



Polycom Documentation

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Before You Begin

This guide is for users who want to perform basic to intermediate tasks on the Polycom® RealPresence® Group Series system .

Please read the RealPresence Group Series documentation before you operate the system. The following related documents for RealPresence Group Series systems are available at [Polycom Support](#):

- Setup sheets—includes steps on setting up the system and connecting peripherals
- Release notes—lists new features, any system limitations, and additional product information
- Regulatory Notices—describes safety and legal considerations for using the system

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

System Serial Number: _____

Option Key: _____

Getting Help

For more information about installing, configuring, and administering Polycom products, refer to **Documents and Downloads** at [Polycom Support](#).

Related Topics

[Before You Begin](#)

Polycom Partner and Solution Resources

To find all Polycom partner solutions, see [Strategic Global Partner Solutions](#).

Polycom Implementation and Maintenance services provide support for Polycom solution components only. Additional services for supported third-party Unified Communications (UC) environments integrated with Polycom solutions are available from Polycom Global Services and its certified Partners. These additional services help customers successfully design, deploy, optimize and manage Polycom visual communications within their UC environments.

Professional Services for Microsoft Integration is mandatory for Microsoft Office Communications Server, Microsoft Lync Server 2013, Skype for Business Server 2015, or Office 365 integrations. For additional information and details, refer to http://www.polycom.com/services/professional_services/index.html or contact your local Polycom representative.

Related Topics

[Getting Help](#)

The Polycom Community

The [Polycom Community](#) gives you access to the latest developer and support information, and the community enables you to participate in discussion forums to share ideas and solve problems with your colleagues. To register with the Polycom Community, simply create a Polycom online account. When logged in, you can access Polycom support personnel and participate in developer and support forums to find the latest information on hardware, software, and partner solutions topics.

Related Topics

[Getting Help](#)

Getting Started with Polycom RealPresence Group Series

This user guide is intended for beginner users, as well as intermediate and advanced users who want to learn about video conferencing and the Polycom® RealPresence® Group Series system .

For detailed information on the available systems and bundles, as well as the most recent feature descriptions, refer to the *Polycom RealPresence Group Series Release Notes* available at support.polycom.com.

Note Your system administrator can configure RealPresence Group Series systems and RealPresence Touch devices to show only those options used in your organization. Therefore, this guide might cover options that you cannot access on your system. Check with your system administrator to find out more about the options set for your system.

RealPresence Group System Power

RealPresence Group Series systems have a power *proximity sensor* instead of a physical power button. Instead of pressing an actual button that moves to power on the system, you can touch the proximity sensor , or touch near it, on the front of the system.

Related Topics

[Getting Started with Polycom RealPresence Group Series](#)

Power On the System

Before powering on your system, make sure you connect any essential wired devices or accessories to the system first. After you have connected the related equipment, power on the system.

Procedure

- Do one of the following:
 - On RealPresence Group 300, 310, 500, and 700 systems, touch and hold the  power sensor on the front of the system. Because the power sensor is touch sensitive, you can place your finger on or close to the sensor.
 - Press and hold  on the remote control.

When the system is powered on successfully, the LED on the front panel turns blue and the Polycom splash screen displays.

Related Topics

[RealPresence Group System Power](#)

System Health Check

After the system is powered on, the system automatically performs a system health check, which is known as a power on self test (POST).

The status of the POST sequence is shown using the LED indicator light on the front of the device, or in the text field display on the front of the system. For more information about what the colors of the indicator lights mean, contact your administrator.

All test results are logged in the system memory. When the test sequence completes with no severe errors, the system starts normally.

Related Topics

[RealPresence Group System Power](#)

Power Off a RealPresence Group System

Before changing any connected accessories, you need to power off the RealPresence Group system.

Procedure

- Do one of the following:
 - Touch and hold the power sensor on the front of the system.
 - Press and hold  on the remote control.

The indicator light changes color and blinks when the system is shutting down.

Related Topics

[RealPresence Group System Power](#)

Using a Polycom RealPresence Group Series Remote Control

The infrared RealPresence Group Series remote control enables you to operate a RealPresence Group Series system. This includes placing calls, adjusting the volume, controlling the camera, navigating screens, and more. RealPresence Group Series systems and Polycom® EagleEye™ cameras and camera systems have infrared receivers that enable you to control the system by pointing the remote control toward the system or a connected EagleEye camera or camera system.

Note If you have an SDI camera, you might need a special cable to connect the camera to the system to receive infrared signals from the remote control. For more information about the cable, contact Polycom support.

Remote Control Buttons and Descriptions

The following table shows the parts of the remote control and includes descriptions for each part.

Remote Control Button Descriptions		Parts of the Remote Control
Number	Description	
1	LED IR emitter	
2	Decrease speaker volume.	
3	Increase speaker volume.	
4	Zoom camera out.	
5	Zoom camera in.	

Remote Control Button Descriptions		Parts of the Remote Control
Number	Description	
6	Press center Select button to select highlighted menu item.	<p>The diagram shows a vertical remote control with the following numbered callouts: 1. Top edge; 2. Left speaker; 3. Right speaker; 4. Search icon; 5. Refresh icon; 6. Center Select button; 7. Right edge; 8. Back, Home, and Menu buttons; 9. Home button; 10. Back button; 11. Battery cover latch; 12. Battery cover latch; 13-14. Left and right edges of the numeric keypad; 15. Asterisk and plus buttons; 16. Zero and hash buttons; 17. Red laser pointer.</p>
7	Navigate through menu items using the Up, Down, Left, and Right buttons; pan/tilt the camera.	
8	Delete letters or numbers or go back to a previous screen.	
9	Display the Menu screen.	
10	Return to the Home screen.	
11	Place or answer a call or power on the system.	
12	End and reject a call or power off the system.	
13	Enter letters or numbers.	
14	In camera control mode, move the camera to a stored preset or press and hold a number to store a preset.	
15	Generates an asterisk if the cursor is in a text field or a period if the cursor is in a numeric field.	

Remote Control Button Descriptions		Parts of the Remote Control
Number	Description	
16	Generates dual-tone multi-frequency (DTMF) touch tones. Press #, followed by DTMF keys to send.	
17	Mute or unmute a microphone.	

Related Topics

[Using a Polycom RealPresence Group Series Remote Control](#)

Recharge the Remote Control Battery

When the remote control battery power is at 10% or less, a notification displays on the RealPresence Group system Home screen.

You can charge the remote control battery using the system's USB port or any other device with a USB port. The RealPresence Group 300, 310, and 500 systems have two USB 2.0 ports on the back of each system, while the RealPresence Group 700 system has one USB 2.0 port on the front of the system and two USB 3.0 ports on the back of the system.

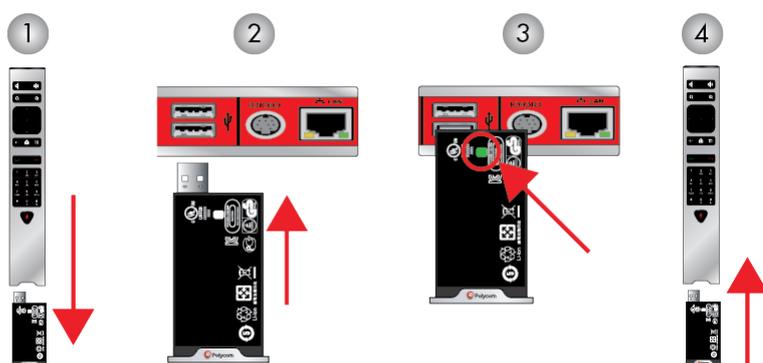
Procedure

- 1 Pull the battery out of the end of the remote control.
- 2 Insert the USB plug of the battery into a USB 2.0 port on your system.
- 3 Wait until the status light on the battery turns green before removing it from the port.

Recharging the battery can take from 20 minutes up to multiple hours.

- 4 Insert the charged battery into the remote control.

Figure 1. Recharge the Battery: RealPresence Group 300, 310, 500 and 700 Systems



Related Topics

[Using a Polycom RealPresence Group Series Remote Control](#)

Wake the System

After a certain amount of time with no activity, the RealPresence Group Series system goes into sleep mode.

Procedure

- Press any button on the remote control or just pick up the remote.

Related Topics

[Using a Polycom RealPresence Group Series Remote Control](#)

Contacts

The directory on your system stores contact information that you can use to quickly call contacts. Any contacts that you add to the directory are accessible to everyone at your site who uses the system. Users at other sites cannot access the contacts on your system.

When a contact is listed in the directory of your system, the system displays the name on the screen when receiving an incoming call. If a contact that is not listed in the directory calls, the dialing information for that contact displays, and you can choose to save the information in the directory when the call ends.

Your system supports up to 2,000 contacts, or an unlimited number of contacts when the system is registered with Microsoft Lync Server 2013 or Skype for Business Server 2015. If your system is registered with one of the supported Microsoft servers, you can search the directory, view a list of contacts, view contact presence states, and call contacts from the directory.

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

Related Topics

[Using a Polycom RealPresence Group Series Remote Control](#)

Contact Presence States

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

Polycom systems registered to Microsoft Lync 2013 or Skype for Business Server 2015 in an integrated environment use the following colors to indicate presence states.

Color	Presence
Green	Available
Red	Busy or Do Not Disturb
Black	Offline or Unknown
Yellow	Away

Related Topics

[Contacts](#)

Browse the Directory

If your system is registered with a Global Directory Server, you can search for information about other active sites that are registered with the same Global Directory Server.

The global directory contains address book entries downloaded from an enabled global directory server. You can select the global directory to view a list of all global directory entries, scroll through the global directory, and select contacts in the global directory to call. Global directory entries are stored on the Global Directory Server, and you cannot edit the entries from the room system. The global directory also displays as a default Favorites group entitled Global Entry.

Procedure

- 1 On your remote control, press , then select .
- 2 Scroll through the directory entries to locate the desired contact.

Related Topics

[Contacts](#)

Search for Directory Contacts

You can perform a directory search to find contacts to call who are not in your Favorites or Contacts list.

Procedure

- 1 With your remote control, press , then select .
- 2 In the search field, enter your contact's last name using one of the following methods:
 - Enter your contact's name using the onscreen keyboard.
 - Enter the numbers on the remote control that correspond with the letters of your contact's name.
- 3 Select **Search** to search for an entry in the directory.

Related Topics

[Contacts](#)

Calling

There are several ways to initiate calls on the system. You can place a call by entering your contact's name or number, choosing a contact in the directory, or calling a speed dial or recent contact.

You can perform all of the functions that are available when making audio, video, or conference calls.

Related Topics

[Using a Polycom RealPresence Group Series Remote Control](#)

Call by Entering a Name or Number

You can place a call to contacts by entering a contact's name or number using a touch device or the remote control.

Another way you can enter a contact's information is to use an USB keyboard attached to one of the system's USB ports. When a USB keyboard is connected to the system, you can enter only numbers with the remote control on the Keypad or Contacts screens. To enter letters, you need to unplug the keyboard from the USB port and use the onscreen keyboard.

Note The onscreen keyboard icon does not display on screen if a USB keyboard is connected to the system. After you unplug the USB keyboard, the Keyboard icon displays.

Depending on the capabilities of your system and the one you are calling, the dialing information you enter could be similar to one of the following examples:

Procedure

- 1 Press  on the remote control.
- 2 In the dialing field, enter your contact's information using the remote or onscreen keypad or select the onscreen keyboard  to enter your contact's information.
- 3 Enter any additional information needed for the call.

The available settings depend on the type of call and your system's configuration.

- 4 Press  to place the call.

Related Topics

[Calling](#)

Call from the Contacts Screen

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

Procedure

- 1 Using your remote control, select  and navigate to  on your system screen.
- 2 Highlight an entry in the Contacts list, and press .

Related Topics

[Calling](#)

Call from the Recent Calls List

You can choose a number to call from the Recent Calls list, which includes the most recent incoming and outgoing calls.

Procedure

- 1 Using the remote control, press  and select .
- 2 Highlight the entry you want to call.
- 3 Press .

Related Topics

[Calling](#)

Call a Speed Dial

Your administrator can save a list of contacts as speed dials, which enables you to quickly call and start a meeting with a contact.

Procedure

- 1 At the top of the Home screen, select the **Speed Dial** tab and select a Speed Dial entry.
- 2 Select **Call** or press .

Related Topics

[Calling](#)

Place an Audio-only Call

If enabled by your system administrator, you can place an audio-only call from the system.

Procedure

- 1 From the Home screen, select **Place a Call**.
- 2 From the Place a Call screen Keypad, use the remote to navigate to the video/audio slider.
- 3 Press the Select button to switch from video  to audio .
- 4 Enter a telephone number then press  on the remote.

Related Topics

[Calling](#)

Answer a Call

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

If the system is not set up to answer incoming calls automatically, you are prompted to answer the call manually.

Procedure

- Using your remote control, select **Answer** or press .

Related Topics

[Calling](#)

Accept a Call during a Call

When you receive an incoming call during a call, you can choose to place the current call on hold or hang up the current call and answer the incoming call.

Procedure

- Do one of the following:
 - Tap **Hold + Accept**.
 - Tap **Hang Up + Accept**.

Related Topics

[Calling](#)

Ignore a Call

If the Polycom RealPresence Group Series system does not answer incoming calls automatically, you can choose to ignore the call rather than answer it.

Procedure

- Using your remote control, select **Ignore** or press .

Related Topics

[Calling](#)

Hold a Call

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

Procedure

- Press  **Home** on the remote control, then select **Active Call > Hold**.
When a call is on hold, **On hold** displays on the screen for 5 seconds. After 5 seconds, the hold icon  displays and remains on the screen until all calls are resumed or disconnected.

Related Topics

[Calling](#)

Hold a Call and Place a Call

You can place your current call on hold and place a call to another contact.

Procedure

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

Related Topics

[Calling](#)

Switch Between Point-to-Point Calls

When you have a call on hold, you can switch between the held and active calls.

Procedure

- 1 Press  **Home**.
- 2 Select **Manage > Switch To**.

Related Topics

[Calling](#)

Resume a Call

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

Procedure

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

Related Topics

[Calling](#)

End a Call

When your call is complete, hang up the call.

Procedure

- On the remote control, press .

Related Topics

[Calling](#)

Conference Calls

Conference, or multipoint, calls involve at least three different endpoints or sites. All endpoints or sites can participate in conference calls when using a bridge, such as the RealPresence® Collaboration Server 800s, to host the conference call. The number of sites allowed in the call is determined by the capabilities of the bridge hosting the call. Check with your system administrator to find out how many sites are allowed in a bridged conference call.

Related Topics

[Calling](#)

Place a Conference Call

To start a new conference call, you need to start with the first participant or site and then add additional participants and sites.

Procedure

- 1 Call the first site.
- 2 After the call connects, press  on the remote control to open the dialing keypad.
- 3 Place a call to the next site.
- 4 Repeat the above steps until all sites are connected.

Related Topics

[Conference Calls](#)

Place a Call during a Conference Call

You can hold a call and place a new call in a video conference.

Procedure

- 1 Press  and then  on the remote control.
- 2 Place the call using your preferred method.

Related Topics

[Conference Calls](#)

Answer a Call during a Conference Call

While in a conference call, you can hold the conference call and answer an incoming call.

Procedure

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

Note Depending on the call type, you can resume the conference while an individual participant in the meeting is on hold.

Related Topics

[Conference Calls](#)

Switch Between Calls in a Conference Call

When you have a call on hold, you can switch between the held and active calls.

Procedure

- 1 Use your remote control to press .
- 2 Choose the call you want to make active.

Related Topics

[Conference Calls](#)

Resume a Held Call in a Conference Call

When there is a call on hold, you can resume the held call.

Procedure

- 1 Press .
- 2 Select **Resume Call**.

Related Topics

[Conference Calls](#)

Hang Up an Individual Call in a Conference Call

During a conference call, you can hang up an individual call within the conference call.

Procedure

- 1 Using your remote control, press .
- 2 Navigate to the call you want to end.
- 3 Select **Hang Up**.

Related Topics

[Conference Calls](#)

Hang Up a Held Call and Accept a Call

Depending on how your system is set up, you can end the call that was on hold the longest and add an incoming call to the conference.

Procedure

- Select **Hang Up + Accept**.
The oldest held call is ended and the incoming call is added to the conference.

Related Topics

[Conference Calls](#)

Hang Up All Calls

When you are in a conference call, you can hang up one call at a time or hang up all calls at once.

Procedure

- 1 Press .
- 2 Select **Leave Conference**.

Related Topics

[Conference Calls](#)

Passwords for Conference Calls

Depending on how a conference call is set up, you might be required to enter a meeting password to join the call. You can also require far-end systems to enter a meeting password to prevent unauthorized participants from joining conference calls hosted by your system.

Keep the following points in mind regarding meeting passwords:

- Audio-only endpoints are unable to participate in password-protected calls.
- Microsoft Office Communicator clients are unable to join password-protected conference calls.
- SIP endpoints are unable to dial in to password-protected conference calls.

Related Topics

[Conference Calls](#)

Set Up a Meeting Password

You can set up a meeting password to ensure only authorized participants can join the meeting.

Procedure

- 1 From the Home screen, press .
- 2 Navigate to  **Settings** > **User Settings** > **Meetings**.
- 3 Enter a password in the **Meeting Password** field in one of these ways:
 - Press the remote control number buttons.
 - Use the on-screen keypad.
- 4 Press  to save your changes and return to the Home screen.

Related Topics

[Passwords for Conference Calls](#)

Enter a Meeting Password

If a conference call is password protected, you might be prompted to enter a meeting password before you can join the call.

Procedure

- 1 If a prompt displays on the screen, use the remote control or on-screen keypad to enter the password.
- 2 If you hear an audio prompt, use the remote control to generate DTMF tones. Press the # key on your remote control, then use the number keys to enter numbers.

Related Topics

[Passwords for Conference Calls](#)

Joining Meetings from the Calendar with the Remote Control

The system can connect to the Microsoft Exchange Server 2013 and retrieve calendar information associated with a Microsoft Outlook or Microsoft Office 365 account. When the system is connected to the Exchange Server, you can join scheduled meetings from the calendar and initiate Lync 2013 or Skype for Business 2015 conference calls.

Related Topics

[Calling](#)

View Scheduled Meetings

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

To view more information about a meeting on the calendar, select the meeting. Depending on how the system is configured, private meeting details might not be visible.

Procedure

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

Related Topics

[Joining Meetings from the Calendar with the Remote Control](#)

Join a Scheduled Meeting from the Home Screen

If the calendar is configured to display on the Home screen, you can select and join a scheduled meeting from the Home screen.

Procedure

- 1 Using the remote control, select a meeting on the Home screen.
- 2 Select **Join**.

Related Topics

[Joining Meetings from the Calendar with the Remote Control](#)

Join a Scheduled Meeting from the Calendar

You can join a scheduled meeting from the calendar.

Procedure

- 1 On the remote control, press .
- 2 Select  **Calendar**.
- 3 Navigate to the meeting you want to join, and select **Join**.

Related Topics

[Joining Meetings from the Calendar with the Remote Control](#)

Sharing Content

How you share content depends on whether you are controlling your system with the remote control, the touch interface, or a Polycom touch device.

You can share one content source and one people video source at a time, and you can switch to a different type of content or people video source as needed. Participants at other sites can also show content or people video sources, but only one site can share content at any given time. RealPresence Group Series systems can receive RDP and if you share content from the system, that content is sent in the People stream.

Note You cannot display copyright protected content, such as that included on some DVDs.

Besides showing content, you can also receive and control Microsoft content initiated with a content-sharing request.

You can share the following types of content:

- Any information stored on a computer connected to a RealPresence Group Series system or Polycom touch device
- Images on a USB drive connected to the system
- Content sent from the Polycom® People+Content™ IP application, which is installed on a computer connected to the RealPresence Group Series system
- Content from a DVD or DVR player connected directly to a RealPresence Group Series system
- Content from the Polycom® VisualBoard™ application
- Content sent using the SmartPairing feature in the Polycom® RealPresence® Desktop or RealPresence Mobile applications

Note To share content using a RealPresence Group 300 system, you must use the People +Content IP application.

Related Topics

[Using a Polycom RealPresence Group Series Remote Control](#)

Content Connections on RealPresence Group Systems

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

Note Your administrator can enable 3.5mm audio input mixing with HDMI or VGA content input on RealPresence Group Series systems during active calls. If this feature is not enabled, 3.5 mm audio input is heard by both the near-end and far-end conference site participants during active calls. For more information about 3.5mm audio input, contact your administrator.

Figure 1. Connections for RealPresence Group 310 and 500 systems

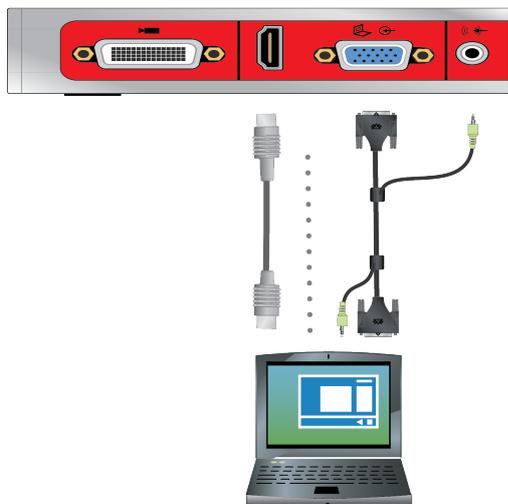
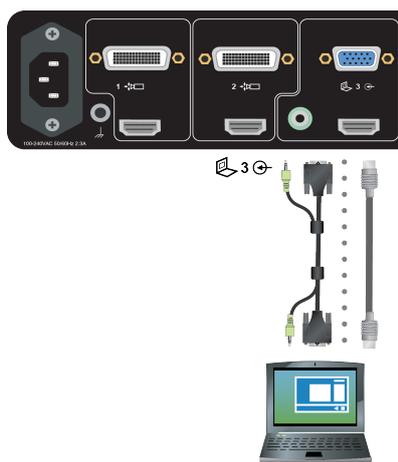


Figure 2. Connections for a RealPresence Group 700 system



Related Topics

[Sharing Content](#)

Supported Content Resolutions and Refresh Rates

Before you show content, check that your computer's video output is set to use one of the supported resolutions and refresh rates listed in the following table.

Resolution	Refresh rates (Hz)
800 x 600	56, 60, 72, 75, 85
1024 x 768	60, 70, 75, 85
1280 x 720	50, 60
1280 x 768	60
1280 x 1024	60, 75
1600 x 1200	60
1680 x 1050	60
1920 x 1080	60
1920 x 1200	60

Related Topics

[Sharing Content](#)

Polycom People+Content IP

The People+Content IP application enables you to send content from a computer that is not connected directly to the RealPresence Group Series system or Polycom touch devices.

Keep the following points in mind when using the People+Content IP application:

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

Note For a computer connected directly to the RealPresence Group Series system, Polycom recommends using the **Send Computer** button or **Content** button instead of People+Content IP.

Related Topics

[Sharing Content](#)

Download and Install Polycom People+Content Technology

You need to download and install the Polycom® People+Content™ technology on a computer before you can use it to show content.

Note If the room system is paired with a Polycom touch device, you do not need to install the application onto your computer. After you connect your computer to the touch device over USB, a version of the People+Content IP application launches automatically.

Procedure

- 1 On a computer, go to the [Polycom People+Content IP](#) page.
- 2 Download the People+Content IP software for Mac or PC.
- 3 Open the zip file and click on the application installation.
- 4 Follow the instructions in the installation wizard.

Related Topics

[Polycom People+Content IP](#)

Share Content using People+Content IP

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

Procedure

- 1 On your computer, do one of the following:
 - On a Windows computer, navigate to **My Computer** and click the **People+Content IP** folder.

- On a Mac computer, navigate to **Finder** then search for and run the **People+Content IP** application.
- 2 Enter the IP address or host name of the RealPresence Group Series system and the meeting password, if one is set.
 - 3 Click **Connect**.
 - 4 Open the content you want to show and click .

Related Topics

[Polycom People+Content IP](#)

Stop Sharing Content with People+Content IP

When you are done showing content, make sure you stop People+Content IP.

Procedure

- Click  in the People+Content IP application.

Related Topics

[Polycom People+Content IP](#)

Managing Content from Microsoft Clients

Your system can receive content from Microsoft Lync 2013 and Skype for Business 2015 remote desktop (RDP) clients during active calls when content is initiated from the Microsoft clients. Be aware that you cannot share content, including content shared through People+Content IP or VisualBoard, while actively receiving content from Microsoft clients.

Related Topics

[Sharing Content](#)

Scroll and Zoom Skype for Business Content

When a Microsoft Lync 2013 or Skype for Business 2015 client shares content with your system, you can scroll and zoom the shared content using USB mouse connected to your system in order to see all of the content.

Procedure

- 1 Connect a USB mouse to your system.
- 2 Use the mouse to scroll and zoom in on the content.

Related Topics

[Managing Content from Microsoft Clients](#)

Control Skype for Business Content

Contacts using a Microsoft client to share content can select a specific RealPresence Group Series system to give control over the content. After your system receives and takes control of content from the client, you can use a USB mouse and keyboard to open and use shared applications, programs, and files on the system sharing content.

Note	General Microsoft feature restrictions apply. Password enabled applications, programs, or files remain password enabled when using this feature. For more information, refer to Microsoft documentation.
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Procedure

- 1 Connect a USB mouse to the system.
- 2 If you want to use applications, programs, or files that require keyboard functions, connect a USB keyboard to the system.
- 3 On your system, select the **Control Remote** checkbox.
The system now controls the content received from the Microsoft client.

Related Topics

[Managing Content from Microsoft Clients](#)

Return Control of Skype for Business Content

After receiving control of shared content sent from a Microsoft client, you can return control of the content at any time.

Procedure

- 1 Connect a mouse to the system.
- 2 On the local interface, clear the **Control Remote** checkbox.
The Microsoft client now controls the shared content. You can still scroll and zoom to see all the shared content.

Related Topics

[Managing Content from Microsoft Clients](#)

Recording Calls

Depending on how your system is set up, you can record calls in one of the following ways:

- You can record calls using Polycom® RealPresence® Media Suite.
- On RealPresence Group 700 systems, you can record calls on a laptop, a tablet, or on a DVD or DVR player using monitor 3.

Related Topics

[Using a Polycom RealPresence Group Series Remote Control](#)

RealPresence Media Suite Recording Methods

RealPresence Media Suite is an enterprise recording, streaming, and video content management solution. With the RealPresence Media Suite solution, you can record point-to-point and conference video calls, create a live stream, and control recordings directly on the room system.

You can record a video call with RealPresence Media Suite using the following methods:

- **Initiate a recording on the system:** When RealPresence Media Suite is enabled for a room system, recording controls display on the room system, and you can start, pause, and stop a recording from the room system.
- **Dial RealPresence Media Suite directly:** You can dial into RealPresence Media Suite using the suite IP address, H.323 extension, or SIP URL. When you use this method, the system uses the default recording settings defined by a RealPresence Media Suite administrator.
- **Dial a RealPresence Media Suite Video Recording Room (VRR):** A VRR is a virtual Capture Server with a specific recording profile that is defined by a RealPresence Media Suite administrator. Before recording a call using this method, you need the VRR number and the IP address, H.323 ID, or SIP address of the RealPresence Media Suite.

Note	If using one of the dial-in methods, you have immediate access to play a recording back as long as the Media Suite TVUI remains open. After that, you must access the RealPresence Media Suite portal to access the recording. Contact your system administrator for details on accessing the RealPresence Media Suite User Portal.
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Related Topics

[Recording Calls](#)

RealPresence Media Suite Connection Methods

You can use any of the following connection methods for dialing the RealPresence Media Suite solution to record calls on the RealPresence Group Series

Media Suite Type	Connection Method	Example
Media Suite system	If the room system and solution are not registered to the gatekeeper or to a SIP server, dial the RealPresence Media Suite IP address.	10.11.12.13
	If the room system and solution are registered to the gatekeeper, dial the RealPresence Media Suite E.164 extension for H.323.	1234
	If the room system and solution are registered to a SIP server, dial the RealPresence Media Suite SIP address.	CS123
VRR	<p>For H.323 calls, use one of the following:</p> <ul style="list-style-type: none"> • [RealPresence Media Suite IP]##[VRR number] • [RealPresence Media Suite E.164 prefix][VRR number] 	<p>If the RealPresence Media Suite IP is 11.12.13.14 and the VRR number is 4096, dial 11.12.13.14##4096.</p> <p>If the RealPresence Media Suite E.164 prefix is 8888 and the VRR number is 4096, dial 88884096.</p>
	<p>For SIP calls, use one of the following:</p> <ul style="list-style-type: none"> • [VRR number]@[RealPresence Media Suite IP] • [SIP peer prefix][VRR number] 	<p>If the RealPresence Media Suite IP is 11.12.13.14 and the VRR number is 4096, dial 4096@11.12.13.14.</p> <p>If the SIP peer prefix of the RealPresence Media Suite is 8888 and the VRR number is 4096, dial 88884096.</p>

Related Topics

[RealPresence Media Suite Recording Methods](#)

Recording Calls with RealPresence Media Suite using Touch Tones

After establishing a recording connection, the RealPresence Media Suite TV user interface (TVUI) displays and you can use touch tones to start, stop, or playback a recording.

Related Topics

[RealPresence Media Suite Recording Methods](#)

RealPresence Media Suite Touch Tones

You can enter touch tones with the touch interface, a touch device, or remote control to manage the call recording.

The following table lists the supported touch tone codes you can use to activate the button controls on the TVUI.

TVUI State	Operation	Touch Tone Code
Menu display state	Pause recording	*1
	Start a recording Resume a paused recording	*2
	Stop a recording	*3
	Playback a recording	*5
Video playback state	Pause the video	*1
	Start the video Resume a paused video	*2
	Stop a playback and return to the main menu	*3

TVUI State	Operation	Touch Tone Code
	Reverse a video	*4
	Fast forward a video	*6

Related Topics

[Recording Calls with RealPresence Media Suite using Touch Tones](#)

Dial in to RealPresence Media Suite to Record Calls

You can use the remote control to dial into RealPresence Media Suite and activate the TVUI. When you establish a connection to a RealPresence Media Suite, the recording starts and the TVUI displays in a call window, unless the administrator for the RealPresence Media Suite has disabled the Start Recording Immediately option.

Procedure

- 1 Enter the IP, H.323, or SIP address of the Media Suite.
The TVUI displays in the call window.
- 2 If the recording does not start immediately, press *2 on the remote control.

Related Topics

[Recording Calls with RealPresence Media Suite using Touch Tones](#)

Stop Recording on RealPresence Media Suite

Before ending a call, make sure to stop recording.

Procedure

- When you are done recording, press *3 on the remote control.

Related Topics

[Recording Calls with RealPresence Media Suite using Touch Tones](#)

Play Back a Recording

You have immediate access to play back a recording as long as the Media Suite TVUI continues to display and the call has not ended. After this time, you can access the recording in the RealPresence Media Suite portal in the recording archive.

Procedure

- To play back a recording, press *5 on the remote control.

Related Topics

[Recording Calls with RealPresence Media Suite using Touch Tones](#)

Recording Calls with RealPresence Media Suite using Onscreen Controls

When RealPresence Media Suite is enabled for your system, recording controls display on the room system, and you can start, pause, and stop a recording.

Related Topics

[RealPresence Media Suite Recording Methods](#)

Record Calls with RealPresence Media Suite using Onscreen Recording Controls

You can use either the touch monitors or the remote control to start a recording. Unless the administrator for the RealPresence Media Suite has disabled the Start Recording Immediately option, the recording starts immediately after the TVUI displays.

Note	You can only start a recording in a point-to-point call, and only one participant can start a recording during a call. If you start a recording during a conference call or more than one participant starts a recording, the call changes to a point-to-point call and the participant layout changes to show the speaker only.
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Procedure

- Select  to open the Quick Access menu, then select  **Record Controls** >  **Start**.

Related Topics

[Recording Calls with RealPresence Media Suite using Onscreen Controls](#)

Pause a Recording using Onscreen Recording Controls

You can pause a recording at any time during a video call or live stream.

Procedure

- Select  to open the Quick Access menu, then select  **Record Controls** >  **Pause**.

Related Topics

[Recording Calls with RealPresence Media Suite using Onscreen Controls](#)

Resume a Recording using Onscreen Recording Controls

After you pause a recording, you can resume the recording and continue live streaming.

Procedure

- Select  to open the Quick Access menu, then select  **Record Controls** >  **Resume**.

Related Topics

[Recording Calls with RealPresence Media Suite using Onscreen Controls](#)

Stop Recording using Onscreen Recording Controls

Before ending a call, make sure to stop the recording.

Procedure

- Select  to open the Quick Access menu, then select  **Record Controls** >  **Stop**.

Related Topics

[Recording Calls with RealPresence Media Suite using Onscreen Controls](#)

Record Calls on a DVD or DVR

Using monitor 3 on the RealPresence Group 700 system, you can either record the speaker and content or record the speaker only using a connected DVD or DVR player. Your system administrator determines the settings for this feature.

Procedure

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

The layout option for the recorded video is the layout that your administrator set for monitor 3.

Related Topics

[Recording Calls](#)

Record Calls with a Laptop or Tablet

Using monitor 3 on a RealPresence Group 700 system, you can either record the speaker and content or record the speaker only using a connected laptop or tablet. Your administrator determines the settings for this feature.

Procedure

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

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

Related Topics

[Recording Calls](#)

Settings

Before or during calls, you can adjust audio and video settings, including adjusting the volume, muting the microphone, turning off the camera, and changing the video layout.

Depending on how the system is set up by your administrator, you might be able to customize user and administrator settings on the system, including the language, time zone, LAN settings, and security settings. If you have any questions about changing these settings, contact your administrator.

Related Topics

[Using a Polycom RealPresence Group Series Remote Control](#)

Video Adjustments

You can manage video and certain user interface settings for your system.

Related Topics

[Settings](#)

Switch Between Full-Screen Video and the Home Screen

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

Procedure

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

Related Topics

[Video Adjustments](#)

Configure Automatic Self View Control

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

Procedure

- 1 From the Home screen, press .
- 2 Navigate to  **Settings** > **User Settings** >  **Camera**.
- 3 Select the **Automatic Self View Control** checkbox.

Related Topics

[Video Adjustments](#)

Adjust for Room Lighting

If your administrator allows access to User Settings, you can adjust the brightness of the video sent to your system using Backlight Compensation. Use Backlight Compensation in situations where the subject displays darker than the background or to darken a bright background in rooms with high brightness levels. This feature does not affect the way content is displayed.

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

Procedure

- 1 From the Home screen, press .
- 2 Navigate to  **Settings** > **User Settings** >  **Camera**.
- 3 Select **Backlight Compensation**.

Related Topics

[Video Adjustments](#)

Stop Video

Stopping your video during a call enables you to stop sending your video while remaining connected to the conference. When your video is stopped, the far end does not see video transmission from you.

Procedure

- Press , then select  **Camera Off**.

Note In Microsoft Lync 2013 or Skype for Business 2015 environments when your video is stopped, video transmissions ceases and no Self View displays. When your video is stopped in other environments, a video pause image is sent to the far end. Regardless of the environment, stopping your video does not affect the sending or receiving of content.

Related Topics

[Video Adjustments](#)

Start Video

If your near-end site video is currently not displayed, you can choose to display your video to others in a conference call.

Procedure

- Press , then select  **Camera On**.

Related Topics

[Video Adjustments](#)

Turn Self View On

Self View shows you the video stream that your contacts see when they are in a call with you. If automatic self view is not enabled, you can turn Self View on when you want to see your video stream.

Procedure

- On the remote control, press  then select  **Self View On**.

Related Topics

[Video Adjustments](#)

Turn Self View Off

Self View shows you the video stream that your contacts see when they are in a call with you. If automatic self view is not enabled, you can turn Self View off when you do not want to see your video stream.

Procedure

- On the remote control, press  then select  **Self View Off**.

Related Topics

[Video Adjustments](#)

Allow Video Display on the Web

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

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

Procedure

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

Related Topics

[Video Adjustments](#)

Multipoint Viewing Modes

The multipoint viewing mode set on the host conference system is the layout used in a conference call for all endpoints connected to the call. The modes alternate between full screen, continuous presence, which is where video images from multiple sites are automatically combined on one monitor, or a combination of both.

The default mode is Discussion, however, your administrator may have set any of the following modes as the default for your system:

- **Auto** - The view switches between continuous presence and full screen, depending on the interaction between the sites. If multiple sites are talking at the same time, continuous presence is used. If one site speaks uninterrupted for at least 15 seconds, that site appears in full screen on the monitor.
- **Discussion** - Multiple sites are displayed in continuous presence. The current speaker's image is highlighted.
- **Presentation** - The speaker sees continuous presence while the other sites see the speaker in full screen on the monitor.
- **Full screen** - The site that is speaking is shown in full screen to all other sites. The current speaker sees the previous speaker.

Related Topics

[Video Adjustments](#)

Set the Multipoint Viewing Mode

You can change your multipoint viewing mode from the default mode.

Procedure

- 1 From the Home screen, press .

- 2 Navigate to  **Settings > User Settings > Meetings**.
- 3 Select a viewing mode from the **Multipoint Mode** list.

Related Topics

[Multipoint Viewing Modes](#)

Multipoint Viewing Layouts

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

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

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

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

Related Topics

[Video Adjustments](#)

Change Multipoint Viewing Layout

You can change the multipoint viewing layout by browsing through the available options in the local interface. The available layouts vary depending upon certain factors, such as how many participants are in the call or the content status.

Procedure

- 1 While in a call, press , then select **Layout**.
- 2 Select **Near Video** or **Far Video**.
- 3 Select an available layout for the call.

Related Topics

[Multipoint Viewing Layouts](#)

Audio Adjustments

You can control several audio settings on the system, including adjusting the volume, adding a headset, and muting the microphone.

Related Topics

[Settings](#)

Adjust the Volume

You can raise or lower the volume while in a call. Changing the volume only affects the level of sound you hear on your system.

Procedure

- Using the remote control, press and hold  to increase the volume or  to decrease the volume.

Related Topics

[Audio Adjustments](#)

Mute the Microphone

You can mute the microphone if you do not want the far end to hear conversations at your site.

Keep the following in mind regarding muting:

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

Procedure

- Press  on the remote control.
If a Polycom tabletop microphone array is connected to your system, you can mute the call by touching  on the microphone.
The indicators on the microphone are red when your audio is muted, and the muted  icon also displays on the monitor.

Related Topics

[Audio Adjustments](#)

Unmute the Microphone

You can resume your microphone audio after muting it in order to speak in a call.

Procedure

- If muted, press  on the remote control or on the table microphone.

Related Topics

[Audio Adjustments](#)

Connecting a USB Headset

You can connect one wired USB headset or wireless Bluetooth headset with a USB adapter to RealPresence Group Series system. When connected, the headset is used as the primary audio input and output device for the system, and the headset functions automatically without any additional setup.

After your headset is connected, you can hear and control call audio on your headset while the headset is connected to the system. However, you cannot use the USB headset audio controls to mute or change the volume on the system. If you adjust the volume or mute your microphone on your headset, it does not adjust the volume or mute the microphone on the system.

For more information on supported USB Headsets, refer to *RealPresence Group Series Release Notes* at [Polycom Support](#).

Related Topics

[Audio Adjustments](#)

Connect a Wired USB Headset

After you verify that your headset hardware and software is supported, you can connect your wired headset to the system.

Procedure

- Insert the headset USB cable into an available USB port on the system.

Related Topics

[Connecting a USB Headset](#)

Connect a Wireless USB Headset

You can pair and connect a wireless headset to the system using a USB adapter.

Procedure

- 1 Enable pairing mode on the headset.
- 2 Insert the USB adapter for the wireless headset into an available USB port on the system.

Related Topics

[Connecting a USB Headset](#)

Cameras

You can adjust available cameras in several ways.

Related Topics

[Settings](#)

Select Cameras

You can use the remote control to select and adjust the main camera or other near-end or far-end video sources.

You might be able to adjust other auxiliary cameras that support pan, tilt, and zoom movement. You can adjust a far-end camera only in a call and only if the far end allows it.

Procedure

- 1 Navigate to **Camera > Select Camera**.
- 2 Then select **Near Cameras** for near-end control or **Far Cameras** for far-end control.

Related Topics

[Cameras](#)

Adjust Cameras

You can make adjustments to Polycom cameras to enhance the view of meeting participants.

You can adjust the view of meeting participants using the remote control with Polycom EagleEye III, EagleEye IV, EagleEye Acoustic, EagleEye Director or EagleEye Director II cameras and camera systems.

Note Before you can adjust the EagleEye Director or EagleEye Director II camera systems, you must turn camera tracking off.

Procedure

- 1 Select either a near-end or far-end video source to control.

During a multipoint call hosted by another system in the call, you can adjust a camera only at the far end that has a current speaker.

- 2 Press the navigation buttons on the remote control to move the camera up, down, left, or right.
- 3 On the remote control, press  to zoom out or  to zoom in.

Related Topics

[Cameras](#)

Switch Between Cameras

You can switch to controlling the far-end camera or the near-end camera in a call.

Procedure

- 1 Press .
- 2 Select  **Camera**, then select  **Near Camera** or  **Far Camera**.

Related Topics

[Cameras](#)

Allow the Far-End System to Control Your Camera

If your system administrator has allowed access to user settings, you can let the far-end system control your camera.

If their systems support presets, far-end participants can also set and use presets for your camera.

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

Procedure

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

Related Topics

[Cameras](#)

Enable Camera Tracking During a Call

Enable camera tracking to allow the EagleEye Director or EagleEye Director II camera to automatically focus on the person or people who are speaking.

If camera tracking is not enabled for the system, you can manually start camera tracking while in a call. When you end the call, camera tracking stops automatically.

Note Muting the microphones will temporarily disable camera tracking.

Procedure

- Navigate to  **Cameras** >  **Camera Tracking On**.

Related Topics

[Cameras](#)

Disable Camera Tracking in a Call

Disable camera tracking to stop the camera from automatically tracking the speaker during a call.

You can disable camera tracking for a call using the camera controls, or you can temporarily disable tracking by muting the microphone.

Procedure

- Navigate to  **Cameras** >  **Camera Tracking Off**.
After you disable tracking, muting the microphone no longer affects tracking, and you can control the camera position manually using the remote control.

Related Topics

[Cameras](#)

Camera Presets in Single Camera Mode

In Single Camera mode, camera presets are stored camera positions that you can create before or during a call. Presets enable you to quickly point a camera at pre-defined locations in a room and select a video source, such as a document camera or an auxiliary camera. Presets remain in effect until you change them.

If your system camera supports pan, tilt, and zoom movement, you can create up to 10 preset camera positions for the near-end camera. Each preset stores the following information:

- Camera number
- Camera zoom level
- Camera direction

If far-end camera control is allowed, you can create 10 presets for the far-end camera as well. These presets are saved only for the duration of the call. You can also use presets that were created at the far end to control the far-end camera, if enabled by the administrator.

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

- When in a call, selecting near camera control pans and zooms the local camera without changing the layout.
- When out of a call, selecting camera control changes the **Self View** to full screen.
- Incoming calls override the full-screen **Self View** layout.

Related Topics

[Cameras](#)

View Stored Camera Presets

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

Procedure

- Navigate to **Cameras > Presets**.
Icons for presets 0-9 are shown on the screen. A snapshot above the number means that a preset has been assigned to that number. An empty box means that no preset has been assigned to that number.

Related Topics

[Camera Presets in Single Camera Mode](#)

Store a Camera Preset

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

Procedure

1 Do one of the following:

- If in a call, press .
- On the local interface, navigate to  **Cameras > Presets**.

2 Select **Near** or **Far** camera.

3 If you selected a camera that supports electronic pan, tilt, and zoom, you can adjust the camera's position using your remote control:

- Press  or  to zoom the camera out or in.
- Press the directional buttons to move the camera up, down, left, or right.

4 To store a preset position, press and hold a number from 0 to 9 for five seconds.

Any existing preset stored at the number you entered is replaced.

Related Topics

[Camera Presets in Single Camera Mode](#)

Move the Camera to a Stored Preset

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

Procedure

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

2 Press a number on the remote control.

Related Topics

[Camera Presets in Single Camera Mode](#)

Call Answering Settings

To change the way calls are answered, you might want to change the default settings of your system.

Related Topics

[Settings](#)

Temporarily Refuse Calls

If your system administrator has allowed you access, you can automatically refuse incoming calls when you do not want to be disturbed.

Callers get a message that the call was rejected, and you receive no notification about incoming calls. You can, however, make outgoing calls.

Procedure

- 1 Navigate to  **Settings** > **User Settings** > **Meetings**.
- 2 Set **Auto Answer Point-to-Point Video** or **Auto Answer Multipoint Video** to **Do Not Disturb**.

Related Topics

[Call Answering Settings](#)

Enable Answering Video Calls Automatically

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

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

- 1 Navigate to  **Settings** > **User Settings** > **Meetings**.
- 2 Set **Auto Answer Point-to-Point Video** or **Auto Answer Multipoint Video** to **Yes**.

Related Topics

[Call Answering Settings](#)

Mute Automatically Answered Video Calls

If your system administrator has allowed access to user settings, you can choose whether to mute the audio when automatically answered video calls connect.

This prevents callers from overhearing conversations or meetings.

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

Procedure

1 Navigate to  **Settings > User Settings > Meetings.**

2 Select **Mute Auto Answer Calls.**

After a call connects, press  on the remote control when you're ready to unmute the microphones.

When a call is muted, this icon  displays on your monitor.

Related Topics

[Call Answering Settings](#)

Encryption and Security

When a call is encrypted, a locked padlock  displays on the monitor. If a call is not encrypted, an open padlock displays on the screen. The padlock icon also displays in the following situations:

- If you are in a point-to-point call or a conference call hosted by another system, the padlock icon displays the state of your individual connection.
- If you are hosting a conference call, the padlock icon displays the combined state of all connections: encrypted if all connections in the call are encrypted, unencrypted if one or more connections in the call are not encrypted.

In one call, some connections might be encrypted while others are not. However, the padlock icon might not accurately indicate whether the call is encrypted if the call is cascaded or includes an audio-only endpoint. If encryption is required on your system, the far-end must support encryption or the call will not be completed.

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

Related Topics

[Settings](#)

Verify Encryption Check Code

To provide extra security for encrypted H.323 calls, the system provides an encryption check code. Participants in a call can use this check code to verify that the call is not being intercepted by a third party. Polycom recommends verifying check codes at each site to protect against third-party eavesdropping on H.323 point-to-point calls. The check code is calculated so that the check code is the same at both sites in the call. The numbers are identical if, and only if, the calculation uses data exclusively from the two sites in the call, with no data being intercepted and modified by a third party. Note that in externally-hosted multipoint calls, check code numbers do not match any other numbers in the call.

Procedure

- 1 Place an encrypted H.323 point-to-point call.
- 2 Press  on your remote control, then navigate to  **Settings** > **System Information** > **Call Statistics**.
- 3 On the Call screen, select **Call Statistics**.
- 4 For **Call Encryption**, locate the check code, as shown in the following example: *AES-128/TLS/SDED*
- 5 Verbally verify that the check code is the same at both sites.
- 6 Do one of the following:
 - If the codes match, the call is secure. Proceed with the call.
 - If the codes do not match, the call might be compromised. Hang up the call and contact your system administrator.

Related Topics

[Encryption and Security](#)

Change the Call Security Level

When enabled by your administrator, visual security classification works for SIP calls in a BroadSoft environment.

When enabled by your system administrator, a visual security classification indicator displays during a call to help participants be aware of the maximum level of classified information they can safely exchange in a conversation. After a call begins, the visual security classification indication of the call displays on all endpoint monitors in the call. During a call, you can override the security classification and assign a lower security classification level. While you can change the security level, you cannot raise it higher than the default setting.

Procedure

- 1** In the local interface, navigate to **Call > Security**.
- 2** From the **Security Classification** list, select the desired security level.
- 3** Click **Continue** to confirm your selection. After the security classification is raised or lowered, a message displays for five seconds to all video participants. The change is only applicable to the current call.

Related Topics

[Encryption and Security](#)