NGTS Hosted Video User Guide

Group Series 310, 500 and 700

CBTS
TECHNOLOGY SOLUTIONS FOR BUSINESS

Table of Contents

Topic	Slides
Polycom Touch Control	4
Scheduling Conference Calls	5 and 6
Starting a Meeting	7
Joining a Video Conference	8, 9 and 10
Sharing Content	11
In Call Options	12, 13, 14, 15 and 16
Using WebSuite	
FAQs	
Troubleshooting	

Your Video Service

- Easy to Use
- Screen sharing
- Join meetings from laptops, room systems, mobile devices and desk phones – no download required
- Integrate with Outlook and Skype for one-touch video meetings
- Record meetings for onboarding or distant learning
- Conference from any location with Broadband connection
- Reduce travel and cost
- Collaborate, share and edit documents across multiple platforms

Best Practices - Before You Share Content

- **Close any documents and windows** which are not intended to be presented. The Polycom unit will begin presenting immediately upon detecting a content source

- If you use Skype, **change your status to Do No Disturb** so unwanted messages are not displayed during your meeting

Video Equipment

Group 500 Series

Monitor Remote Controls

RealPresence Group Series

Monitor

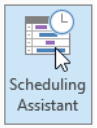
Touch Panel

Wake up the system by touching anywhere on the Touch Panel screen

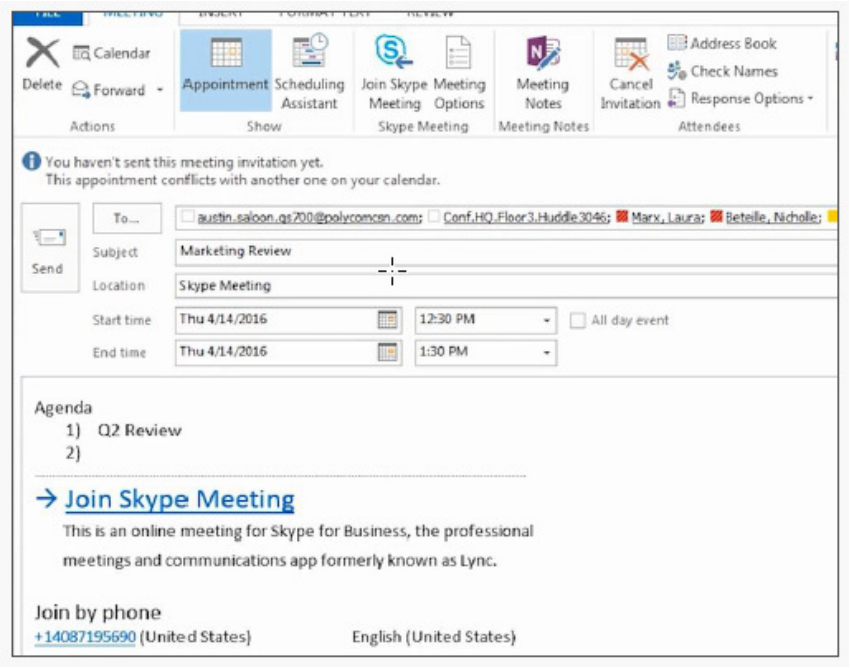
Reserving Conference Room from Outlook

1. Open Outlook, and go to your calendar.
2. On the **Home tab ribbon**, in the Skype Meeting section, click **New Skype Meeting**. If you don't see the Skype Meeting section, contact your local hosted Video support personel.

3. Set up the meeting as you typically would
4. If you'll have in-person attendees click **Room Finder**, in the Options section of the Meeting tab, and then find a room
   or,
   in the Location box, type a meeting location, such as a conference room.
5. (Optional) Preload your meeting attachments. That way, when participants join the meeting, everything is ready to go. See [Preload attachments for a Skype for Business meeting](#).



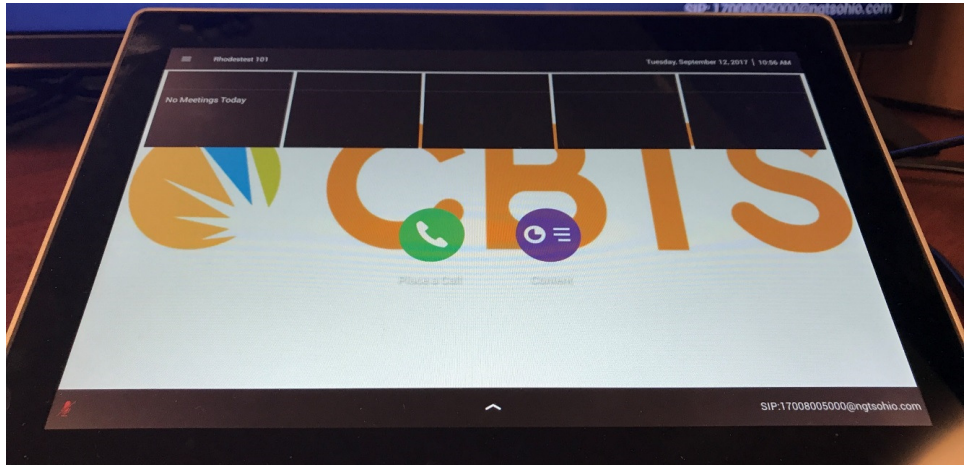
6. (Optional) In the Show section of the Meeting ribbon, click **Scheduling Assistant** to make sure you have the best time for the meeting.
7. You're almost done. Just double-check the information and click **Send**.



In the meeting area be careful not to change any of the Skype meeting information.

Powering on Your System

1. Click Power on your monitor's remote control to turn on the monitor
2. Touch anywhere on the touch panel to wake it up



Starting a Meeting From Conference Room

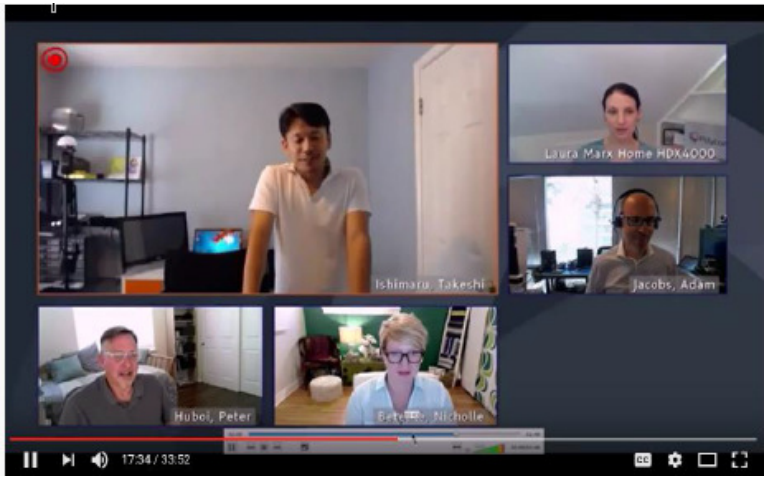
1. Press **Place Call**
2. There are three ways to input a number to call

– Press **Contacts** to select from a list of contacts for this device then press the green camera button

– Press Keypad to manually enter 16147636201 then press the green camera button

When prompted, enter the conference code followed by #
When prompted, enter your pin followed by the #

– Press Recent to select from a list off recently called numbers then press the green camera button

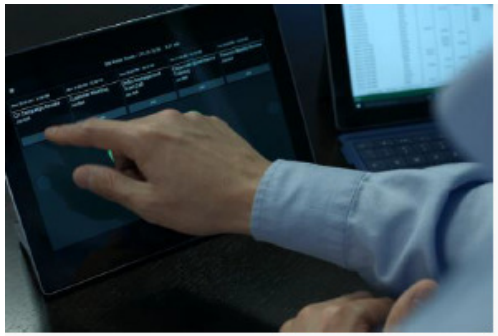


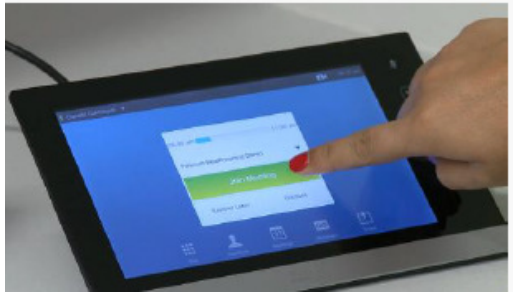
Note: Participants can locate the meeting pin in body of the meeting invite. Hosts can locate their pin on the back of the touch panel.

Send a request to your local Hosted Video support personnel to add a contact to the contact list

One-Touch Connection

- Press **New Meeting,** on the Touch Panel, to start a new Skype meeting
- If your meeting is listed at the top of the touch panel
  - Press **Join** under the meeting you wish to join
  - Press **Join Meeting**
- From your computer click **Join Online** from meeting invite

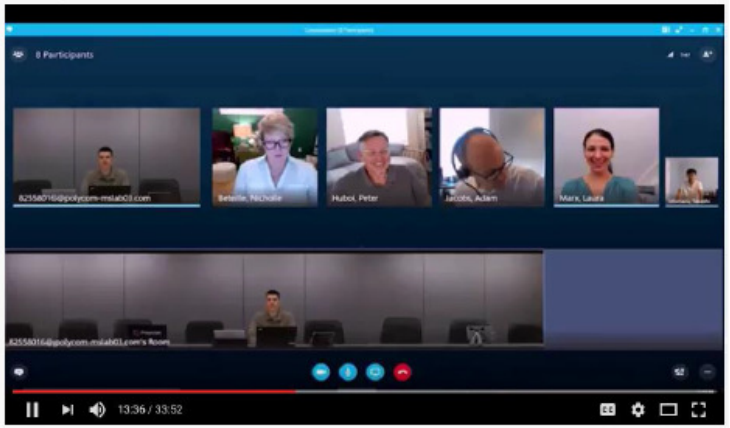




Join as Participant from Meeting Invite

1. Open your Outlook Appointment for this meeting
2. Click on the **Join Skype Meeting** link found in the body of the appointment
3. If calling from desk video phone, simply dial 1614.763.6201 and enter the meeting conference ID and pin when prompted

Skype for Business view



Join as Guest from Non-Skype Meeting Room Device

1. Follow the instructions in your meeting invite for **Join By Non-Skype meeting room device**
2. The address you will be instructed to dial is: **16147636201@ngtsohio.com**

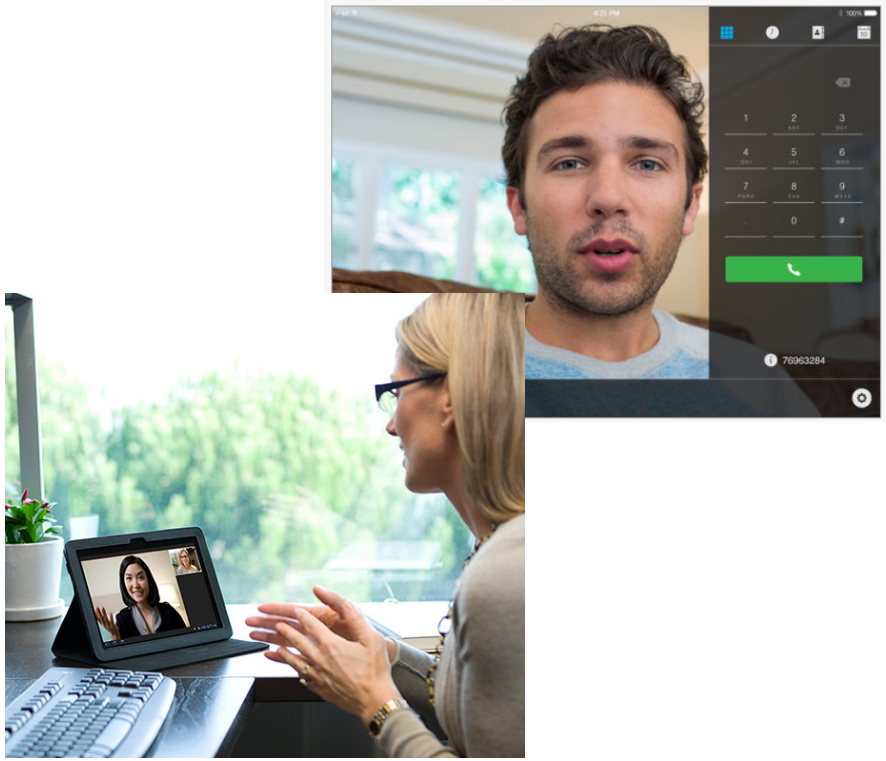
Setting up your mobile device

- **Download the Polycom app for your device:**
  - RealPresence Mobile for Android
  - RealPresence Mobile for iOS

Join A Meeting From Your Mobile Device

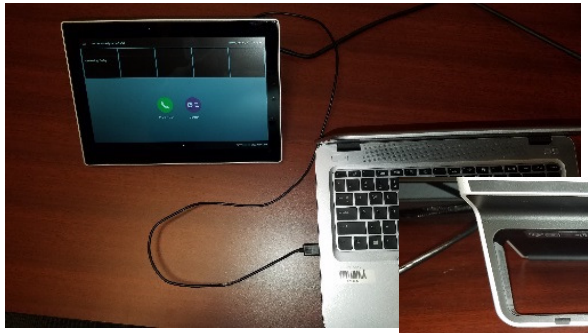
1. When joining a meeting from your mobile device you will need to enter the full URI:

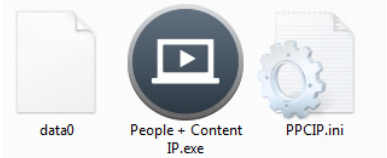
   16147636201@ngtsohio.com



Sharing Content to Room Monitor

1. Plug one end of USB Cable into the back of the Touch Panel
2. Plug the other end into your laptop
3. When properly connected you will see the Installing Device Driver message shown here.
4. Open My Computer and double click on the People+ Content IP Drive
5. Double click People+ Content IP.exe file
6. Click on the blue play button
7. If your screen does not automatically display on the monitor
   - Press **Content**
   - Press **Show Content**
3. To Stop Sharing Content
   - Press **Stop Content**





Note: If the Stop Content option is not displayed press **Content** to get back to that screen

Note: If using a USB cable instead of a HDMI cable, see Sharing using a Micro USB cable in the appendix

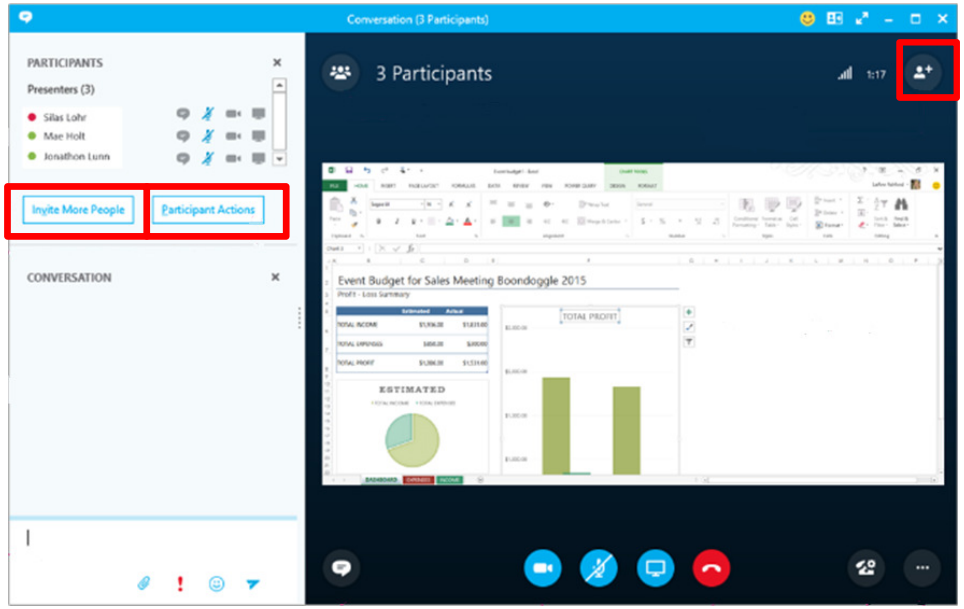
Controls While In A Call

- To utilize the **Touch Tone Keypad**, press the keypad icon
- Press the **Control** icon at bottom of screen to display a list of control icons

- Press **Hold** to put the call on hold
- Press **Camera** to display the camera controls
- Press **Camera On/Off** to toggle the camera on and off
- Press **Mute** to mute the call
- Press **Volume** to display Volume controls (What you hear)
- **Self View On/Off** (Self View and Video Layout Options)
- Press **Hang Up** to end the call
- Press **More** to display additional controls

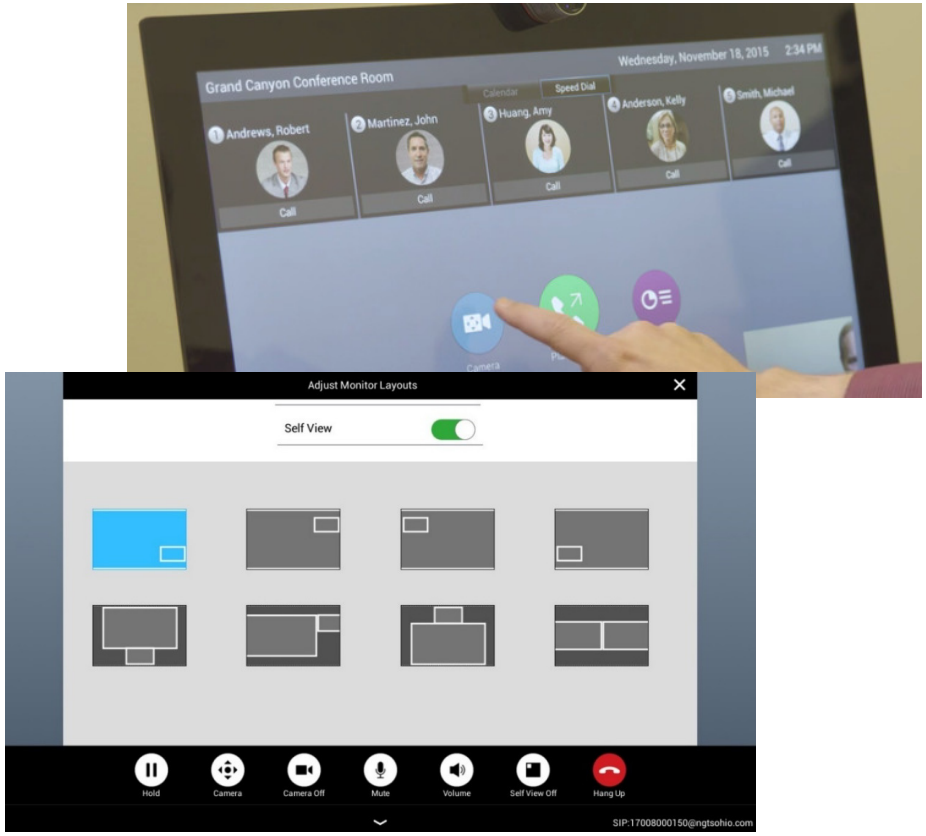
Manage Participants

- Use buttons on the left to open the participant list view, and the IM panel.
- With a **click** - add people or manage participants.

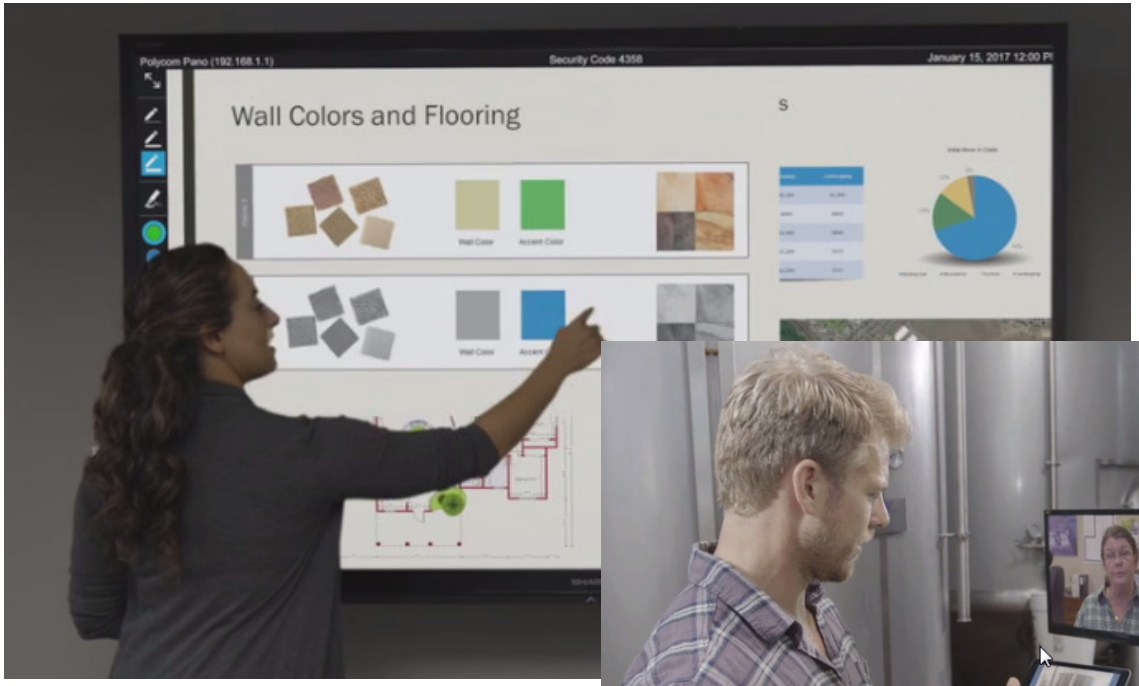


Adjust the Camera View

1. Press **Camera**
2. Select the Monitor to adjust
3. Touch the layout you wish to display
4. Use the Self View toggle button to toggle Self View on/off



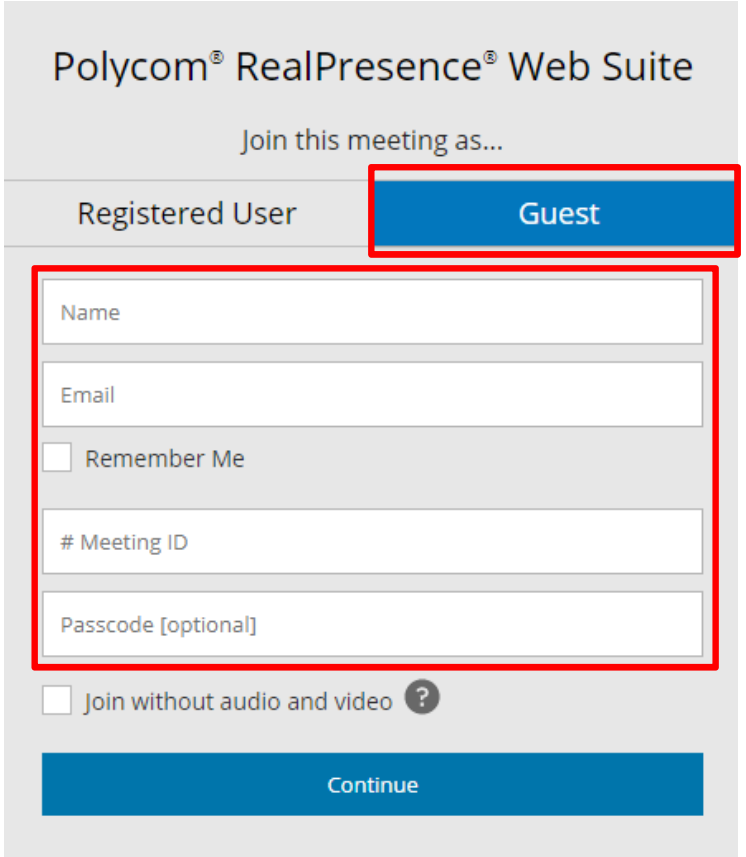
Visual Board - Basic Annotation



This feature requires a touch screen monitor

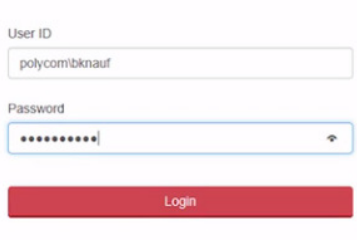
WebSuite - Login as Guest

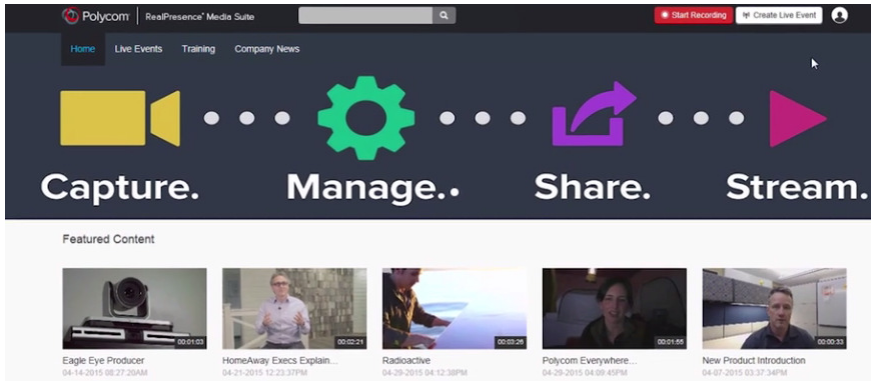
1. Open an internet browser and enter your portal address:
   https://hammeetme1.ngtsohio.com/
2. Click **Guest** tab
3. Enter your Name, email address, the meeting id provided by the chairperson and passcode if one was provided to you
4. Click **Continue**



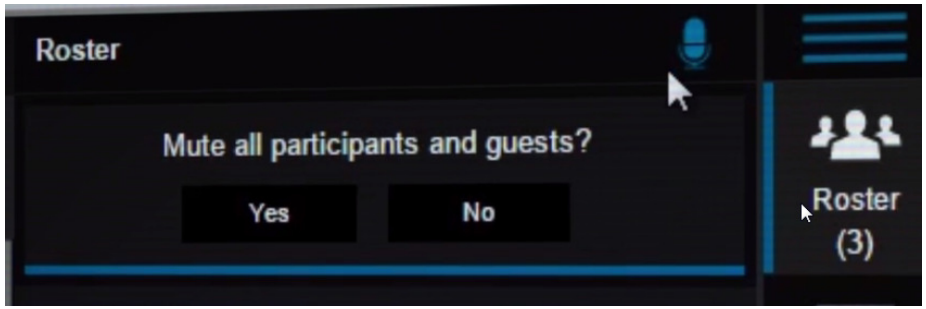
WebSuite - Log Into My Media Center

1. Open an internet browser and enter your portal address:
   http://66.145.65.209/userportal/login.html
2. **Log into** your Polycom portal using your network credentials
3. Hover over **user icon**
4. Click **My Media Center**





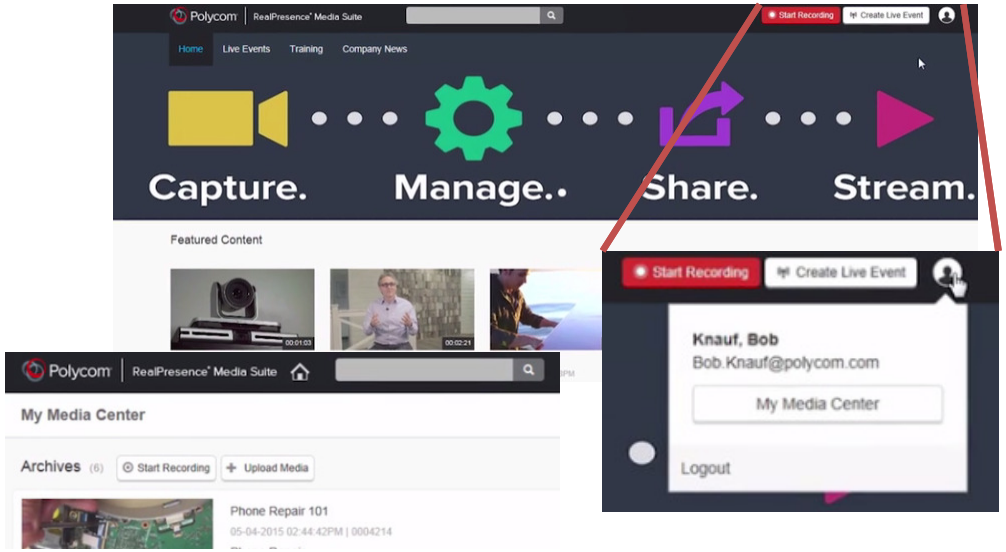
WebSuite - Users



- **Chairperson – host of meeting**
  - Chairperson Control Features
    - Mute all participants and guests
      - Click **Roster** then **Yes**
- **Participants – Authenticated User** These are users that are within your network
- **Guests – Non-Authenticated User** These are users outside your network.

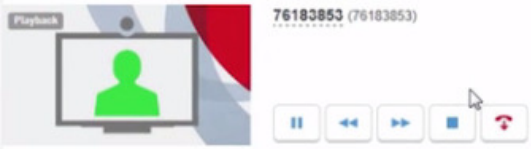
WebSuite - Record a meeting/Presentation

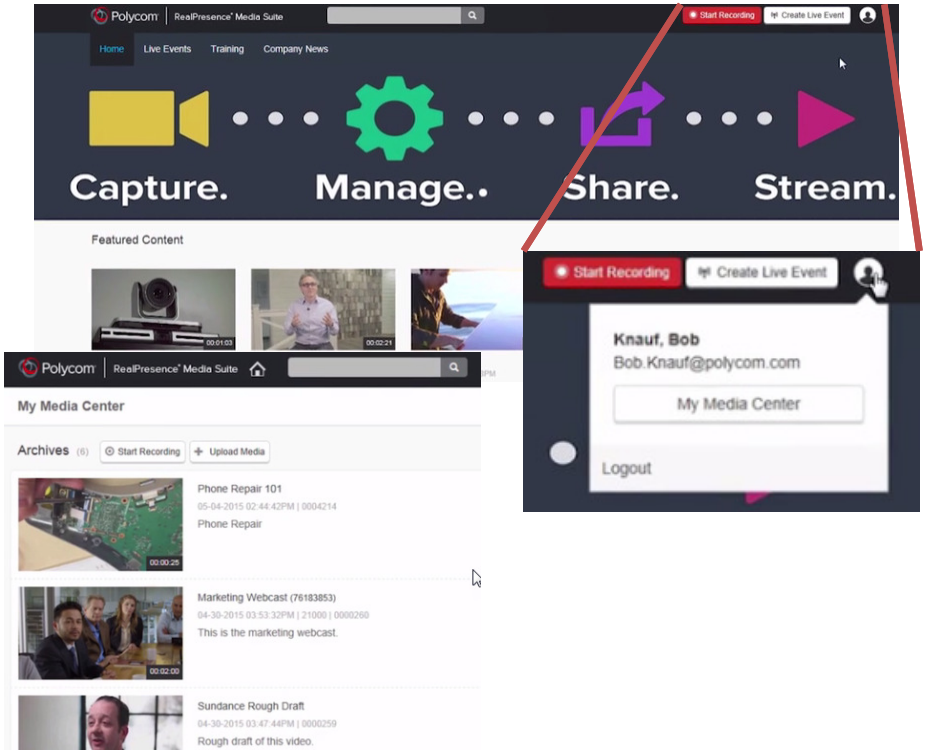
1. Hover over **user icon**
2. Click **My Media Center**
3. Click **Start Recording**



WebSuite - Sharing Recording to Meeting Room

1. Hover over **user icon**
2. Click **My Media Center**
3. Hover over the video you would like to play
4. Select **Playback to Meeting**
5. Enter **Virtual Meeting Room** or **Endpoint IP number** where you want content play
6. Click **OK**
7. Use **playback controls** to:
    1. Pause
    2. Rewind
    3. Fast Forward
    4. Stop
    5. Disconnect



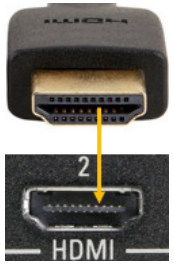


Appendix

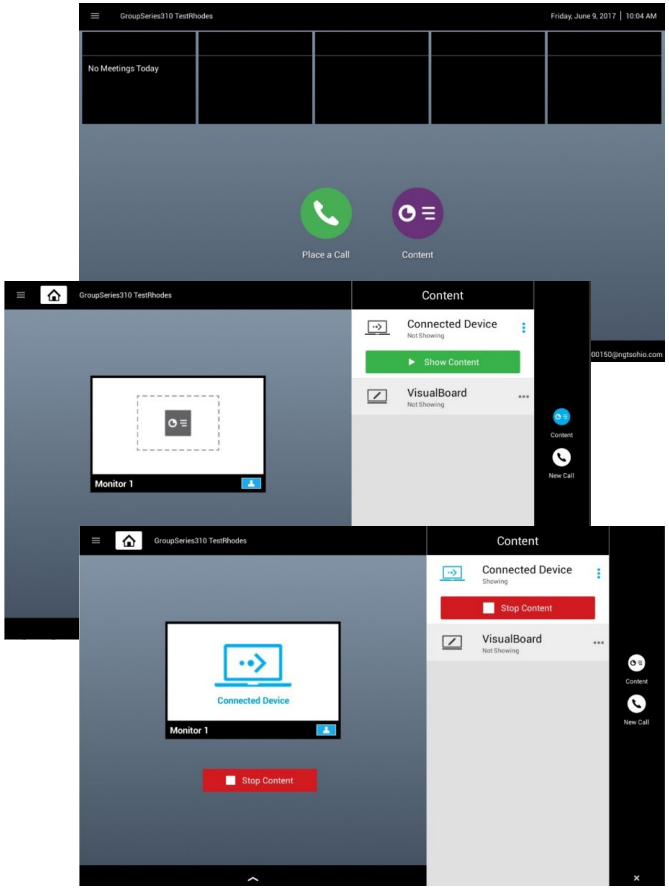
- **This section contains:**
  - Additional instructions for less used options
  - Features
  - FAQs
  - Troubleshooting

Sharing using a HDMI cable

1. Plug the HDMI cable into your laptop



2. If your screen does not automatically display on the monitor
   - Press **Content**
   - Press **Show Content**



3. To Stop Sharing Content
   - Press **Stop Content**

Note: If the Stop Content option is not displayed press **Content** to get back to that screen

Note: If using a USB cable instead of a HDMI cable, see Sharing using a Micro USB cable in the appendix

Video phone interviews

CBTS

To conduct a video phone interview you will schedule the meeting as you normally would through Outlook with Skype.

You interviewee will login as a guest:

1. **Enter the RealPresence Web Suite Experience Portal into your web browser**
2. **On the portal login page, toggle the Join as a guest option**
3. **Enter your name and email address.**
4. **Click Join the Meeting.**

Business to Business (B2B) Service

- **To invite someone outside of the State of Ohio Network to a video conference you simply need to send the SIP URI address along with the Conference Code and Guest Pin**

- SIP URI Address: **16147636201@ngtsohio.com**
- Example Conference Code: 9123#
- Example Guest Pin: 39123#

Using the Remote Control

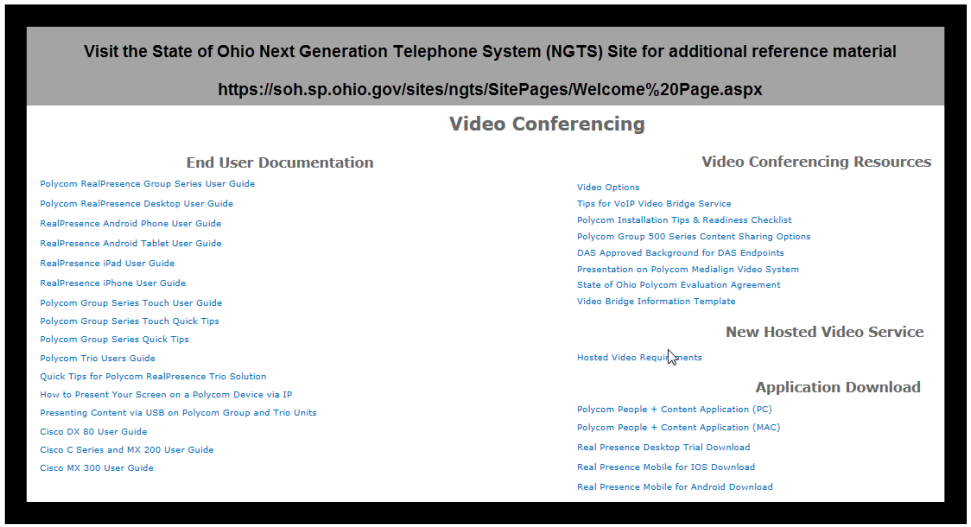
If the conference room is not equipped with the Polycom Touch Panel you will need to use the remote control to:

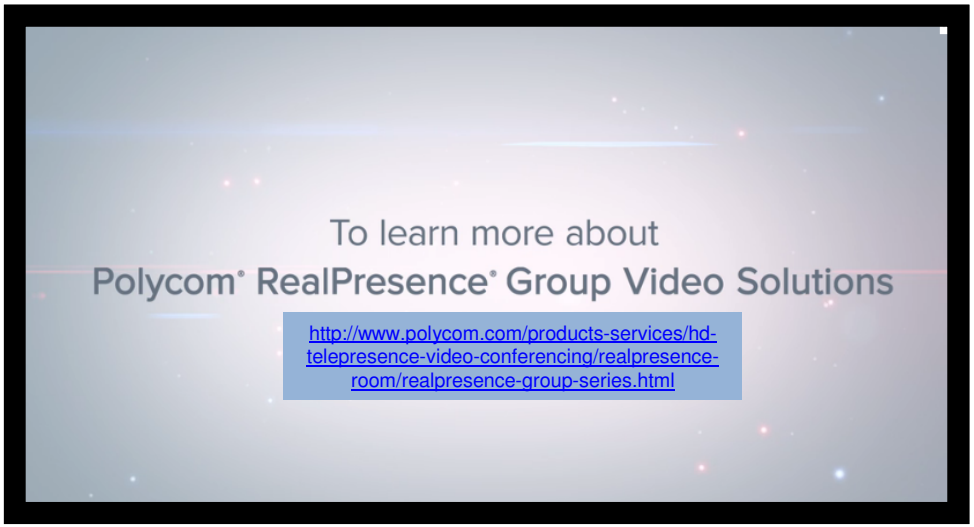
- place calls
- adjust the volume
- zoom the camera
- navigate screens
- select options

Where to Find More Reference Material

https://soh.sp.ohio.gov/sites/ngts/SitePages/Video%20Conferencing.aspx

http://www.polycom.com/products-services/hd-telepresence-video-conferencing/realpresence-room/realpresence-group-series.html



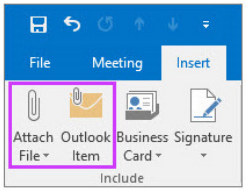


Click here for the complete Polycom User Guide → http://www.polycom.com/content/dam/polycom/common/documents/technical-guides/rpgs-v410j-users-guide-tg-enus.pdf

Note: If you get a page not found, you'll need to set up an account on the Polycom site to access the document

Preload attachments for a Skype meeting

- Click **Attach File** or **Outlook Item**



- Select the **attachments** you want to add
  - Your message will show that the meeting files have been attached to the meeting invitation

- That's it. Just double-check the information and click **Send**.

Use the attachments in the meeting

- In the meeting window, people can see there are meeting attachments by the notification in the yellow band and also by the orange dot next to the Present button

FAQs

- **How do I setup a Point to Point (P2P) Video Conference?**
  - P2P is not supported by your video device
- **What are the functional limitations for the Video system?**
- **How do I change the Video Room Name?**
  - Contact your local Video Support contact and they will escalate the request to CBTS
- **How do I request a change to the Utilization/Performance Management Reports?**
- **How do I enable a Post-Conference Survey?**
- **How do I add a number to contacts on a Touch Panel?**

Troubleshooting

- **Cannot connect to Video Bridge**
  - To test
    - Dial 1 614 763 6201 from a Video Conference room
    - When prompted, enter 21000#