[Enter Your Product Name Here]
User Guide

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About this Guide

Congratulations on your purchase of the *Your Product Name* by *Your Company Name*. This system was designed around the Polycom® Architected Telepresence Experience (ATX) to give you the best custom integrated telepresence solution available on the market today.

This guide introduces you to the *Your Product Name*, explains how to use the Polycom-powered Touch Panel, describes what you can expect to see on the displays during meetings in the *Your Product Name* room, and provides general guidelines for conducting successful meetings. [Add or remove text here as needed to describe the contents of the guide.]

This guide is intended for all users of the *Your Product Name*. [Add or remove text here to describe the audience for the guide.]

For quick reference information about the *Your Product Name*, refer to the *Your Product Name* *Quick Reference* document. This document describes how to use the Touch Panel to perform basic user tasks, such as making and ending calls, and includes tips you may find helpful when conducting a meeting in an *Your Product Name* room. [Add or remove text here to refer to related documents.]

Contents

1 Introducing the *Your Product Name* 1-1

Key Features and Benefits 1–1

2 Using the Touch Panel 2-1

Accessing the Home Screen 2–1
Making Calls 2–3
Making a Video Call 2–3
Speed Dialing 2–3
Manually Dialing 2–4
Making an Audio Call 2–4
Answering Calls 2–6
Answering a Video Call 2–6
Answering an Audio Call 2–6
Hanging Up Calls 2–6
Hanging Up a Video Call 2–6
Hanging Up an Audio Call 2–7
Understanding the Touch Panel Call Indicators 2–7
Controlling Audio 2–9
Getting Help 2–10
Understanding Error Messages 2–10
Calling the Help Desk 2–10

3 Viewing People and Content 3-1

Viewing People 3–1
Viewing Content 3–4

4 Conducting Successful Meetings 4-1

Meeting Tips 4–1
Video Tips 4–1
Audio Tips 4–1
Meeting Coordinator Tips 4–2
Reserving a Room 4–3
Caring for the Room 4–4

1

Introducing the *Your Product Name*

Imagine walking into a comfortable, professional meeting environment, taking a seat, and starting a conversation with your counterpart located across the world. Without any technology in the way, you can focus on the business at hand. Welcome to telepresence conferencing with the *Your Product Name*.

At the core of *Your Product Name* is the Polycom ATX. The ATX offers high definition video with true-to-life people dimensions. This real-size video, coupled with 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 are sitting across the table from you rather than being miles away. [Update intro if needed.]

Key Features and Benefits

The key features and benefits of the *Your Product Name* are listed in the following table.

Feature	Benefit
	[Add or remove rows from this table to describe key features and benefits for your system.]
Interoperability	The *Your Product Name* is interoperable with all standards-based video conferencing products including other telepresence solutions (such as the Polycom RPX™ HD 400 or 200 Series or Polycom TPX™ HD models), as well as traditional video conferencing equipment (such as Polycom HDX™ platforms).
High definition displays	Three high definition displays lined end-to-end give you a wide window into the far site room.

Feature	Benefit
Outstanding audio and video quality	The Polycom HDX codecs and Ceiling Microphone Arrays enable you to experience superior quality video and clear, crisp audio.
Touch Panel convenience	The Touch Panel, powered by Polycom software, enables you to easily perform the most common video conferencing tasks, such as making, answering, and ending calls.
Multipoint capability	By utilizing the Video Network Operations Services (VNOC), you have the flexibility of connecting multiple telepresence rooms as well as traditional video conferencing systems at the same time. The *Your Product Name* also offers the Polycom Telepresence Multipoint Layout Application (MLA). The Polycom MLA is a Windows PC-based application that allows the conference administrator to configure and apply personal layouts for telepresence systems and traditional video conferencing systems in multipoint video calls.

2

Using the Touch Panel

The Polycom-powered Touch Panel is your interface to the *Your Product Name*. It enables you to place video and audio calls, hang up calls, control the audio, and perform other telepresence conferencing tasks. The Touch Panel is located on the table within easy reach of the center seats.

Note 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 Touch Panel.

Accessing the Home Screen

The first screen you typically see on the Touch Panel is the Start screen:

Start Screen

To access the Home screen from the Start screen:

➢ Touch **Start**.

The Home screen provides you with access to the buttons you may need to use during a telepresence conference. For example, you can use the Home screen to place, answer, and hang up calls, as well as view the call indicators.

Home Screen: Not in a Call

Keep the following in mind when using the Touch Panel:

- The Home screen you see will differ from the one shown above depending on which Speed Dial buttons your system administrator has set up.
- Whenever you press a button on the Touch Panel, the Touch Panel will beep. Most buttons will also either immediately visually depress or change color. 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 2-10.
- To access the Home screen at any time, simply touch the **Polycom** button.

Making Calls

You can use the Touch Panel to make both video calls and audio calls as described in this section.

Making a Video Call

You can make a video call either by speed dialing or by manually dialing.

Speed Dialing

To enable you to speed dial, your system administrator must first set up the speed dial numbers for your site. Each of these speed dial numbers will correspond to a Speed Dial button on the Home screen:

- Up to eighteen Speed Dial buttons can be set up.
- Up to nine Speed Dial buttons can appear on the Home screen at one time.
- No single word on a Speed Dial button can be longer than twelve characters.
- The maximum number of characters per Speed Dial button is twenty-four.

If you want to add or remove any of the Speed Dial buttons on your Touch Panel, contact your system administrator. Your system administrator can edit the `System_Config.ini` file to change the Speed Dial buttons.

To make a video call by speed dialing:

1 If you are not on the Home screen, touch

Polycom.

The Home screen appears as shown on the previous page.

2 Touch the Speed Dial button that corresponds to the site you want to call. For example, if you often call a site in Boston, you might see a Speed Dial button called “Boston”. You can simply touch that button to place a call to that site.

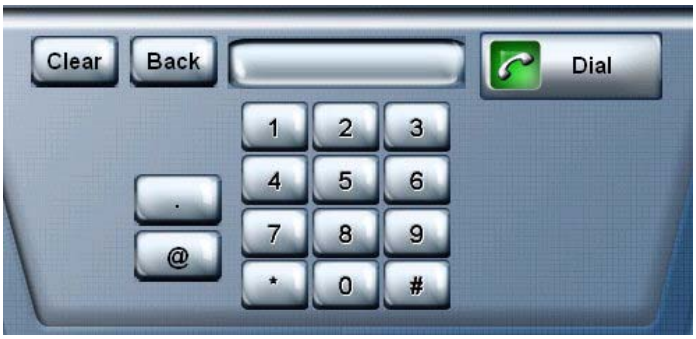
If more than nine speed dial numbers have been set up for your site, touch **Previous Page** or **Next Page** to view the additional Speed Dial buttons.

Before the call connects, you may briefly see near-site video on the displays.

Manually Dialing

To make a video call by manually dialing:

1. From the Home screen, touch **Video Call**.
2. Enter the number of the site you want to call using the touch pad, and then touch **Dial**.



If you make a mistake while dialing, touch **Back** to edit the number or touch **Clear** to erase the number and start over.

Before the call connects, you may briefly see near-site video on the displays.

Making an Audio Call

You can use the Touch Panel to make an audio call separately from a video call or you can add an audio call to your video call. In either case, you can make only one audio call at a time using the Touch Panel.

Like with video calls, you can make audio calls either by speed dialing or by manually dialing. To enable you to speed dial, your system administrator must first set up the audio speed dial numbers for your site. Each of these audio speed dial numbers will correspond to an Audio Speed Dial button on the Audio Call screen. Up to four audio Speed Dial buttons can be set up.

If you want to add or remove any of the Speed Dial buttons on your Touch Panel, contact your system administrator. Your system administrator can edit the `System_Config.ini` file to change the audio Speed Dial buttons.

To make an audio call:

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

Audio Call Screen

Do one of the following:

- To speed dial, touch the Audio Speed Dial button that corresponds to the telephone number you want to call. For example, if you often call the CEO's cell phone, you might see an Audio Speed Dial button called "CEO Cell". You can simply touch that button to place a call to that number.
- To dial manually, enter the telephone number that you want to call using the touch pad, and then touch Dial/Answer **Dial/Answer**.

To get an outside line, you should dial the number the same way you would dial an ordinary telephone in your organization. For example, some organizations require you to dial a 9 before the number.

If you make a mistake while dialing, touch Back **Back** to edit the number or touch Clear **Clear** to erase the number and start over.

Note If you touch the Help Desk **Help Desk** button 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. For more information about placing help calls, refer to Getting Help on page 2-10.

Answering Calls

This section describes how to answer video or audio calls.

Answering a Video Call

When you receive a video call, you hear a ringing sound.

To answer a video call:

- You do not have to do anything to answer the call. The call will be automatically answered by the *Your Product Name*.

Answering an Audio Call

When you receive an audio call, you hear a ringing sound and the Touch Panel automatically displays the Audio Call screen so that you can easily answer the call.

To answer an audio call:

- Touch

Dial/Answer.

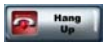
Hanging Up Calls

If you are on a video call and an audio call concurrently, you must hang up the calls separately. This section describes how to hang up both types of calls.

Hanging Up a Video Call

To hang up a video call:

1. If you are not on the Video Call screen or the Home screen, touch either **Video Call** or

Polycom.
2. Touch 

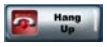
Hang Up.

   The message "The call has ended" appears on the displays and you will briefly see the near-site video before the displays go blank.

Hanging Up an Audio Call

To hang up an audio call:

1 If you are not on the Audio Call screen, touch **Audio Call**.

2 Touch  **Hang Up**.

Understanding the Touch Panel Call Indicators

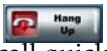
When you are in a call, the Touch Panel Home screen changes to display information you may need during the call.

Home Screen: In a Call

These are the changes you can expect to see on the Touch Panel Home screen when you are in a call:

- Call connection indicators at the top of the screen light up to show you that you are connected to another video conferencing system:
  - All three indicators light up when you are connected to another three- or four-display video conferencing system, such as another *Your Product Name*, a Polycom TPX HD 306M, or a Polycom RPX HD 400 Series.

  - The left and center indicators light up when you are connected to a two-display video conferencing system, such as a Polycom TPX HD 204M or a Polycom RPX HD 200 Series.
  - Only the center indicator lights up when you are connected to a traditional video conferencing system.

- Your IP address and the name of the far site appear on the screen.
- The 

Hang Up button appears on the screen, enabling you to end the call quickly and easily.
- A horizontal bar shows the audio level.
- The current time is displayed.
- If the far site is sharing content, the Content Sharing icon lights up.
- If the far site is muted, the

Far Site Muted icon lights up.
- If you dial in to a multipoint video call, a touch pad appears so that you can enter the conference code or password. The touch pad sends DTMF tones to the MCU.

Home Screen: In a Call (with Touch Pad)

- The optional **Close Up** and **Wide Shot** camera view buttons appear if your system administrator has set up this option.

Home Screen: In a Call (with Camera Views Buttons)

  - Touch Close Up **Close Up** if you want the near site camera to focus in on the two center seats at the table.
  - Touch Wide Shot **Wide Shot** if you want the near site cameras to fully zoom out.

Controlling Audio

When you place a video call, the audio level defaults to the volume it was set at the last time the *Your Product Name* was used. A horizontal bar on the Touch Panel shows the audio level. You can change the audio in these ways:

- During both video and audio calls, touch **Volume Up** or **Volume Down** to increase or decrease the sound you hear from the far site.
- During both video and audio calls, touch **Mute** to mute or unmute the sound you are sending from your site.

  If the far site is muted, the Far End MUTED Far Site Muted icon on the Home screen lights up.

Getting Help

This section lists the error message that you may receive on the Touch Panel when you place a call that does not connect. It also describes how to contact the Help Desk whenever you need help with the *Your Product Name*.

Understanding Error Messages

If you make a call using the Touch Panel and the call does not connect, you will receive an error message. The following table describes these messages.

Error Message	Description
The call has ended.	Your site or the far site hung up the call.
The far end system rejected the call.	The far site is already in a call.
The far site could not be reached.	You called the wrong IP address.
The site you called could not be located.	Your site is registered to a gatekeeper, and the gatekeeper could not find the address or the alias.
Called Failed. Unknown error.	The reason for the call failure is not known.

Calling the Help Desk

When you experience technical difficulties or have a question about the *Your Product Name*, you can call the Help Desk for your organization.

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 inform them that your meeting is ending early. For more information, refer to Reserving a Room on page 4-3.

To get help:

1 Touch **Help Desk**.

2 Touch the larger **Help Desk** button that appears on the Touch Panel.

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.

Note

If you touch **Help Desk** 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.

3

Viewing People and Content

What can you expect to see on the displays during a telepresence conference in a *Your Product Name* room? That depends on 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 *Your Product Name* room.

Viewing People

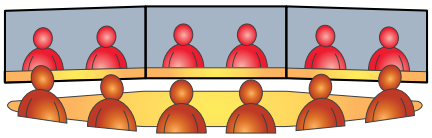
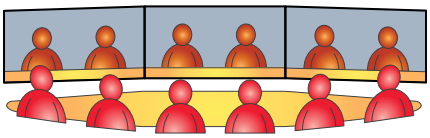
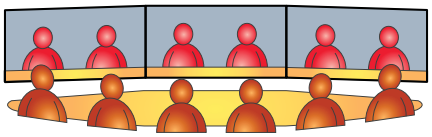
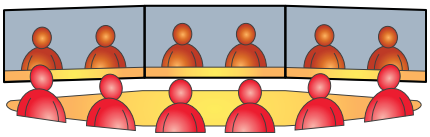
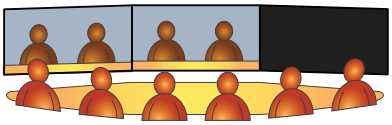
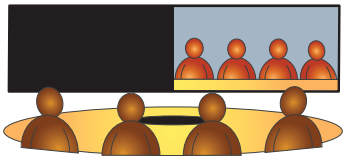
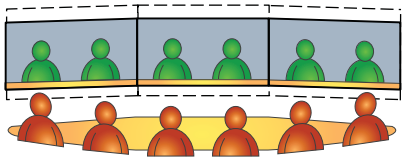
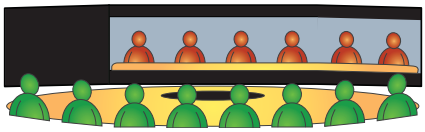
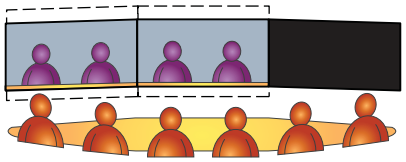
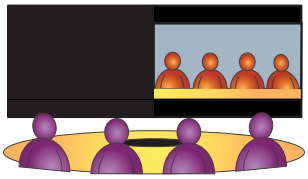
Different types of video conferencing systems use a different number of cameras and displays. The *Your Product Name* automatically adapts by adjusting its camera views depending on how many displays are at the far site.

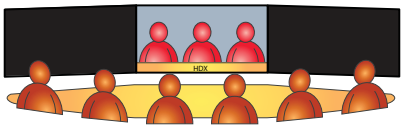
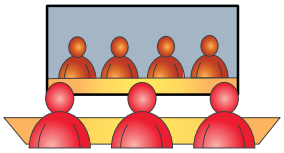
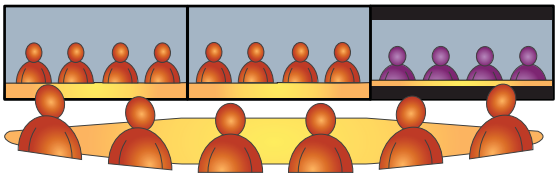
The following table describes what you can expect to see when you view the people at the other sites during a video conference in a *Your Product Name* room.

Note The views shown in the following table are based on a room that has:

- Three displays that are between 58" and 65" in size and that have bezels no wider than 3" (7.62 cm).
- A rectangular table with a minimum length of 180" (457.20 cm).
- The rear edge of the table placed 110” (279.40 cm) from the front of the displays.
- Six chairs evenly placed along the rear edge of the table.

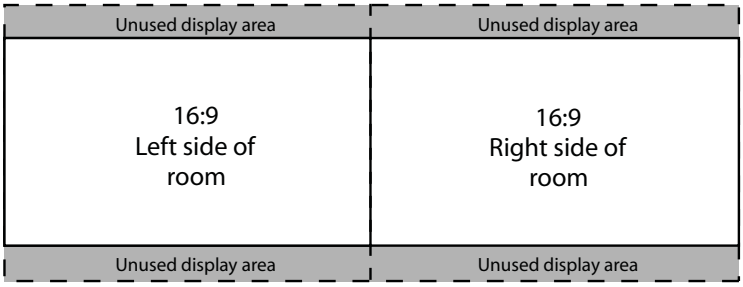
If your room deviates from these specifications, you may not see the people on the displays as depicted in the following table.

If you make a call between...	And a...	This is what you will see in your *Your Product Name* room...	This is what the far site will see...
Your Product Name	*Your Product Name*	Two seats on each display. 	Two seats on each display. 
Your Product Name	Polycom TPX HD 306M	Two seats on each display. 	Two seats on each display. 
Your Product Name	Polycom TPX HD 204M	Two seats on the center and left displays. The right display is blank. 	Three seats on each display. 
Your Product Name	Polycom RPX HD 400 Series	The right six seats at the RPX HD main table. Two seats are shown on each display. 	The entire *Your Product Name* 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. 
Your Product Name	Polycom RPX HD 200 Series	The entire RPX HD 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 *Your Product Name* room. Three seats are shown on each display. 

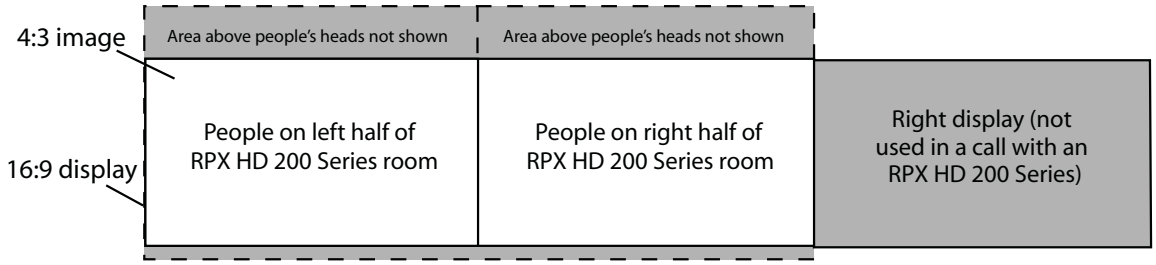
<table>
<tr><th>If you make a call between...</th><th>And a...</th><th>This is what you will see in your Your Product Name room...</th><th>This is what the far site will see...</th></tr>
<tr><td>Your Product Name</td><td>Traditional video conferencing system (such as Polycom HDX platforms)</td><td>The people at the far site on the center display. The left and right displays are blank.
  </td><td>The entire Your Product Name room on the People display.
  </td></tr>
<tr><td>Your Product Name</td><td>More than one other site (multipoint call)</td><td colspan="2">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, 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 a Your Product Name room when in a multipoint call with two other Your Product Name sites and one Polycom RPX HD 200 Series site. The left and center displays show the Your Product Name sites; the right display shows the RPX HD 200 site.
  </td></tr>
</table>

Because different types of video conferencing systems use different aspect ratios for their video images, the *Your Product Name* automatically adjusts the video for your displays. Most systems use either 4:3 aspect ratio (such as the Polycom RPX HD solutions) or 16:9 aspect ratio (such as the *Your Product Name*).

For example, if you call a *Your Product Name* room from a Polycom RPX HD 200 Series Suite, the image on the displays in the RPX HD Suite adjusts for the 16:9 *Your Product Name* room. Therefore, this is what you can expect to see on the displays in the RPX HD Suite:



Likewise, in your *Your Product Name* room, the image automatically adjusts so you see a real-size view of the people in the RPX HD Suite. This is the view in a *Your Product Name* room:



Viewing Content

Your *Your Product Name* 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.

[The system allows for content to be shared via a laptop, optional document camera, or other hardware. Use this section to explain to your users how they can display content at their site and how they can view content that is sent from the far site.]

4

Conducting Successful Meetings

Conducting a successful meeting in a *Your Product Name* 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 extraordinary video and audio in the room, and provides information that you should know if you are the meeting coordinator.

Video Tips

Your Product Name cameras are located on top of the displays. To achieve the best video from the cameras:

- Place your chair at one of the marked locations at the table. This ensures that you will appear on a display, but that you do not appear on more than one display at the same time. [Update this text to more specifically explain where the chairs should be placed in your room depending on how you have chosen to mark the chair 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.
- [Add any additional video tips here that are specific to your room.]

Audio Tips

The 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 a *Your Product Name* room, remember that the microphones may be on. If you want to have a private conversation, check that the microphones are muted.
- [Add any additional audio tips here that are specific to your room.]

Meeting Coordinator Tips

When coordinating video meetings in a *Your Product Name* 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 in a *Your Product Name* room, follow these additional guidelines:

- Schedule a practice run if your meeting is using sound, video clips, or complicated graphic presentations.
- 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. If your organization has signed up for Video Network Operations Center (VNOC) services, you should typically inform the VNOC whenever you want to extend a meeting, cancel a meeting, or end a meeting early.
- [Add any additional meeting coordinator tips here that are specific to your room.]

Reserving a Room

[Change the information in this section as needed to describe reserving a room at your site.]

In some organizations, you can use a *Your Product Name* room at any time, whereas at other organizations, you must reserve the room.

When reserving a *Your Product Name* 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 does not have *Your Product Name*, your system administrator or the VNOC must ensure that the site's equipment is compatible with the equipment in the *Your Product Name* room.

Note The following steps provide a general guideline for requesting a reservation. Your organization's protocol may required 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 **Help Desk** on the Touch Panel, and then touch the larger **Help Desk** button that appears.
   - 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.

Caring for the Room

Follow these guidelines to help you properly maintain the *Your Product Name* room:

- Do not allow anyone other than qualified technicians access to the codecs, cabling, and other electronics.
- If you need any of the *Your Product Name* equipment powered on or powered off, you should contact your system administrator.
- If your building loses and then regains power, the Start screen should appear on the Touch Panel. If this does not occur or if any of the other equipment does not power on, contact your system administrator to restart the system properly.
- To clean the components in the room, refer to the following table:

Component	Recommended Cleaning Procedure
Ceiling Microphone Arrays	Gently dust with a feather duster if needed.
Touch Panel	Keep the touch screen free of dirt, dust, or other materials that could degrade the optical properties. For best cleaning results, apply any commercially available non-ammonia glass cleaner to a clean, non-abrasive cloth, and wipe the Touch Panel with the cloth. Then, with a dry area of the cloth, dry off the touch screen. Because the Touch Panel bezels may not provide a water-tight seal, avoid getting moisture beneath the bezels.
	[Add or delete rows from this table to describe how to clean the components in your room.]

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