

## Quick Tips for the Polycom RealPresence Group Systems and the Polycom Touch Control



Number	Description
1	Use the Polycom Touch Control to control a RealPresence Group system
2	Touch the screen to select an item. Drag your finger across the screen to scroll.
3	Scroll left and right on the Home screen for quick access to common calling and configuration tasks.
4	Touch <b>Back</b> to go to the previous screen. Touch <b>Home</b> to go to the Home screen.
5	Use the Call Screen for quick access to common tasks while in a call.

### Place a Video Call

#### To enter a name or number:

- From the Home screen, touch **Place a Call**.
- Enter the dialing information. To enter letters, touch **Keyboard**.
- To backspace, touch **Delete**.
- Touch **Call** to place the call.

#### To call from the Directory:

- From the Home screen, touch **Search the Directory**.
- Scroll to the entry you want, or touch the **Search** field to start entering the name.
- Touch an entry to place the call. Touch **Info** to get more information about the entry.

#### To call from Favorites or Recent Calls:

- From the Home screen, do one of the following:
  - Touch **Place a Call**, and then select **Favorites**.
  - Touch **Place a Call**, and then select **Recent Calls**.
- Scroll to the entry you want, and touch it to place the call. Touch **Info** to get more information about the entry.

#### To call from the Calendar:

- From the Home screen, touch **Calendar**.
- Touch **Join Now** to call into the meeting or **Info**.

### Answer a Call

If the RealPresence Group system does not answer incoming calls automatically, touch **Answer** or **Ignore** when a call comes in.

### End a Call

To hang up a call, touch **Hang Up** on the call screen.

### Place a Multipoint Call

To place a multipoint call, touch **Add Call** from the call screen after the first call connects.

### Control Volume and Microphones

When you are in a call, audio controls are available on the call screen and at the top of other screens. If you are not in a call, touch **Audio** on the Home screen.

Touch or drag the **Volume** slider to change the volume of the call at your site. Touch **Mute/Unmute** to control your microphones.

### Show Content


#### To show content from a source connected to the RealPresence Group system:

- From the call screen or Home screen, touch **Show Content**.
- Touch the video source to start showing it. Touch it again to stop showing content.

#### To show content from a computer connected to the Polycom Touch Control:

- Connect a computer to the USB port on the underside of the Polycom Touch Control.
- On your computer, accept the prompt to launch People+Content™ IP.
- Open the content you want to show, and click in People+Content IP.

## Select or Adjust a Camera

- 1 From the call screen or Home screen, touch  **Cameras**.
- 2 If you are in a call, touch **Near** or **Far** to select either near-end or far-end control.
- 3 Touch **Select Camera**, and then touch the camera or other video source you want to select.
- 4 Touch **Control Camera**, and touch the arrow buttons or zoom buttons to adjust the camera.

## Adjust the Video Layout While in a Call

- 1 From the call screen, touch **Layout**.
- 2 Select the layout you want to use by touching it.

If the call screen has no Layout tab, you cannot change the video layout at your site.


## Software Updates

Polycom Touch Control version 4.x software operates with Polycom RealPresence Group systems.

## More Information


For more information about setting up and using the system, refer to [support.polycom.com](http://support.polycom.com).

## Power the Polycom Touch Control On and Off

- 1 From the Home screen, touch  **User Settings**.
- 2 Scroll to **Power**.
- 3 Select **Touch Control Power**.
- 4 In the menu that appears, select an option to restart or power off the Polycom Touch Control. If you choose to power off the Polycom Touch Control, you must disconnect and reconnect its cable to power it on again.

The touch control screen goes to sleep after 2 minutes of inactivity. Touch the screen to wake it up.

## View the Video System's IP Address

- 1 From the Home screen, touch .
- 2 Touch the **RealPresence Group Series System** tab.  
**IP Address** displays the system's address.

## Tips and Tricks

- Make sure you know the name or number of the site you want to call.
- Connect and test any additional equipment before the meeting.
- Adjust your camera so that the far end can see you. Fill the screen with people rather than the table, chairs, walls, lights, or floor.
- Make sure that you can see and hear the far-end participants.
- Introduce all participants when the meeting starts.
- Speak in your normal voice without shouting. Use natural gestures when you speak.
- Don't tap on the microphone or rustle papers near the microphone. Mute the microphone before moving it. In a multipoint call, mute your microphone when you are not speaking.



## Quick Tips

for

**Polycom® RealPresence®  
Group Systems and the  
Polycom Touch Control**