Displays the system's hardware version.

## Serial Number

Displays the system's serial number, if your system's hardware version supports this feature.

## System Status

### Gateway

Displays the status of the gateway currently assigned to this system.

### DNS

Displays the status of the DNS server currently assigned to this system.

### Lync Server

Displays the sign-in status of the Lync application.

### Memory Usage

Displays the percentage of memory in use.

### CPU Usage

Displays the percentage of CPU in use.

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# Polycom Solution Support

## About Polycom Professional Services

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 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 integrations. For additional information and details, please refer to [http://www.polycom.com/services/professional\\_services/index.html](http://www.polycom.com/services/professional_services/index.html) or contact your local Polycom representative.

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