POLYCOM®

▶ Polycom® Immersive Telepresence (ITP) User's Guide

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About this Guide

The *Polycom Immersive Telepresence (ITP) User's Guide* introduces you to the Polycom Immersive Telepresence (ITP) systems, including the Polycom RealPresence™ Experience (RPX™) Series, Polycom Open Telepresence Experience™ (OTX™) solutions, and Polycom Telepresence Experience® (TPX®) solutions. This guide explains how to use the Polycom Touch Control, describes what you can expect to see on the displays during meetings in the ITP room, and provides general guidelines for conducting successful meetings.

This guide is intended for all users of the Polycom RPX 400 Series, RPX 200 Series, OTX 300 system, OTX 100 system, and TPX 306 system, version 3.0.3. If you have a Polycom Architected Telepresence™ (ATX™) system with a Polycom Touch Control, most of the information in this guide pertains to you as well.

For quick reference information about ITP systems, refer to the *Polycom Immersive Telepresence (ITP) and the Polycom Touch Control Quick Tips* document. This document describes how to use the Polycom Touch Control to perform common user tasks, such as making and ending calls, controlling audio, and sharing content.

Additional Polycom documentation is available at the Polycom web site, http://www.polycom.com/support/video/index.html.

For support or service, please contact your Polycom distributor or go to Polycom Support at http://support.polycom.com.

Contents

List of Figures

1

Introducing the Polycom ITP Systems

Imagine walking into a comfortable professional meeting environment, taking a seat, and starting a conversation with your counterparts located across the world. Without technology in the way, you can focus on the business at hand. Welcome to immersive telepresence with the Polycom RealPresence Experience (RPX), Polycom Open Telepresence Experience (OTX) solutions, and Polycom Telepresence Experience (TPX) solutions.

The Polycom RPX solutions offer unprecedented video in a cinematic view, extraordinary StereoSurround™ audio, and high resolution content in a truly immersive meeting environment. The Polycom RPX solutions provide the ultimate meeting experience for executives in any organization, linking sites around the globe.

Figure 1-1 *Polycom RPX 418M Suite*

The Polycom OTX system offers Polycom's Ultimate High Definition video with true-to-life people dimensions. This real-size video, coupled with Polycom's superb audio, will enable you to pick up minute facial expressions and gestures, and clearly hear every bit of conversation. Before long, the extraordinary realism will make you feel as if your colleagues were sitting across the table from you rather than being miles away.

Figure 1-2 *Polycom OTX 300 System*

The TPX HD offers Polycom's Ultimate High Definition video with true-to-life people dimensions. This real-size video, coupled with Polycom's superb audio, will enable you to pick up minute facial expressions and gestures, and clearly hear every bit of conversation. Before long, the extraordinary realism will make you feel as if your colleagues were sitting across the table from you rather than being miles away.

Figure 1-3 *Polycom TPX 306M Suite*

Key Features and Benefits

The key features and benefits of the Polycom ITP solutions are listed below.

Key Features and Benefits of the Polycom RPX Solutions

The key features and benefits of the Polycom RPX solutions include:

Feature	Benefit
High definition video	Polycom's Ultimate HD high definition video on large-as-life displays enables you to experience unprecedented video.
Superior audio quality	With Polycom's Ceiling Microphone Arrays, 22 kHz StereoSurround audio, and a professional grade sound system, the RPX solutions offer an extraordinary sensory experience.

1–3

Feature	Benefit
Easy content sharing	You can present content at a moment's notice (whether you are on or off a video call) by simply plugging a cable into your laptop. All participants can easily view the content on the tabletop content monitors.
Polycom Touch Control and updated user interface	The Polycom Touch Control integrates with the rest of the Polycom product line creating a consistent user interface. The Polycom Touch Control enables you to manage your conference by placing video and audio calls, hanging up calls, adjusting the volume, showing content, and selecting options.
Multipoint capability	Multipoint capability provides you with the flexibility of connecting to multiple telepresence rooms as well as traditional video conferencing systems at the same time. Multipoint calls can be initiated by the Video Network Operations Center (VNOC) or they can be user initiated using the Polycom Meeting Composer™ feature.
Multi-purpose room	When not used for telepresence conferencing, participants can be seated on both sides of the main table. In this way, the room can also be used as a training room, conference room, or board room — maximizing its use for your organization. The main table has content displays on both sides of the table so everyone can see the content being shared in this configuration.
Seamless video displays	Large format, seamless video display walls allow for viewing of continuous video across approximately either 8 feet (for RPX 200 Series solutions) or 16 feet (for RPX 400 Series solutions).
Interoperability	The Polycom RPX solutions are interoperable with all standards-based video conferencing products including other telepresence solutions, such as the Polycom OTX 300 system, the OTX 100 system, the Polycom Telepresence Experience® (TPX®) 306M system, and the Polycom Architected Telepresence Experience (ATX) system, as well as traditional (standalone) video conferencing equipment, such as Polycom HDX™ solutions. RPX systems can now also interoperate with Cisco Telepresence Interoperability Protocol (TIP) endpoints. TIP is a proprietary protocol created by Cisco for deployment with Cisco TelePresence systems.
Transparent technology	With the cameras hidden behind the displays, the microphones suspended from the ceiling cloud, the sound system out of view, and no remote controls on the table, the technology is hidden. Therefore, instead of spending time learning how to use the system, you can focus on the business at hand.

1–4

Feature	Benefit
All inclusive environment	Polycom RPX suites include all the furnishings, studio lighting, acoustic cloud and walls, and electronics. Multiple, flexible room configurations allow you to choose the solution that suits your application.
Room mobility	The RPX suite is a true room-within-a-room. Because it is modular and does not attach to the physical room, it installs easily and can be moved to a new location, leaving the original room intact.

Key Features and Benefits of the Polycom OTX Systems

The key features and benefits of the Polycom OTX systems include:

Feature	Benefit
Appealing design	The OTX room has been designed with a fresh look and feel that provides broader global appeal and a more consistent meeting experience. Critical tools and connections are within easy reach. Additionally, with the optional Complete Experience Kit (available with the OTX 300 and standard OTX 100 systems), which includes the rear wall and lighting, you can enhance your telepresence experience with a finished look and bold lighting. The OTX 300 Complete Experience Kit also includes signage.
High resolution content monitors	The OTX 300 and standard OTX 100 systems provide large 21.5-inch high definition tabletop content monitors that rise automatically on motorized lifts when content is available for viewing. When not in use, they retract for expanded tabletop usability.
Optimized bandwidth	The Polycom OTX system leverages the power of H.264 High Profile, a standards-based video compression technology that delivers full HD quality while lowering your bandwidth requirements by up to 50 percent.
Superior audio and video quality	Combining Polycom UltimateHD™ technology with Polycom's history of providing leading audio solutions, the OTX solution delivers superior visual quality and 22 kHz StereoSurround audio. When meeting participants can pick up every nuance of a conversation, see facial expressions, make eye contact, and read body language, your organization can improve team communications and collaboration.
High definition video quality	Polycom HDX and Ultimate HD video solutions enable you to experience the highest quality video possible on the large 65-inch LCD displays. The Polycom HDX codecs support 1080p at 30 fps and 720p at 60 fps.

Feature	Benefit
New Polycom Touch Control and updated user interface	The Polycom Touch Control integrates with the rest of the Polycom product line creating a consistent user interface. The Polycom Touch Control enables you to manage your conference by placing video and audio calls, hanging up calls, adjusting the volume, showing content, and selecting options.
Interoperability	The Polycom OTX system is interoperable with all standards-based video conferencing products including other telepresence solutions, such as the Polycom RPX 400 and 200 Series, the TPX 306M system, the ATX system, as well as traditional video conferencing products, such as Polycom HDX solutions. OTX systems can now also interoperate with Cisco Telepresence Interoperability Protocol (TIP) endpoints. TIP is a proprietary protocol created by Cisco for deployment with Cisco TelePresence systems.
Improved camera	Experience striking 1080p video resolution with Polycom EagleEye III cameras. Their sharp focus and clear, crisp, natural colors provide the ultimate HD images.
Unobtrusive technology	With the cameras concealed, the microphones suspended from the ceiling, the sound system out of view, and a 7-inch color Polycom Touch Control to control the conference, the technology is transparent and easy to use, so you can focus on your meeting.
Multipoint capability	Multipoint capability provides you with the flexibility of connecting to multiple telepresence rooms as well as traditional video conferencing systems at the same time. Multipoint calls can be initiated by the Video Network Operations Center (VNOC) or they can be user initiated using the Meeting Composer feature.
Multi-purpose room	When not used for telepresence conferencing, participants can be seated on both sides of the table. In this way, the room can also be used as a training room, conference room, or board room — maximizing its use for your organization. The main table has content displays on both sides of the table so everyone can see the content being shared in this configuration.

Key Features and Benefits of the Polycom TPX HD System

The key features and benefits of the Polycom TPX HD system include:

Feature	Benefit
High definition video	Polycom's Ultimate HD high definition video on large-as-life displays enables you to experience unprecedented video. Three displays are included for TPX HD 306M rooms.
Superior audio quality	With Polycom's Ceiling Microphone Arrays, 22 kHz StereoSurround audio, and a professional grade sound system, the TPX HD solutions offer an extraordinary sensory experience.
Easy content sharing	You can present content at a moment's notice (whether you are on or off a video call) by simply plugging a cable into your laptop. All participants can easily view the content on the tabletop content monitors.
Polycom Touch Control and updated user interface	The Polycom Touch Control integrates with the rest of the Polycom product line creating a consistent user interface. The Polycom Touch Control enables you to manage your conference by placing video and audio calls, hanging up calls, adjusting the volume, showing content, and selecting options.
Multipoint capability	Multipoint capability provides you with the flexibility of connecting to multiple telepresence rooms as well as traditional video conferencing systems at the same time. Multipoint calls can be initiated by the Video Network Operations Center (VNOC) or they can be user initiated using the Polycom Meeting Composer™ feature.
Multi-purpose room	When not used for telepresence conferencing, participants can be seated all around the TPX HD table. In this way, the room can also be used as a training room, conference room, or board room — maximizing its use for your organization.
Seamless video displays	Large format, seamless video display walls allow for viewing of continuous video.
Interoperability	The Polycom TPX HD solutions are interoperable with all standards-based video conferencing products including other telepresence solutions, such as the Polycom RPX 400 and 200 Series, the Polycom OTX 300 system, the OTX 100 system, and the Polycom Architected Telepresence Experience (ATX) system, as well as traditional (standalone) video conferencing equipment, such as Polycom HDX™ solutions. TPX HD systems can now also interoperate with Cisco Telepresence Interoperability Protocol (TIP) endpoints. TIP is a proprietary protocol created by Cisco for deployment with Cisco TelePresence systems.

Feature	Benefit
Transparent technology	With the cameras in the credenza, the microphones suspended from the ceiling, the sound system out of view, and no remote controls on the table, the technology is hidden. Therefore, instead of spending time learning how to use the system, you can focus on your meeting.
Network options	When it comes to setting up your network, you can section off bandwidth from your existing infrastructure or you can install a separate network to support telepresence.

1–8

2

Using the Polycom Touch Control

The Polycom Touch Control is your interface to the Polycom Immersive Telepresence experience. It enables you to place video and audio calls, hang up calls, adjust the volume, show content, and select options. The Polycom Touch Control is located on the table within easy reach of the center seats at the table.

The procedures in this chapter pertain to the Polycom Touch Control in both RPX suites and OTX and TPX rooms. Any differences between the RPX, OTX, and TPX solutions are noted within the procedures. If you have an ATX room with a Polycom Touch Control, then most of the Polycom Touch Control functionality also applies to your system.

> If your organization has signed up for Video Network Operations Center (VNOC) services, the VNOC may handle many or all of the telepresence conferencing tasks for you. If so, you may not need to use the Polycom Touch Control.

To use the Polycom Touch Control:

• Touch the Polycom Touch Control screen to select an item.

• Drag your finger across the screen to scroll.

• Touch ▭ **Back** to go to the previous screen.

• Touch ⌂ **Home** to go to the Home screen.

Most buttons on the Polycom Touch Control will either immediately visually depress or change color when touched. If a button indicates a state (such as mute), it may take up to a second for the button to visually indicate the changed state. If the response time is consistently longer than this or if you receive no response, contact the Help Desk as described in the Getting Help section on page 2-25.

2–1

Powering the Polycom Touch Control On and Off

To power on the Polycom Touch Control:

>> Connect the Ethernet cable to the underside of the Polycom Touch Control.

The Home button lights up when the device is powered on.

To power off the Polycom Touch Control:

1 From the Home screen, touch **User Settings**.

2 Scroll to the Power section.

3 Select **Touch Control Power**.

4 In the menu that appears, select **Power Off the Touch Control**.

Polycom recommends allowing the Polycom Touch Control to go to sleep rather than powering it off. Note that if you choose to power off the Polycom Touch Control, you must disconnect and reconnect the Ethernet cable to power it on again.

To wake up the Polycom Touch Control:

>> The Polycom Touch Control goes to sleep after two minutes of inactivity. Touch the screen to wake it up.

Accessing the Home Screen

The first screen you see on the Polycom Touch Control is the first page of the Home screen. Each of the three Home screens contains three launcher buttons. Drag your finger across the screen to view the other buttons.

From page one of the Home screen, you can:

- Touch **Place a Call** to place an audio or video call.

- Touch **Favorites** to display a list of favorite sites (if you are not registered with a directory server).

- Touch **Search the Directory** to view and search the directory (if you are registered with a directory server).

- Touch **Show Content** to show content using a laptop, Polycom People+Content™ IP, an optional document camera (RPX suites only), or an integrated PC (RPX suites only).
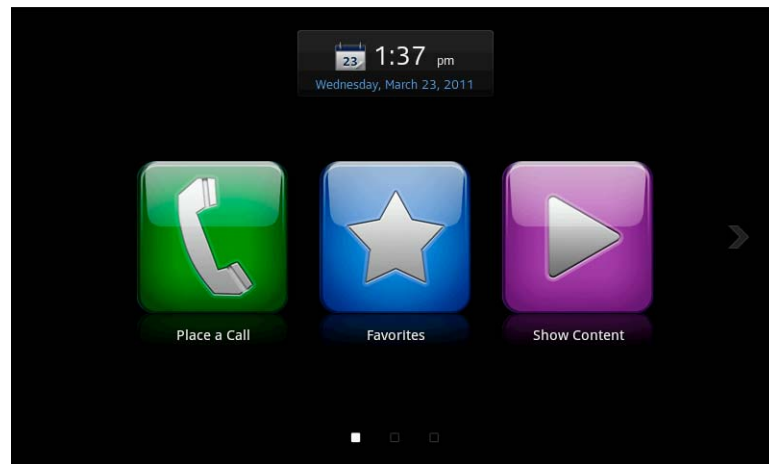
2–2

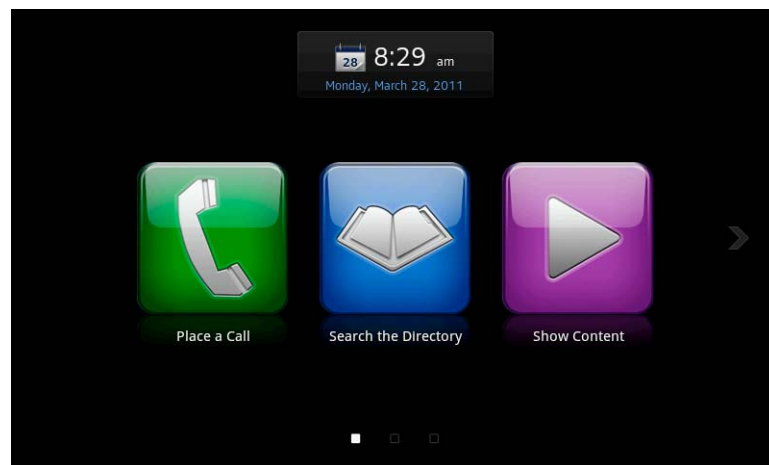*Figure 2-1* *Home Screen Page One (Without Directory Server Registration)*

Figure 2-2 *Home Screen Page One (With Directory Server Registration)*

From page two of the Home screen, you can:

*   Touch **Audio** to mute or adjust the volume of the audio at your site.

*   Touch **Calendar** to display the meeting calendar.

*   Touch **System** to display system information for all codecs including:

    —   IP address, model, software version, and system name

    —   Transmit/receive call speed and format statistics

— Software version for the System Controller paired with the Polycom Touch Control

Figure 2-3 *Home Screen Page Two*

From page three of the Home screen, you can:

- Touch ⚙ **User Settings** to display Polycom Touch Control settings including brightness, volume, and power.

- Touch 🛠 **Administration** to display administration settings. Contact your system administrator if you require any changes to the administration settings.

- Touch ❓ **Call for Help** to get help.

Figure 2-4 *Home Screen Page Three*

2–4

Understanding the Polycom Touch Control Indicators

When you are in a call, the Call screen appears.
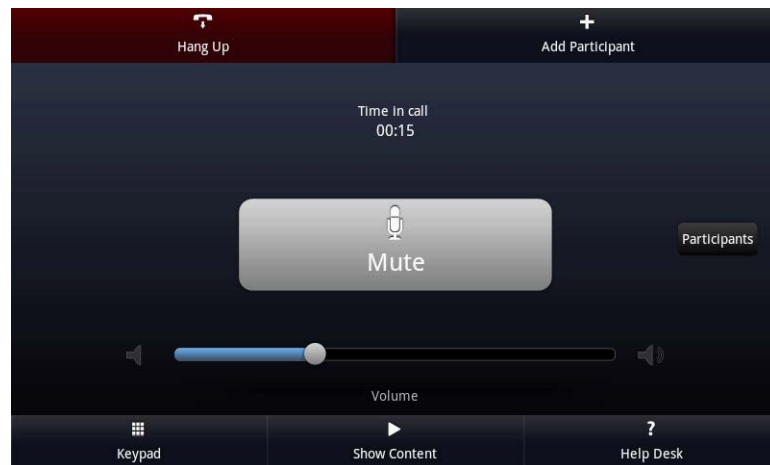

Figure 2-5 *Call Screen (In a Call)*

From the Call screen, you can complete these tasks:

•   Touch the **Mute/Unmute** button to mute or unmute your microphones.

•   Touch the **Volume** slider to adjust the volume at your site.

•   Touch **Hang up** to end the call.

•   Touch **Add Participant** to add another call participant.

    The Keypad screen appears.

    a   Do one of the following:

        »   If you want to dial a video call, touch the toggle button on the left side of the text field until 📹 **Video Call** appears.

        »   If you want to dial an audio only call, touch the toggle button on the left side of the text field until 📞 **Audio Only Call** appears.

    b   Place the call by entering a name or number on the Call screen, choosing a site from the Favorites screen, or choosing a site from the Directory. Refer to the Placing a Call section on page 2-9 for more information.

•   Touch **Keypad** to send DTMF tones.

•   Touch **Show Content** to select, start showing, or stop showing content.

    Note that the background color of the Call screen will change when you are in a call and receiving content.

•   Touch **Help Desk** to get help.

2–5

- Touch **Participants** to get more information about the participants in the call.

  The Call Participants screen appears. From this screen, you can touch **View Call Statistics** to get more information about the call, such as the call encryption status and the far site muted status.

Figure 2-6 Call Participants Screen

- For OTX and TPX systems, the Call screen may include a **Cameras** button depending on which options you have enabled and what type of system you are calling. For more information, contact your system administrator.
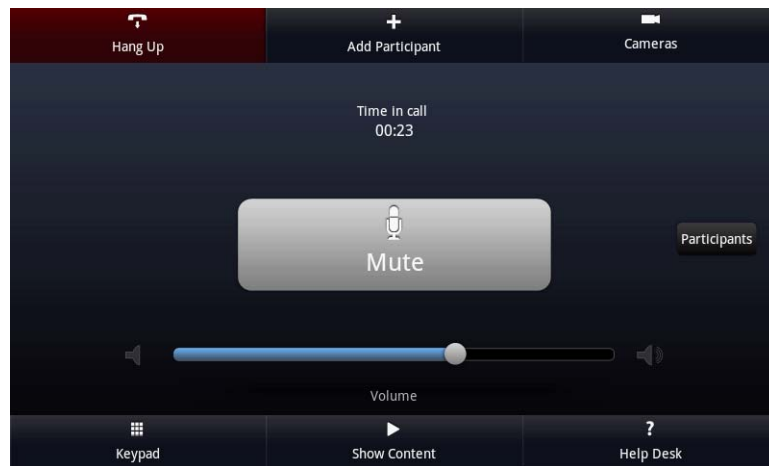

Figure 2-7 Call Screen (In an OTX 300 Call)

  If your Call screen does include the **Cameras** button, you can touch the button to adjust the cameras. The button indicating the camera's current status will be highlighted. You can then touch **Close Up View** to zoom in the cameras or touch **Wide Shot View** to zoom out the cameras.

2–6

Figure 2-8 *OTX 300 Close Up View and Wide Shot View Screen*

• If you navigate away from the Call screen during a call, you can return to it at any time by touching the green **Back to the Call** button. Figure 2-9 shows how this button appears on the Keypad screen when you are in a call.

Figure 2-9 *Keypad Screen (In a Call)*

Calling and Answering

This section describes how to:

- Answer a call
- Place a call by entering the name or number, by calling from the Favorites screen, or by calling from the Directory
- End a call
- Make calls to multiple sites or to Immersive Telepresence sites using Meeting Composer
- Use the calendar to view a list of scheduled meetings

Answering a Call

The way a Polycom ITP system handles incoming calls depends on how your system administrator configured the system. It either answers the call automatically, rejects the call automatically, or prompts you to answer the call manually.

If the Polycom ITP system does not answer incoming calls automatically, it prompts you to answer manually.

To answer a call:

>> Touch **Answer** or **Ignore** when a call comes in.

Placing a Call

You can use your ITP system to place a video call in any of these ways:

- Entering a name or number on the Call screen.
- Entering a SIP address on the alphanumeric keyboard.
- Choosing a site from the Favorites screen.
- Choosing a site from the Directory.

Calling by Entering a Name or Number

To call by entering a name or number:

1   From the Home screen, touch [icon] **Place a Call**.

    The Keypad screen appears.

Figure 2-10 Keypad Screen (Not in a Call)

2   Using the keypad, enter the video or phone number, IP address, or E.164 extension for the site.

    — To enter letters, touch [icon] **Keyboard**.

    — If you make a mistake while dialing, touch [icon] **Backspace**.

3   Touch [icon] **Call** to place the call.

2–9

Calling by Entering a SIP Address

To call by entering a SIP address:

1   From the Home screen, touch [icon] **Place a Call**.

The Keypad screen appears.

Figure 2-11 *Keypad Screen (Not in a Call)*

2   Touch [icon] **Keyboard**

The alphanumeric keyboard appears.

Figure 2-12 *Alphanumeric Keyboard Screen (Not in a Call)*

3   Enter the SIP address for the site.

If you make a mistake while dialing, touch [icon] **Backspace**.

If the far end is within your SIP domain, you can enter the SIP username instead of the entire SIP address. For example, if the far end's SIP address is "billy@abc.com" and you are also in "abc.com", then you can dial by entering "billy."

4   Touch [icon] **Call** to place the call.

Calling from the Favorites Screen

The Favorites that appear on the Favorites screen are the list of sites that you call most often. If you want to add, edit, or delete from the Favorites list, contact your system administrator.

To call from the Favorites screen:

1   Do one of the following:

— From the Home screen, touch [icon] **Favorites** (if you are not registered with a directory server).

— From the Home screen, touch [icon] **Place a Call**, and then touch **Favorites** (if you are registered with a directory server).
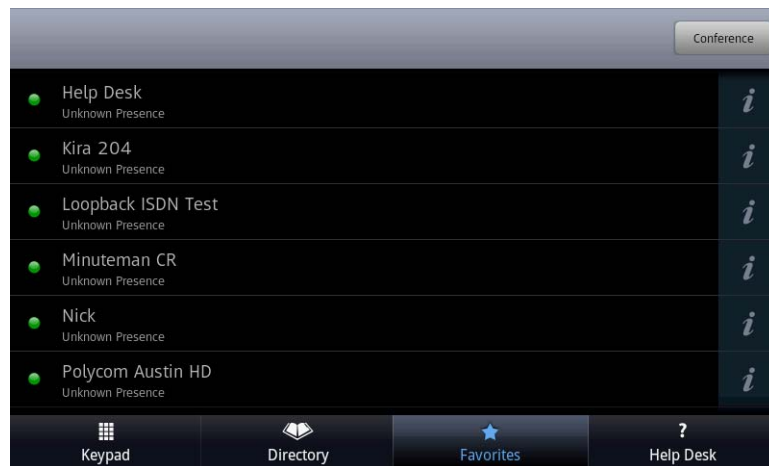
The Favorites screen appears.

Figure 2-13 *Favorites Screen*

2   Scroll to the entry you want, and then touch the entry to place the call.

To see more details about an entry in Favorites, touch [icon] **Info** next to the entry.

2–11

Calling from the Directory

If you are registered with a directory server, you can browse or search for a site to call.

To call from the directory:

1 From the Home screen, touch 📖 **Search the Directory**.

Alternatively, from the Home screen, touch 📞 **Place a Call,** and then touch **Directory**.
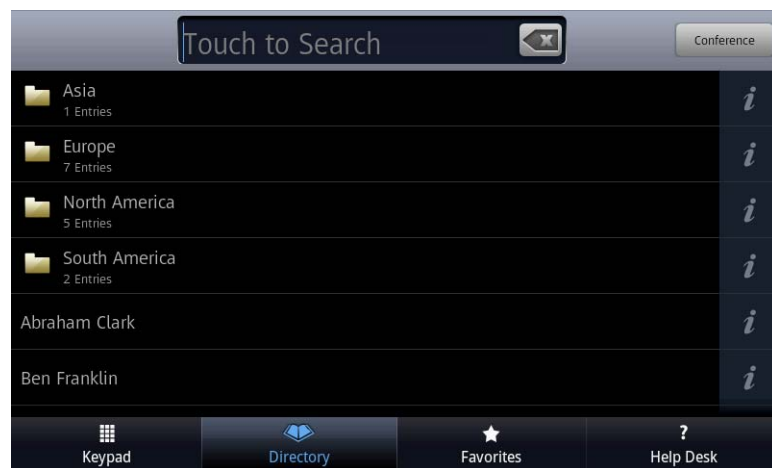
The Directory screen appears.

Figure 2-14 Directory Screen

2 Do one of the following:

— Scroll to the entry you want, and then touch the entry to place the call.

— Touch the **Search** field, start entering the name using the keyboard, and then touch the entry to place the call.

Ending a Call

To end a call:

1   From the Call screen, touch **Hang Up**.

    You will receive a message that the call has ended.

2   Touch **OK**.

> With audio calls, if the person on the telephone hangs up first, you still need to end the call by touching **Hang Up**, just as you would hang up a telephone receiver in a regular phone call.

Making Calls Using Meeting Composer

Meeting Composer enables you to easily place calls to multiple sites or to Immersive Telepresence sites (which have more than one codec). You can select the sites you want to call by manually dialing, using the Favorites list, or by searching the Directory.

Even if you want to call a traditional (standalone) video conferencing system or an audio-only site, you can use Meeting Composer to manually dial that site or to find that site in the Favorites list or Directory.

> Depending on how your system administrator has configured your system, some of the features described in this section (such as searching the Directory) may not be available.
>
> For information about how your system is configured, contact your system administrator.

Selecting Sites Using Meeting Composer

From the left side of the Meeting Composer screen, you can select the sites you want to call. This section describes the various methods by which you can select sites, including:

•   Manual dial

•   Favorites list

•   Directory

2–13

Selecting a Site Using Manual Dial

To select a site using manual dial:

1 From the Home screen, touch [icon] **Place a Call**.

The Keypad screen appears as shown in Figure 2-10.

2 Touch **Conference** on the Keypad screen.

The Keypad screen using Meeting Composer appears.

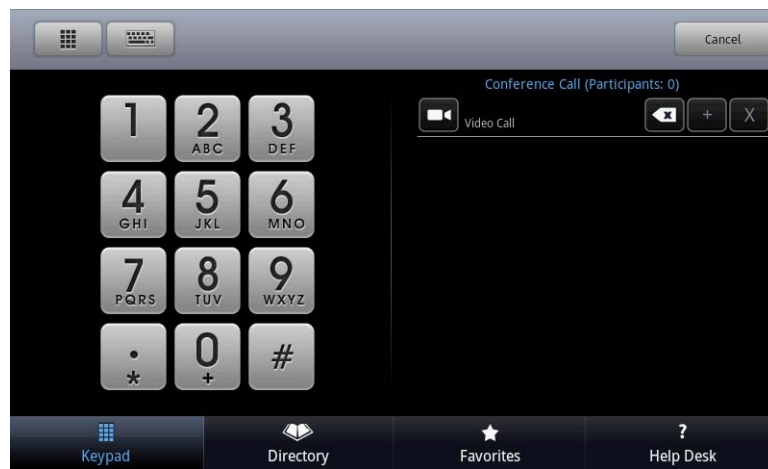

Figure 2-15 *Keypad Screen Using Meeting Composer (With No Participants)*

3 Do one of the following:

— If you want to dial a video call, touch the toggle button on the left side of the text field until [icon] **Video Call** appears.

— If you want to dial an audio only call, touch the toggle button on the left side of the text field until [icon] **Audio Only Call** appears.

4 Using the keypad, enter the video or phone number, IP address, or E.164 extension for the site.

— To enter letters or to enter a SIP address, touch [icon] **Keyboard**.

The alphanumeric keyboard appears.

If the far end is within your SIP domain, you can enter the SIP username instead of the entire SIP address. For example, if the far end's SIP address is "billy@abc.com" and you are also in "abc.com", then you can dial by entering "billy."

Figure 2-16 *Alphanumeric Keyboard Screen Using Meeting Composer (With No Participants)*

— If you make a mistake while dialing, touch [⌫] **Backspace**.

— If you want to delete the entry you are adding, touch [X] **Delete**.

5 Touch [+] **Add** to add the site to the list of sites you want to call.

6 Repeat steps 3 through 5 to add the other sites you want to call.

The sites appear in the Conference List on the right side of the Keypad screen using Meeting Composer.

Figure 2-17 *Keypad Screen Using Meeting Composer (With Participants)*

To remove a site from the list, touch [X] **Delete** next to the entry.

2–15

Selecting a Site Using Favorites

To select a site using Favorites:

1 Do one of the following:

— From the Home screen, touch ⭐ **Favorites** (if you are not registered with a directory server).

— From the Home screen, touch 📞 **Place a Call**, and then touch **Favorites** (if you are registered with a directory server).

The Favorites screen appears as shown in Figure 2-13.

2 Touch **Conference** on the Favorites screen.
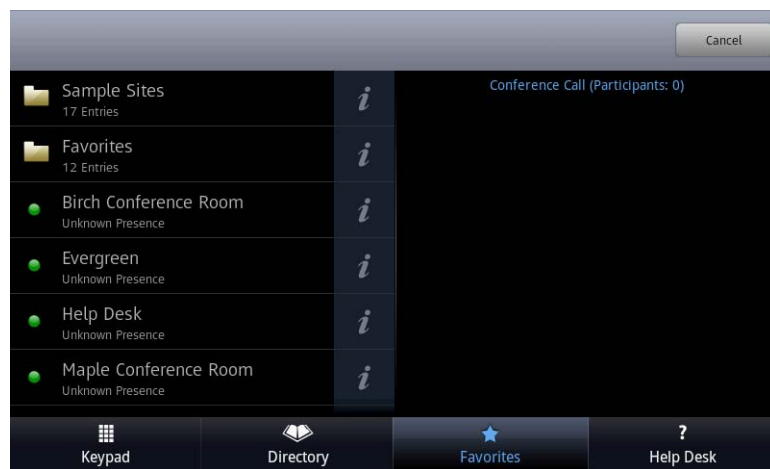
The Favorites screen using Meeting Composer appears.

Figure 2-18 *Favorites Screen Using Meeting Composer (With No Participants)*

2–16

3 Touch the names of the sites that you want to add to the list of sites to call.

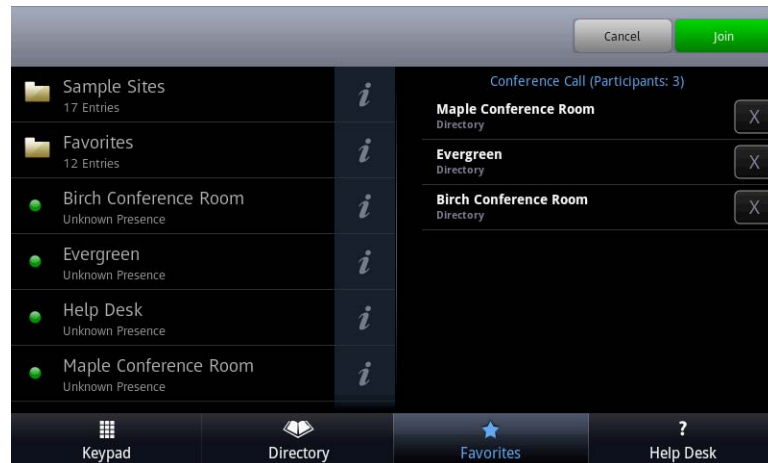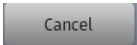The sites will appear in the Conference List on the right side of the Favorites screen using Meeting Composer.

Figure 2-19 *Favorites Screen Using Meeting Composer (With Participants)*

4 If you want to cancel the call and delete all of the sites on the right side of the Favorites screen using Meeting Composer, touch [Cancel] **Cancel**.

Selecting a Site Using the Directory

To enable you to select sites using the directory, your system administrator must first configure the directory so that you can access it from your site.

> If your system is not configured to use the Polycom Converged Management Application™ (CMA™) system, you will not have access to the directory.
>
> For information about how your system is configured, contact your system administrator.

2–17

To select a site using the Directory:

1 From the Home screen, touch 📖 **Search the Directory**.

Alternatively, from the Home screen, touch 📞 **Place a Call,** and then touch **Directory**.
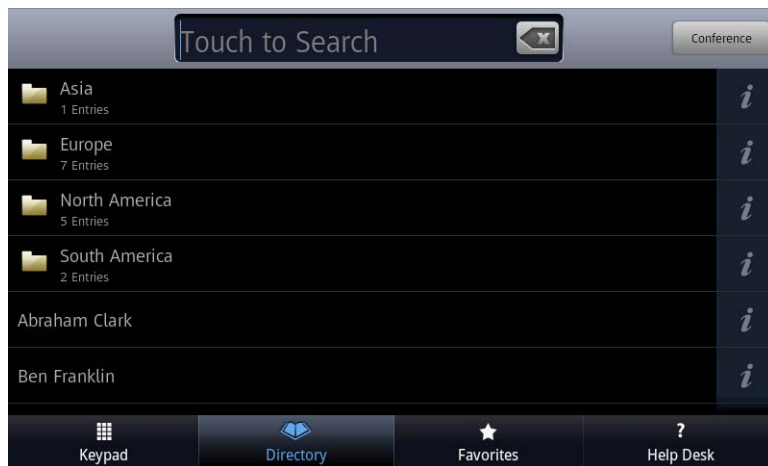
The Directory screen appears.

Figure 2-20 *Directory Screen*

2 Touch **Conference** on the Directory screen.

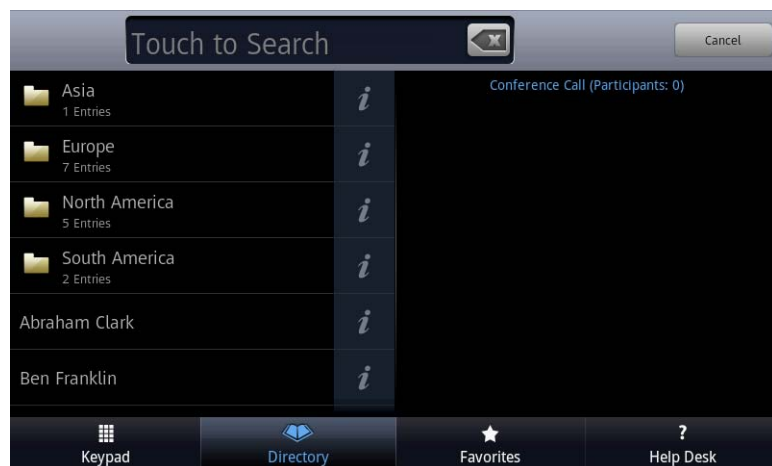The Directory screen using Meeting Composer appears.

Figure 2-21 *Directory Screen Using Meeting Composer*

3 Do one of the following:

—   Touch the names of the sites that you want to add to the list of sites to call.

The sites will appear in the Conference List on the right side of the Meeting Composer screen.

—   Search for a site:

a   Touch the Search field at the top of the Directory Screen.

A keyboard appears.

b   Using the keyboard, enter any string of characters to search for the name of the site. (Partial strings are acceptable.)

Note that the system will not search numbers unless they are part of the site name. For example, if you enter "172", any sites with IP addresses starting with "172" will not be retrieved; however, a site with the name "172 Boston Street" will be retrieved.

c   Touch **Done**.

The keyboard disappears and the sites that match the search criteria you entered appear on the left side of the Directory screen using Meeting Composer.

d   Touch the names of the sites that you want to add to the list of sites to call.

The names will appear in the Conference List on the right side of the Directory screen using Meeting Composer.
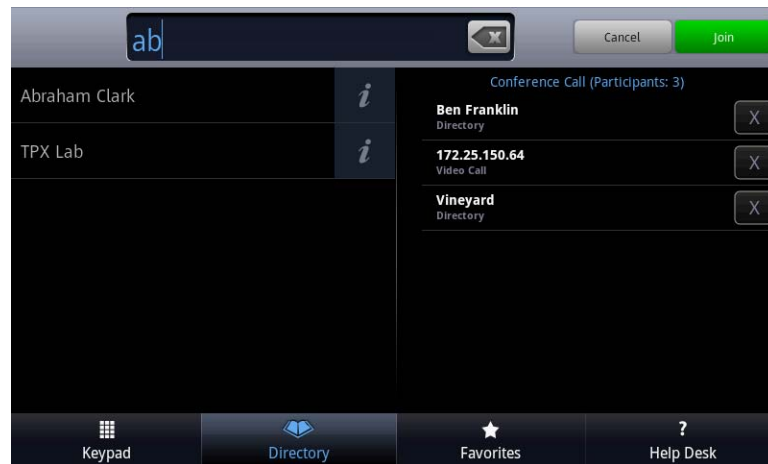

Figure 2-22 *Search Field on the Directory Screen Using Meeting Composer*
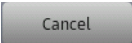
2–19

Placing a Call Using Meeting Composer

Once you have added the sites you want to call to the Conference List on the right side of the Meeting Composer screen, you can make the call to those sites as described in this section.

If your system is configured to use the Polycom RMX, you can make a call to multiple sites as well as to Immersive Telepresence sites. You can select up to 30 sites to dial at once (in any combination of single and multipoint sites). After the conference has started, you can add additional sites or drop sites. The maximum number you can add is determined by the available resources on the Polycom RMX.

Note that if you create a Conference List of only one site and that site is not a multipoint site or a SIP endpoint, the system will make the call as a point-to-point call without using the RMX.

To place a call using Meeting Composer:

1 Ensure that the sites listed in the Conference List include all the sites you want to call:

— If you want to delete a site, touch [X] **Delete** next to the entry.

— If you want to cancel the call and delete all of the sites, touch [Cancel] **Cancel**.

— If you want to add another site, refer to Selecting Sites Using Meeting Composer on page 2-13.

2 Touch [Join] **Join** to begin the conference.
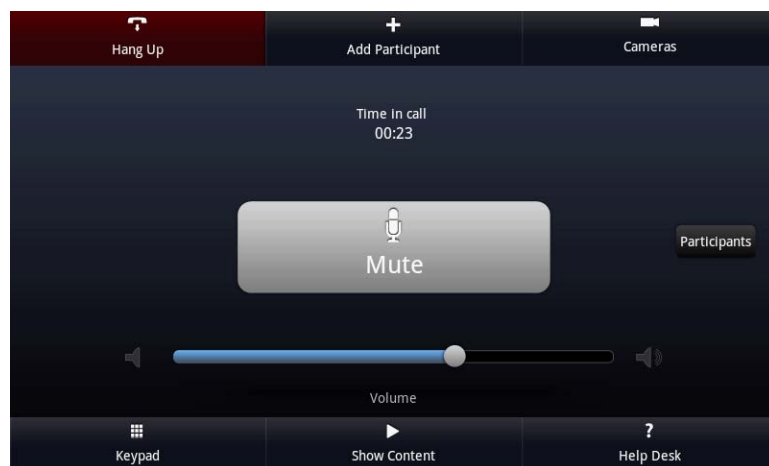
The Call screen appears.

Figure 2-23 *Call Screen (In an OTX 300 Call)*

For more information about the tasks you can perform from the Call screen, see pages 2-5 and 2-6.

3 Touch **Participants** to view a list of the participants in the call.

Ending a Call Using Meeting Composer

To end a call using Meeting Composer:

1 Touch **Hang Up** on the Call screen as shown in Figure 2-23.
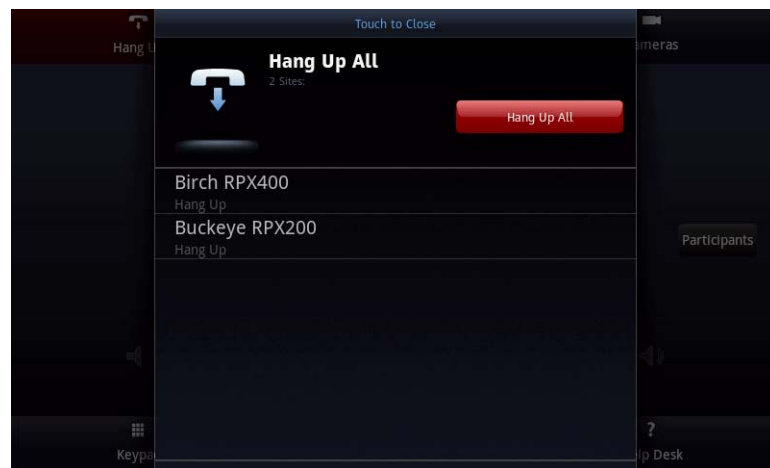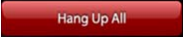
The Hang Up screen appears.

Figure 2-24 *Meeting Composer Hang Up Screen*

2 Do one of the following:

— To end the call with an individual participant, touch the participant name in the list.

— To end the call with all participants, touch [Hang Up All] **Hang Up All**.

You will receive a message that the call has ended.

3 Touch **OK**.

2–21

Using the Calendar

The calendar feature enables you to use the Polycom Touch Control to view a list of scheduled meetings and to join those meetings.

Depending on how your system administrator has configured your system, this feature may not be available. For information about how your system is configured, contact your system administrator.

To use the calendar:

1   From the Home screen, touch 🗓 **Calendar**.

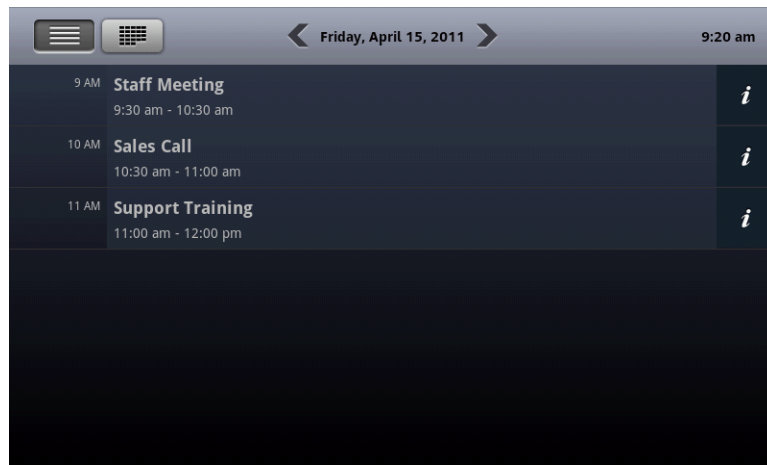The Calendar screen appears displaying a list of scheduled meetings.
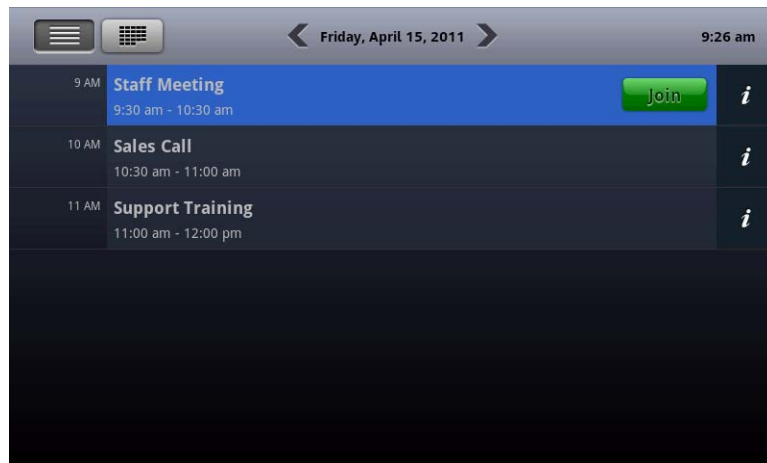

Figure 2-25 *Calendar Screen*

Figure 2-26 *Join Button on the Calendar Screen*

A few minutes before a meeting is scheduled to start, a Join button will appear next to the meeting in the list.

2 Touch ▢**Join**▢ **Join** to join the meeting.

3 To view details about a particular meeting, touch ▢**i**▢ **Info** next to the meeting in the list.

The details of the meeting appear.

Figure 2-27 *Calendar Details Screen*

Depending on how your system administrator has configured the calendar features, you may receive meeting reminder messages on your Polycom Touch Control.

2–23

Adjusting the Volume

This section describes how to adjust the sound you hear at your site, how to change the volume on the Polycom Touch Control, and how to mute the microphones.

Adjusting the Volume at Your Site

Raising or lowering the volume affects only the sound you hear at your site.

To adjust the volume:

1   From the Home screen, touch **Audio**.

2   Use the **Volume** slider to increase or decrease the call volume.

    When you are in a call, volume control is available on the Call screen and in the top right corner of other screens.

Adjusting the Polycom Touch Control Volume

You can adjust the volume levels of the Polycom Touch Control ring tone and user alert tones.

To adjust the Polycom Touch Control volume:

1   From the Home screen, touch **User Settings**.

2   Use the **Volume** slider to adjust the Polycom Touch Control volume.

Muting the Microphones

You can mute the microphones if you do not want the far site to hear you.

To mute or unmute the microphones:

1   From the Home screen, touch **Audio**.

    The Audio screen appears.

2   Touch **Mute** or **Unmute** to control your microphones.

When you are in a call, mute controls are available on the Call screen and in the top right corner of other screens.

Getting Help

This section lists the error messages that you may receive on the Polycom Touch Control when you place a call that does not connect. It also describes how to contact the Help Desk whenever you need help with your ITP system.

Understanding Error Messages

If you make a call using the Polycom Touch Control and the call does not connect, you will receive an error message. The following table describes some of the more common error messages that you may receive:

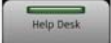| Error Message	Description
The call has ended.	Your site or the far site hung up the call.
The far end system is capable of accepting the call, but the call was rejected for an unknown reason. Contact your network administrator for assistance.	The far site has automatic answer set to **Do not disturb**.
The far site is busy. Try the call again later.	The far site is already in a call.
The far site could not be reached. Make sure the far system is operational, and then try the call again.	The far site is not reachable for an unknown reason.
If one system requires encryption for all calls and the other system has encryption disabled, your call cannot be completed because of security or permissions issues. Contact your network administrator for assistance.	There is a mismatch in encryption requirements.

Calling the Help Desk

When you experience technical difficulties or have a question about your Polycom ITP system, you can call the Help Desk.

The Help Desk number is configured by the system administrator. If your Help Desk button is not working, contact your system administrator.

If your organization has signed up for Video Network Operations Center (VNOC) services, you may also be able to call the Help Desk to request a room reservation, extend or cancel a meeting, or request other assistance. For more information about room requests, refer to Reserving a Polycom ITP Room on page 4-4.

To call the help desk:

1   Do one of the following:

—   Touch [?] **Call for Help** from the Home screen.

—   Touch the Help Desk entry in Favorites (if available)**.**

—   Touch **Help Desk** from any dialing screen.

2   Touch [Help Desk] **Help Desk**.

The system will automatically place an audio call to the Help Desk using the number preconfigured by your system administrator.
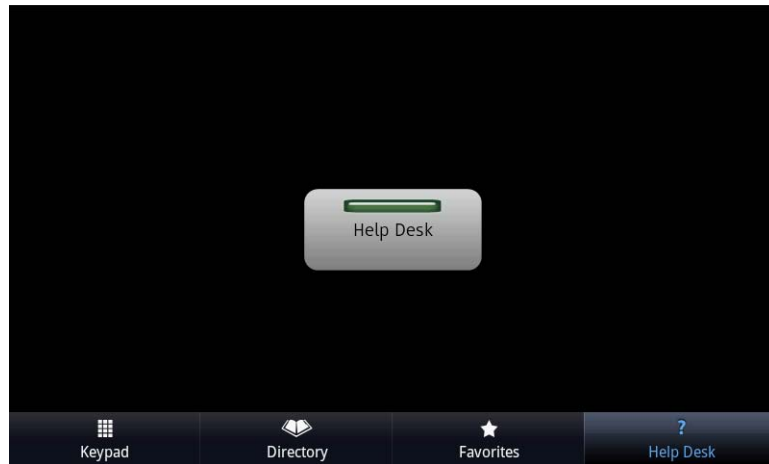

Figure 2-28 *Help Desk Screen*

Note that the four buttons at the bottom of Figure 2-28 appear only when you touch **Help Desk** from a dialing screen.

> If you touch [?] **Call for Help** when an audio call is connected, the system must hang up the audio call in order to place the help call. A message informs you of this before hanging up the audio call.

If your organization has signed up for VNOC services, you can also get help by calling the VNOC directly using the phone number provided by your organization.

3

Viewing People and Content

What can you expect to see on the displays during a telepresence conference in an ITP room? That depends on whether you have an RPX 400 Series, an RPX 200 Series, an OTX 300 system, an OTX 100 system, a TPX 306M system, or a TPX 204M system, the type of system you are calling at the other site, and whether your call is to one site (point-to-point) or multiple sites (multipoint). This chapter describes what you can expect to see in these various scenarios.
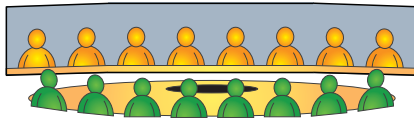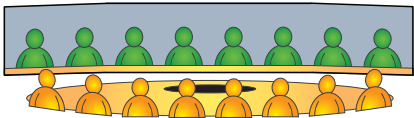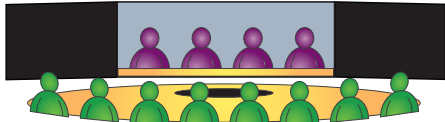
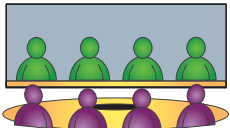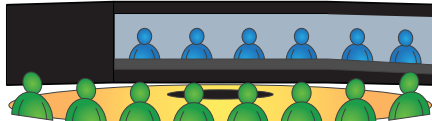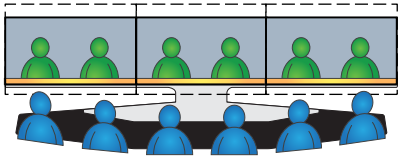This chapter also describes how to bring content (such as slides, spreadsheets, or other documents) into an ITP room using a laptop, an optional document camera, or an optional integrated PC.
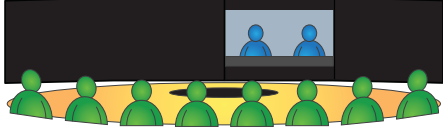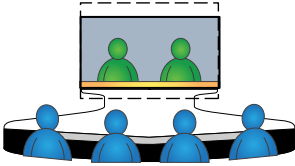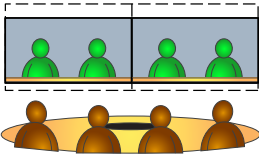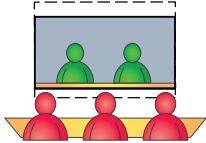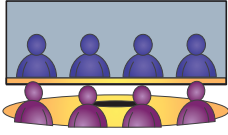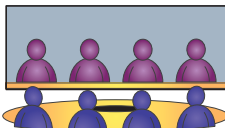
Viewing People
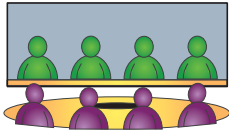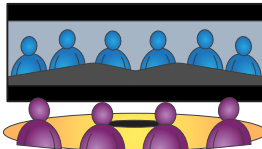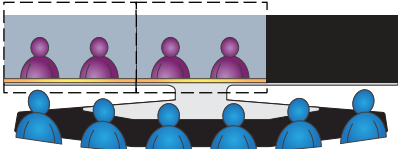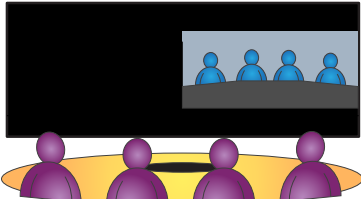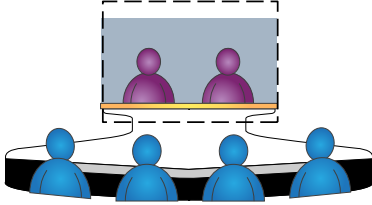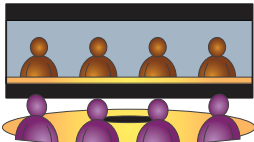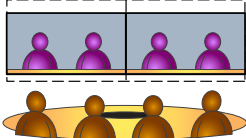
Different types of video conferencing systems use a different number of cameras and displays. The ITP system automatically adapts by adjusting its camera views depending on how many displays are at the far site.
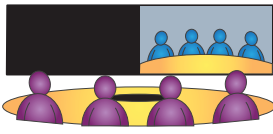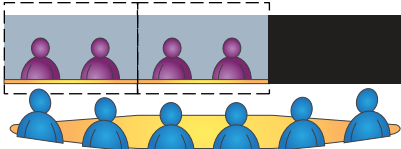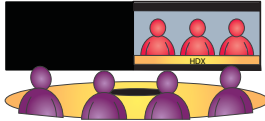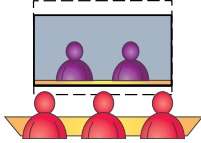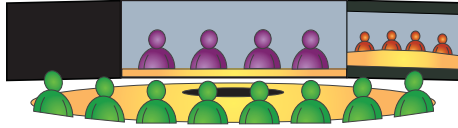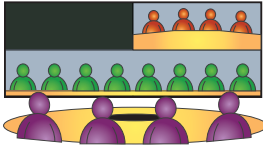
Viewing People in an RPX Suite

The following table describes what you can expect to see when you view the people at the other sites during a telepresence conference in an RPX suite. Note that your table may look different than the table in the following figures.

If you make a call between an...	And a/an...	This is what you will see in your RPX suite...	This is what the far site will see...
RPX 400 Series	RPX 400 Series	The entire RPX 400 Series suite. Two seats at the RPX main table are shown on each display.	The entire RPX 400 Series suite. Two seats at the RPX main table are shown on each display.
RPX 400 Series	RPX 200 Series	The entire RPX 200 Series suite. Two seats are shown on the center right display and two seats are shown on the center left display. The far left and far right displays are blank.	The four center seats at the RPX main table. Two seats are shown on each display.
RPX 400 Series	OTX 300, TPX 306, or ATX 300 System	The entire OTX 300 or TPX 306 room. Two seats are shown on the far right display, on the center right display, and on the center left display. The far left display is blank. For ATX rooms, it depends on how the integrator set up the room.	The right six seats at the RPX main table. Two seats are shown on each display.
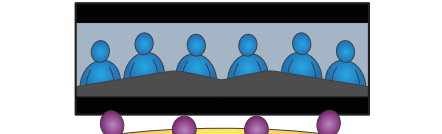
If you make a call between an...	And a/an...	This is what you will see in your RPX suite...	This is what the far site will see...
RPX 400 Series	OTX 100 System	The entire OTX room. Two seats are shown on the center right display. The far left display, center left display, and far right display are blank.	The center right two seats at the RPX main table.
RPX 400 Series	TPX 204M or ATX 200 System	The entire TPX 204M room. Two seats are shown on the center left display and two seats are shown on the center right display. The far left and far right displays are blank. For ATX rooms, it depends on how the integrator set up the room.	The center four seats at the RPX main table. Two seats are shown on each display.
RPX 400 Series	Traditional (standalone) video conferencing system (such as a Polycom HDX system)	The people at the far site on the center right display. The remaining displays are blank.	The center right two seats at the RPX main table.
RPX 200 Series	RPX 200 Series	The entire RPX 200 Series suite. Two seats are shown on each display.	The entire RPX 200 Series suite. Two seats are shown on each display.

3–3
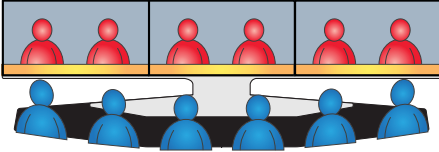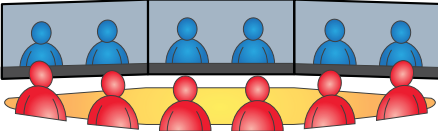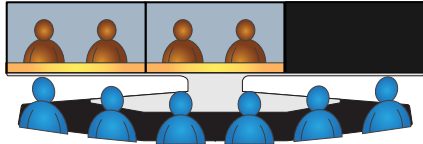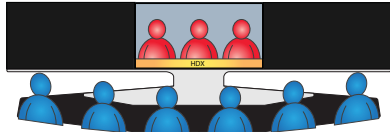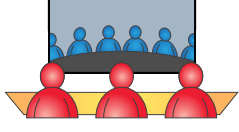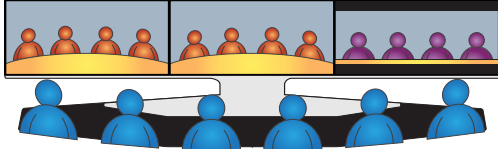
If you make a call between an...	And a/an...	This is what you will see in your RPX suite...	This is what the far site will see...
RPX 200 Series	RPX 400 Series	The four center seats at the RPX main table. Two seats are shown on each display.	The entire RPX 200 Series suite. Two seats are shown on the center right display and two seats are shown on the center left display. The far left and far right displays are blank.
RPX 200 Series	OTX 300 or TPX 306 System	The entire OTX 300 or TPX 306 room. Three seats are shown on each display.	The entire RPX suite. Two seats are shown on the left display and two seats are shown on the center display. The right display is blank.
RPX 200 Series	OTX 100 System	The entire OTX 100 room. Four seats are shown on the right display. The left display is blank.	The right two seats at the RPX main table.
RPX 200 Series	TPX 204M or ATX 200 System	The entire TPX 204 room. Two seats are shown on each display. For ATX rooms, it depends on how the integrator set up the room.	The entire RPX suite. Two seats are shown on each display.

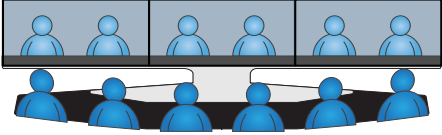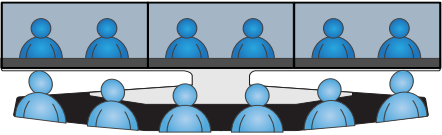| If you make a call between an...	And a/an...	This is what you will see in your RPX suite...	This is what the far site will see...
RPX 200 Series	ATX 300 System	Typically, four seats on the right display. The left display is blank. This may differ depending on how the integrator set up the ATX room.	The entire RPX suite. Two seats are shown on the left display and two seats are shown on the center display. The right display is blank.
RPX 200 Series	Traditional (standalone) video conferencing system (such as a Polycom HDX system)	The people at the far site on the right display. The left display is blank.	The right two seats at the RPX main table.
RPX 400 or 200 Series	More than one other site (multipoint call)	In multipoint calls, what you see and what the far site sees depends on a variety of factors including the number of sites in the call, the types of systems in the call, the cameras being used, and so forth. If a site is using the VNOC, the VNOC operator usually configures the layout so that every site sees all the other sites in the call. The following illustrations show what you might see with one RPX 400 Series, one RPX 200 Series, and one TPX 306M system, Version 2.0 (with EagleEye HD 1080i cameras) in a multipoint call. This is the view from the RPX 400 suite: This is the view from the RPX 200 suite:	

Viewing People in an OTX or TPX Room

The following table describes what you can expect to see when you view the people at the other sites during a telepresence conference in an OTX or TPX room. Note that your table may look different than the table in the following figures.
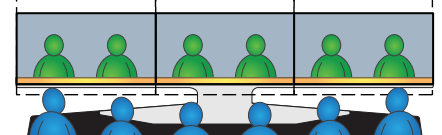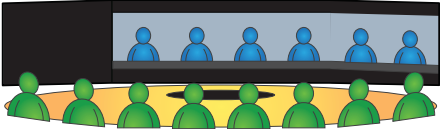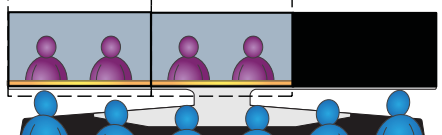
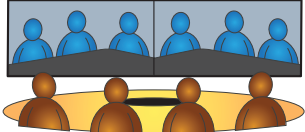| If you make a call between an...	And a/an...	This is what you will see in your OTX 300 room...	This is what the far site will see...
OTX 300 System	OTX 300, TPX 306, or ATX 300 System	The entire OTX 300 or TPX 306 room. Two seats are shown on each display. For ATX rooms, it depends on how the integrator set up the room. 	The entire OTX 300 room. Two seats are shown on each display.
OTX 300 System	RPX 400 Series or ATX 400 room	The right six seats at the RPX main table. Two seats are shown on each display. For ATX rooms, it depends on how the integrator set up the room. 	The entire OTX 300 room. Two seats are shown on the far right display, on the center right display, and on the center left display. The far left display is blank.
OTX 300 System	RPX 200 Series	The entire RPX Suite. Two seats are shown on the left display and two seats are shown on the center display. The right display is blank. 	The entire OTX 300 room. Three seats are shown on each display.

If you make a call between an...	And a/an...	This is what you will see in your OTX 300 room...	This is what the far site will see...
OTX 300 System	TPX 306M or ATX 300 System	Two seats are shown on each display. For TPX rooms, this is the entire room. For ATX rooms, it depends on how the integrator set up the room.	The entire OTX 300 room. Two seats are shown on each display.
OTX 300 System	TPX 204M or ATX 200 System	The entire TPX 204M room. Two seats are shown on the center display and two seats are shown on the left display. The right display is blank. For ATX rooms, it depends on how the integrator set up the room.	The entire OTX 300 room. Three seats are shown on each display.
OTX 300 System	Traditional video conferencing system (such as a Polycom HDX system)	The people at the far site on the center display. The left and right displays are blank.	The center four seats and a portion of the left and right seats at OTX 300 table.
OTX 300 System	More than one other site (multipoint call)	In multipoint calls, what you see and what the far site sees depends on a variety of factors including the number of sites in the call, the types of systems in the call, the cameras being used, and so forth. If a site is using the VNOC, the VNOC operator usually configures the layout so that every site sees all the other sites in the call. The following illustration shows what you would see in an OTX 300 room when in a multipoint call with two TPX 306M sites and one RPX 200 Series site. The left and center displays show the TPX 306M sites; the right display shows the RPX 200 site.	

Because different types of video conferencing systems use different aspect ratios for their video images, ITP systems automatically adjust the video for your displays. Most systems use either 4:3 aspect ratio (such as an RPX suite) or 16:9 aspect ratio (such as an OTX or TPX system).

For example, if you call a Polycom OTX or TPX room from an RPX 200 Series suite, the image on the displays in the RPX suite adjusts for the 16:9 OTX or TPX room. Therefore, this is what you can expect to see on the displays in the RPX suite:

Unused display area	Unused display area
16:9 Left side of OTX room	16:9 Right side of OTX room
Unused display area	Unused display area

Figure 3-1 Example of an Adjusted Display in an RPX Suite

Likewise, in the OTX or TPX room, the image automatically adjusts so the people in that room see a real-size view of the people in the RPX suite. This is the view in the OTX room:

4:3 image

Area above people's heads not shown	Area above people's heads not shown	
People on left half of RPX HD 200 Series room	People on right half of RPX HD 200 Series room	Right display (not used in a call with an RPX HD 200 Series)

16:9 display
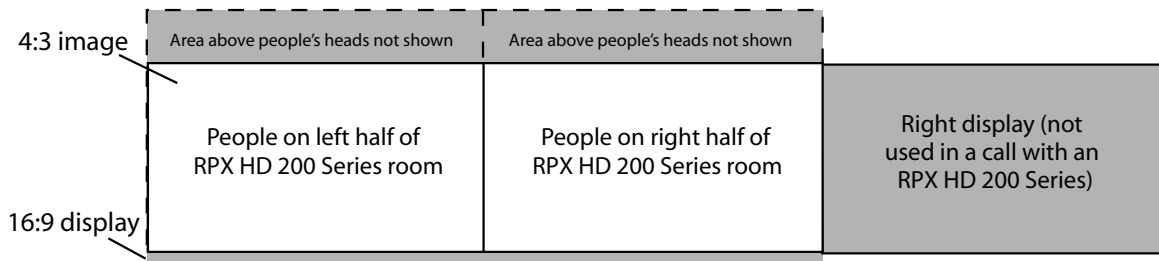
Figure 3-2 Example of an Adjusted Display in an OTX Room

Viewing Content

Your ITP system enables you to view content (such as slides, spreadsheets, or other documents) during your telepresence conference. You can also receive content from the other site(s) in the conference.

You can display content at your site using a laptop in the room or a laptop with People+Content IP. You can also display content using an optional document camera or an optional integrated PC. Whenever you display or receive content, that content automatically appears on the tabletop content monitors.

You can show one type of content and one people video source at a time, and you can switch to a different type of content or people video source if necessary.

If you are using the ITP room for a regular meeting rather than for a telepresence conference, you can still view content on the content monitors.

In an OTX 300 room, you can also view the content on the three displays on the video wall (if your system administrator has configured your system to do so).
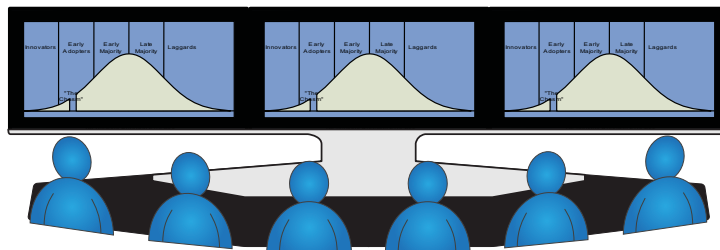
Figure 3-3 *Content on Three Displays in an OTX 300 Room*

If you are not in a call and you are showing content on the three displays in your OTX 300 room, and then a call is connected:

- The content on the front displays will be replaced by the video of the people at the far site.

- The content on the tabletop content monitors will stop displaying until new content is shared.

3–9

Accessing the Content Monitors

This section describes how to access the tabletop content monitors in an ITP room.

Accessing the Content Monitors in RPX Suites

In RPX suites, there is one tabletop content monitor available for every two seats.

To access the content monitors in RPX suites:

1   Access the content monitors by removing the wooden covers located in the tabletop.

2   Press the power button at the bottom right corner of each screen to power on the content monitors.

3   Firmly pull up at the top of the content monitors to tilt the screen forward.

4   To make room on the table, you can place the wooden covers behind the content monitors.

5   When you are done using the content monitors, power them off, push them back down, and replace the wooden covers.

Accessing the Content Monitors in OTX Rooms

Accessing the Content Monitors in OTX 300 Rooms

In OTX 300 rooms, there are three content monitors located in the table.

Depending on how your system is configured, these three content monitors may automatically lift when content is shared; therefore, be sure to keep the area above the content monitors clear. Once the content monitors are raised, they will remain raised until the end of the call, even if no content is being shown. Also note that, if you are not in a call, content may also appear on the three main display screens as described on page 3-9.

If you want to manually override the automatic feature and freely move the content monitors up and down, you can do so by using the Content Monitor Lift button.

To access the content monitors in OTX 300 rooms:

1   Raise the content monitors by pressing the Content Monitor Lift button located on the tabletop in front of each content monitor.

2   When you are done using the content monitors, press the Content Monitor Lift button to lower each content monitor.

Accessing the Content Monitors in Standard OTX 100 Rooms

In standard OTX 100 rooms, there are two content monitors located in the table.

Depending on how your system is configured, these two content monitors may automatically lift when content is shared; therefore, be sure to keep the area above the content monitors clear. Once the content monitors are raised, they will remain raised until the end of the call, even if no content is being shown. Also note that, if you are not in a call, content may also appear on the two main display screens.

If you want to manually override the automatic feature and freely move the content monitors up and down, you can do so by using the Content Monitor Lift button.

To access the content monitors in standard OTX 100 rooms:

1   Raise the content monitors by pressing the Content Monitor Lift button located on the tabletop in front of each content monitor.

2   When you are done using the content monitors, press the Content Monitor Lift button to lower each content monitor.

Accessing the Content Monitor in OTX 100 Compact Rooms

In OTX 100 Compact rooms, no content monitor is supplied. You may provide your own and place it on the table or next to the video display. Note that content cannot be displayed on the video display.

The OTX 100 Compact system does not provide a motorized content monitor lift or content switch.

Using a Laptop in the Room

If you want to share content that is stored on your laptop, you must connect the laptop to the appropriate content cable:

•   For RPX suites, you will find the VGA and HDMI cables in the cable tray at the center of the main table.

•   For OTX rooms, you will find the VGA and HDMI cables in one of the Collaboration Tanks, which are located between the tabletop content monitors.

In addition, your laptop resolution must be supported by your codec.

> Because of the OTX high gloss tabletop surface, Polycom recommends that you use a quality optical mouse or trackball with your laptop.

To view content using a laptop in the room:

1   Access the content cable and connect the VGA or HDMI connector to the VGA or HDMI connector on your laptop.

Note that some laptops require you to enable VGA or DVI output (such as by pressing **Shift-F5**). Refer to your laptop documentation for more information.

> For an RPX suite, your system administrator may have set up your system so that content automatically displays when you connect a laptop to the content cable. If so, you do not need to use the Polycom Touch Control to share content.

2   If you want to transmit audio, connect the audio cable to your laptop.

Note that even if you want to send audio-only content, you must first share video.

3   From the Home screen, touch ▶ **Show Content**.

The Show Content screen appears.
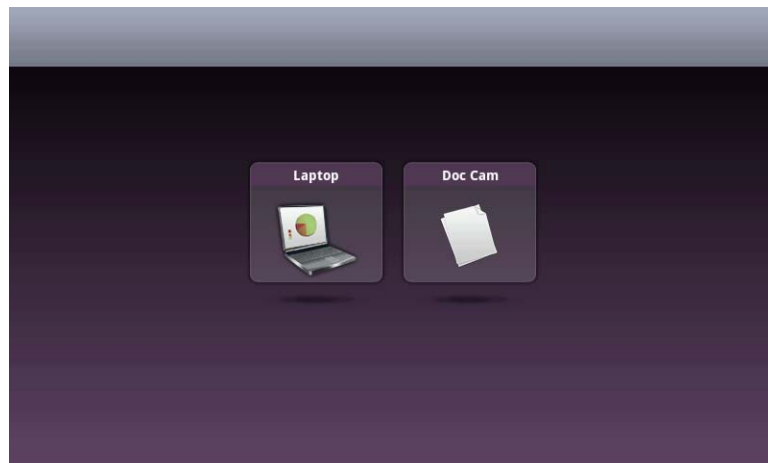
Figure 3-4 *Laptop Button on the Show Content Screen in an RPX Suite*

4   Display the content on your laptop screen, and then touch **Laptop**.

Note that the button label depends on what your system administrator chose as the label name.

The following then occurs:

   —   The Laptop button moves up slightly on the screen, and the laptop content is shown to the call participants.

   —   If there are content monitors in the room, the content appears on all of those content monitors.

- If the other site in the conference is equipped with content monitors, the content appears on those content monitors.

- If the other site in the conference has only one display, the content appears on that display.
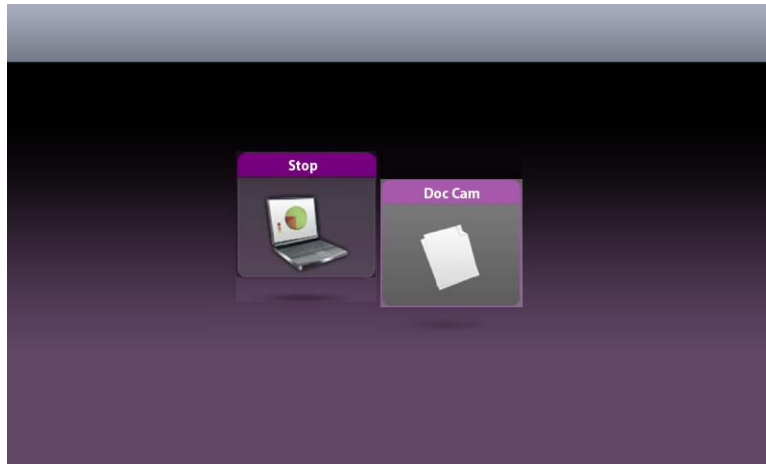
5   When you are done using the laptop, touch   **Stop**.

Figure 3-5 *Laptop Stop Button on the Show Content Screen in an RPX Suite*

The Laptop button moves down on the screen, and the laptop content is no longer shown to the call participants.

IMPORTANT: Always disconnect the cables from the laptop when you are done displaying the content so that you do not inadvertently display any private or personal content that may be stored on the laptop.

Using a Laptop with People+Content IP

If you are calling from a remote location and do not have access to a VGA cable, you can use the Polycom People+Content IP application to share content on your laptop.

Note that you can only connect to one People+Content IP client at a time.

To view content using a laptop with People+Content IP:

1   On a laptop with a Microsoft® Windows XP, Windows Vista, or Windows 7 operating system, open a web browser and go to www.polycom.com/ppcip.

2   Download and install the People+Content IP software

3–13

3   Start the People+Content IP application.

The People+Content IP screen appears.

Figure 3-6 *People+Content IP Screen*

4   Enter the IP Address or host name of the ITP system and the meeting password, if one is set.

5   Click **Connect**.

6   Do one of the following:

   a   Control the content using the People+Content IP toolbar:

      »   Touch ▶ **Start** to start sharing content.

Figure 3-7 *Start Button on the People+Content IP Toolbar*

      »   Touch 🔍 **Zoom** to zoom in on an area of your content.

      »   Touch ⏹ **Stop** to start sharing content.

Figure 3-8 *Stop Button on the People+Content IP Toolbar*

   b   Control the content using the Polycom Touch Control screen:

3–14

» Touch ![button] **People+Content IP** to start sharing content.

Note that the button label depends on what your system administrator chose as the label name.

Figure 3-9 *People+Content IP Button on the Show Content Screen*

The People+Content IP button moves up slightly on the screen, and the laptop content is shown to the call participants.
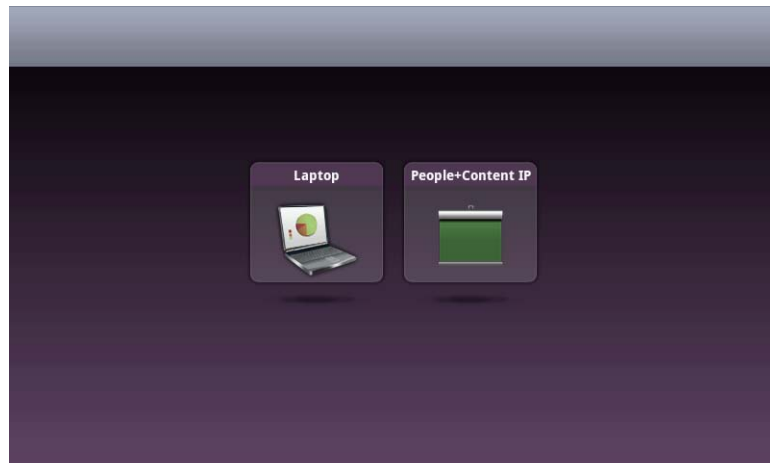
» Touch ![button] **Stop** to stop sharing content.
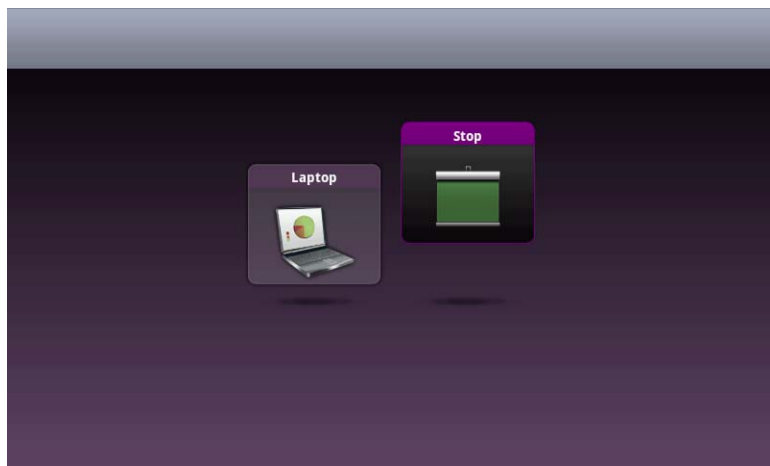
Figure 3-10 *People+Content IP Stop Button on the Show Content Screen*

The People+Content IP button moves down on the screen, and the content is no longer shown to the call participants.

3–15

Using a Document Camera

If your room is equipped with an optional document camera, you can use that document camera to show content to the other conference participants.

To view content using a document camera:

1   From the Home screen, touch [▶] **Show Content**.

The Show Content screen appears.

Figure 3-11 Doc Cam Button on the Show Content Screen

2   Place the content on your document camera, and then touch [Doc Cam icon] **Doc Cam**.

Note that the button label depends on what your system administrator chose as the label name.

Figure 3-12 Document Camera Controls on the Show Content Screen

3–16

The following then occurs:

— The Doc Cam button moves up slightly on the screen, the document camera content is shown to the call participants, and the document camera controls become visible.

— The document camera powers on in about three seconds. For more information, refer to the setup sheet that came with your document camera.

— If there are content monitors in the room, the content appears on all of those content monitors.

— If the other site in the conference is equipped with content monitors, the content appears on those content monitors.

— If the other site in the conference has only one display, the content appears on that display.

3 If you have an RPX suite equipped with a VZ-C12² document camera, a spotlight field appears on the main table. Figure 3-13 shows the location of the spotlight field on an RPX 400 Series main table. The RPX 200 Series main table has similar placement.

Place your content on the spotlight field.
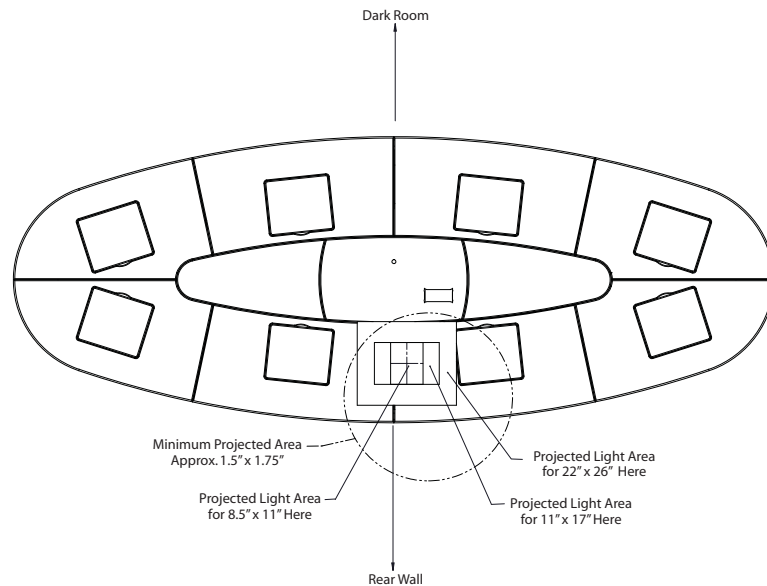
Figure 3-13 *Document Camera Spotlight Location on the RPX 400 Main Table*

4 Use the Document Camera controls as needed:

— Touch [⊕] [⊖] **Zoom** to zoom in or out on the document.

— Touch [∨] [∧] **Focus** to manually focus in or out on the document, or touch [⊙] **AutoFocus** to allow the document camera to focus automatically.

3–17

    — Touch **Freeze/Snapshot** to take a still image of the document.

5   Touch **Stop** to stop sharing content.

The Doc Cam button moves down on the screen, and the content is no longer shown to the call participants.

Using an Integrated PC (RPX Suites Only)

If your RPX suite is equipped with an optional integrated PC, you can share content that is stored on that PC. Note that OTX rooms do not have this option.

To view content using an integrated PC (RPX suites only):

1   Display the content on the PC screen.

2   From the Home screen, touch **Show Content**.

The Show Content screen appears.

3   Touch the PC button.

The following then occurs:

    — The PC button moves up slightly on the screen, and the PC content is shown to the call participants.

    — If there are content monitors in the room, the content appears on all of those content monitors.

    — If the other site in the conference is equipped with content monitors, the content appears on those content monitors.

    — If the other site in the conference has only one display, the content appears on that display.

4   When you are done using the PC, touch the Stop button.

The PC button moves down on the screen, and the PC content is no longer shown to the call participants.

Using a USB Drive

You can show content using a USB drive and you can annotate the file while showing it to the far sites.

To show content from a USB drive using a Polycom Touch Control:

1 Connect the USB drive to the USB connector on the right side of the Polycom Touch Control.

Figure 3-14 Connecting the USB Drive to the Polycom Touch Control

2 From the Home screen or Call screen, touch ▶ **Show Content**.

The Show Content screen appears.

3 Touch 📷 **USB** to view the files on the USB drive.

If another participant has People+Content IP connected to show content, that content must be stopped before the Polycom Touch Control can show content from a USB drive.

4 Navigate to the file that you want to show.

The Polycom Touch Control can open slideshows (up to 100 slides and up to 25 MB) (.pptx), documents (.pdf), and images (.bmp, .gif, .jpg, and .png).

— To browse by **Name**, **File Type**, or **Date Modified**, do the following:

» Touch the tabs at the bottom of the screen.

» Touch a tab again to reverse the sort order.

» Touch a folder to open it.

» Touch ⬅ **Back** to go back one level.

— Touch 📋 to filter by All Files, Recently Viewed Files, or type of file such as Slide Presentations, Documents, or Images.

3–19

— Touch the Search field at the top of the screen to search for a file. Touch a folder to open it.

5 Touch a file to view it.

6 Touch ▶ **Show Content** to show the file to the other call participants.

7 While viewing a file, you can do the following on the Polycom Touch Control screen:

— Touch 🔍⊕ and 🔍⊖ to zoom in or out. To reset the content to its original size, touch ↺ .

— You can also zoom in by placing two fingers on the screen and pinching or sliding them apart. Touch and hold the image to move it around the screen and view different areas. To zoom out, place your fingers in a V-shape on the screen and slide or pinch them back together.

— Touch the arrows to go back and forth within the slides. You can also touch 🗔 to view slideshow thumbnails, and then touch any thumbnail to jump to that slide.
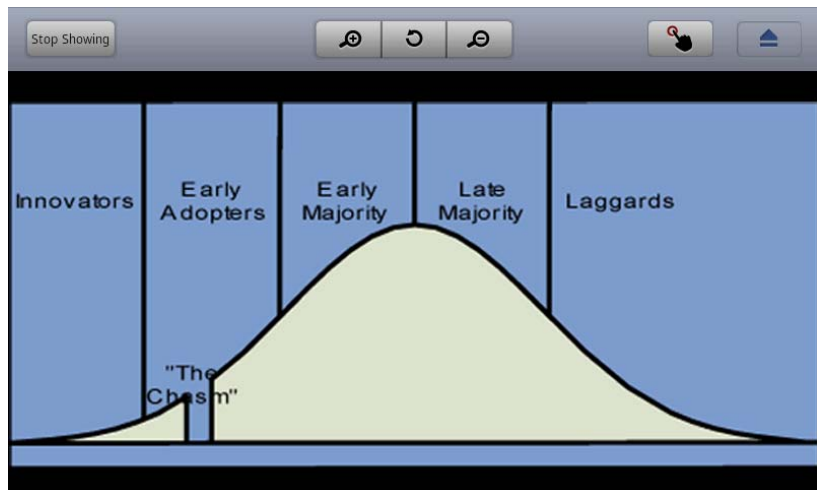
Figure 3-15 *Viewing a File on the Polycom Touch Control*

8 To stop viewing a file touch `Stop Showing` **Stop Showing**.

9 To eject the USB drive before disconnecting it, touch ⏏ **Eject**.

To add annotations to the content:

1   While you are showing content from a USB drive, touch **Annotation** to access the annotation toolbar.

   —   Touch to draw red lines or dots on the content.

   —   Touch to add yellow highlighting to areas of the content.

   —   Touch to white-out areas of the content.

2   After you select a tool, touch and drag your finger across the screen to use it. If you are in a call and showing the content, the far sites see your annotations.

3   Touch **Clear** to clear the annotations. The annotations are automatically cleared when you go to another slide or touch **Stop Content**.

Conducting Successful Meetings

Conducting a successful meeting in a Polycom ITP room is easy. Because you don't have to manage cameras, microphones, speakers, remote controls, and other equipment, you can be free to concentrate on making your meeting as effective as possible.

Meeting Tips

This section provides you with tips on how to take full advantage of the video, audio, and document camera in the room, and provides information that you should know if you are the meeting coordinator.

Video Tips

RPX Suites

Polycom RPX suites have fixed cameras in the middle of the large display screens. Locating the cameras in this way provides two benefits:

*   There are no visible cameras that may make you or others uncomfortable.

*   The cameras help simulate natural eye contact and help create the feeling that you are in the same room as the participants at the far site.

    With traditional video conferencing, participants tend to look at the video image of the person at the far site instead of looking into the camera. Therefore, true eye contact is not achieved, as shown in the following illustration.
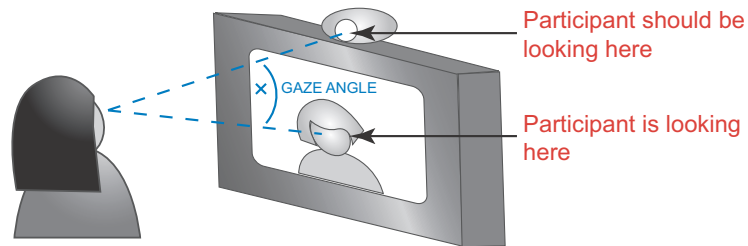
Here are some tips to achieve the best video in your Polycom RPX suite:

- The cameras in Polycom RPX suites can capture images up to the end of each table and are designed for participants that are seated. Therefore, if you are seated at any of the tables, you are visible onscreen.

- Do not sit in front of the table seams. If you do, your image will look "split" to the far-end participants. You can be sure to avoid the seams by sitting in one of the designated seating locations.

- Avoid repetitive motions that may distract other participants, such as tapping your pen or fingers on the tabletop. Remember that, in telepresence conferences, all movements, expressions, and gestures are visible to everyone in the meeting.

OTX Rooms

Polycom OTX cameras are located under the camera shroud above the center display. To achieve the best video from the cameras:

- Do not sit in front of the table seams. If you do, your image will look "split" to the far-end participants. You can be sure to avoid the seams by sitting in one of the designated seating locations.

- Avoid repetitive motions that may distract other participants, such as tapping your pen or fingers on the tabletop. Remember that, in telepresence conferences, all movements, expressions, and gestures are visible to everyone in the meeting.

TPX Rooms

Polycom TPX HD cameras are located at the top of the credenza. To achieve the best video from the cameras:

- Do not sit in front of the table seams. If you do, your image will look "split" to the far-end participants. You can be sure to avoid the seams by sitting in one of the designated seating locations.

- In a telepresence conference, all movements, expressions, and gestures are visible to everyone. As in any meeting, avoid repetitive motions that may distract other participants, such as tapping your pen or fingers on the tabletop.

Audio Tips

Polycom's superior audio and digital Ceiling Microphone Arrays are extremely sensitive. Keep in mind that they will pick up all sound in the room, even gentle noises and whispers — and even if you are not in camera range.

Other helpful audio tips you should consider include:

- When speaking, you do not have to direct your speech to a certain location or speak louder than normal. Simply speak in your normal tone of voice.

- As in any meeting, you should refrain from sidebar conversations. These can be distracting, especially in multipoint meetings where participants at a number of sites are present.

- Whenever you are in an RPX suite or an OTX room, remember that the microphones may be on. If you want to have a private conversation, check that the microphones are muted.

Document Camera Tips

If your room is equipped with an optional document camera, you may find these tips helpful:

- If your room does not have a whiteboard, you can annotate on a document that you display using your document camera.

- When writing on a document, use a black marker or a dark pen so that your notations show more clearly.

- For an RPX suite, if you are right-handed and are planning to use the document camera, sit at the seat marked in red on the following illustration. Additionally, you may not want anyone to sit at the seat marked in blue so that you have more room to use the document camera.
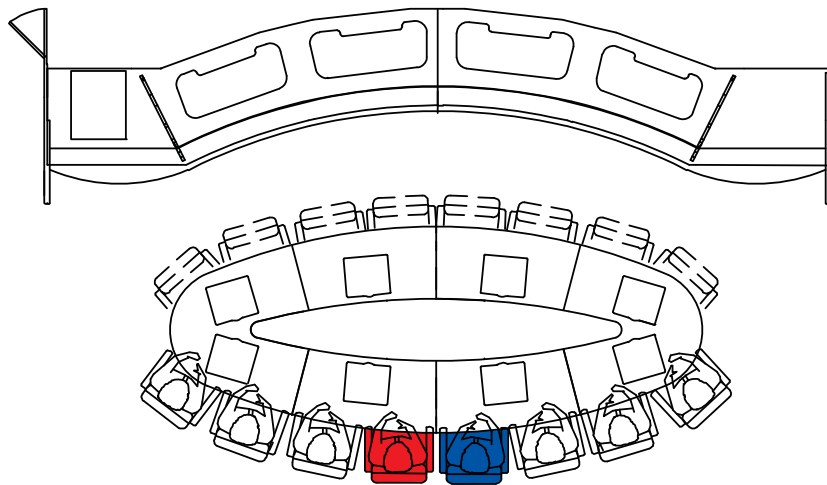
- If you are left-handed and are planning to use the document camera, sit at the seat marked in blue above. Additionally, you may not want anyone to sit at the seat marked in red so that you have more room to use the document camera.

Meeting Coordinator Tips

When coordinating video meetings in a Polycom RPX suite or a Polycom OTX room, you perform many of the same tasks as you would when you coordinate any other meeting. For example, you should try to begin and end your meeting on time and you may want to prepare an agenda.

As the meeting coordinator, follow these additional guidelines:

- If you are going to show content, check your laptop and ensure that your sound, graphics, video clips, or complicated graphic presentations work properly.

- Arrive early to ensure that the room is ready to go and, if any room adjustments are necessary, they can be made prior to the meeting.

- Ask the primary participants in the video meeting to sit at the center seats at the table.

- If your meeting is going to end early or run long, you may have to inform your system administrator or, if your organization has signed up for Video Network Operations Center (VNOC) services, you may have to inform the VNOC. For more information about scheduling meetings, refer to the following section.

- Some RPX suites have data ports and power connections available in each table leg. If your suite is so equipped, remind the participants that they can access their email, the web, or anything else on the network by bringing in their own laptops and connecting them to these.

Reserving a Polycom ITP Room

In some organizations, you can use a Polycom ITP room at any time, whereas at other organizations, you must reserve the room.

When reserving an ITP room, keep these guidelines in mind:
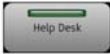
- If your organization has signed up for VNOC services, you can typically make your room reservation through the VNOC. The operators there will not only help you make a reservation, but they will also monitor the network and resources during the meeting, and provide remote site management to make sure your meeting runs as you planned.

- Whenever you schedule a telepresence conference, consider time zone differences for the various participants.

• If you want to schedule a conference with a video conferencing site that that does not have Polycom RPX or OTX equipment, your system administrator or the VNOC must ensure that the site's equipment is compatible with the equipment in the RPX suite or the OTX room.

> The following steps provide a general guideline for requesting a reservation. Your organization's protocol may require you to veer slightly from these steps or to perform additional steps.

To request a reservation:

1 Some organizations have reservation forms used to collect the information needed to schedule and set up telepresence conferences. If your organization has one of these forms, fill it out before you proceed to step 2.

2 Do one of the following:

— Touch **Call for Help** from the Polycom Touch Control Home screen or touch **Help Desk** from any dialing screen, and then touch **Help Desk.**

— If you have VNOC services, call the VNOC directly using the phone number or email address provided by your organization.

3 Schedule your reservation with the Help Desk or the VNOC operator.

Typically, the operator will then:

— Ensure that all the other sites in your telepresence conference have the same reservation.

— Email a confirmation of the reservation to you and the contacts at the other sites.

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