Polycom® G7500

Contents

Camera Presets... 33

System Settings.. 35

Accessibility Features... 39

Before You Begin

Topics:

- [Get Help](#)

The *Polycom G7500 User Guide* contains overview information, procedures, and references you can use to perform tasks with the following Polycom® G7500 system products:

- Polycom® G7500 system (Model: P011)
- Polycom® IP Table Microphone (Model: P013)
- Polycom® IP Ceiling Microphone (Model: P014)

Get Help

For information about installing, configuring, using, and administering Polycom products, refer to product documentation on [Polycom Support](#).

The Polycom Community

The [Polycom Community](#) gives you access to the latest developer and support information. 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.

Polycom and Partner Resources

In addition to this guide, the following documentation further describes Polycom endpoints and peripherals used in video conferencing. The Release Notes, in particular, might include known issues or limitations related to interoperability with Polycom endpoints.

For more information, refer to the [Polycom Documentation Library](#).

- *Polycom® G7500 Release Notes*
- *Polycom® G7500 Administrator Guide*

Documentation Feedback

We welcome your feedback to improve the quality of Polycom documentation.

You can email [Documentation Feedback](#) for any queries or suggestions related to this documentation.

Product Overview

Topics:

- [General Features and Capabilities](#)
- [Screen Reference](#)

The Polycom® G7500 system is an all-in-one video conferencing and content-sharing solution.

General Features and Capabilities

The system provides the following features and capabilities:

- Placing and joining video calls
- Sharing video content
- Creating favorites list
- Collaborating with electronic whiteboarding
- Viewing and joining scheduled calendar meetings
- Managing contacts, call lists, and directories

Screen Reference

The following tables provide screen layouts for the G7500 home screen and content screen.

Note: Some elements of your screen may be different depending on the system configuration.

Home Screen
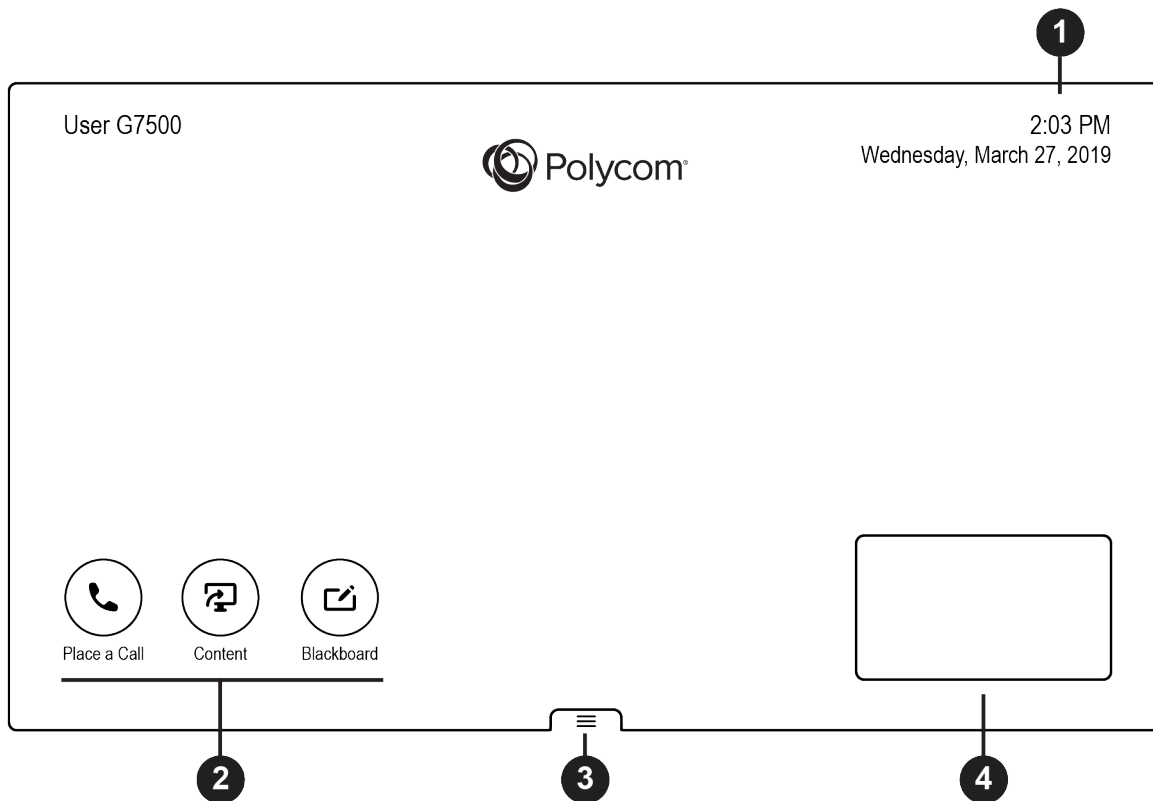
Number	Description
1	System information bar, shows system information such as date/time and system name.
2	Task buttons, opens screens for placing calls, sharing content, or creating a blackboard.
3	Menu, opens navigation menus to access features.
4	Local camera view.

Content Screen
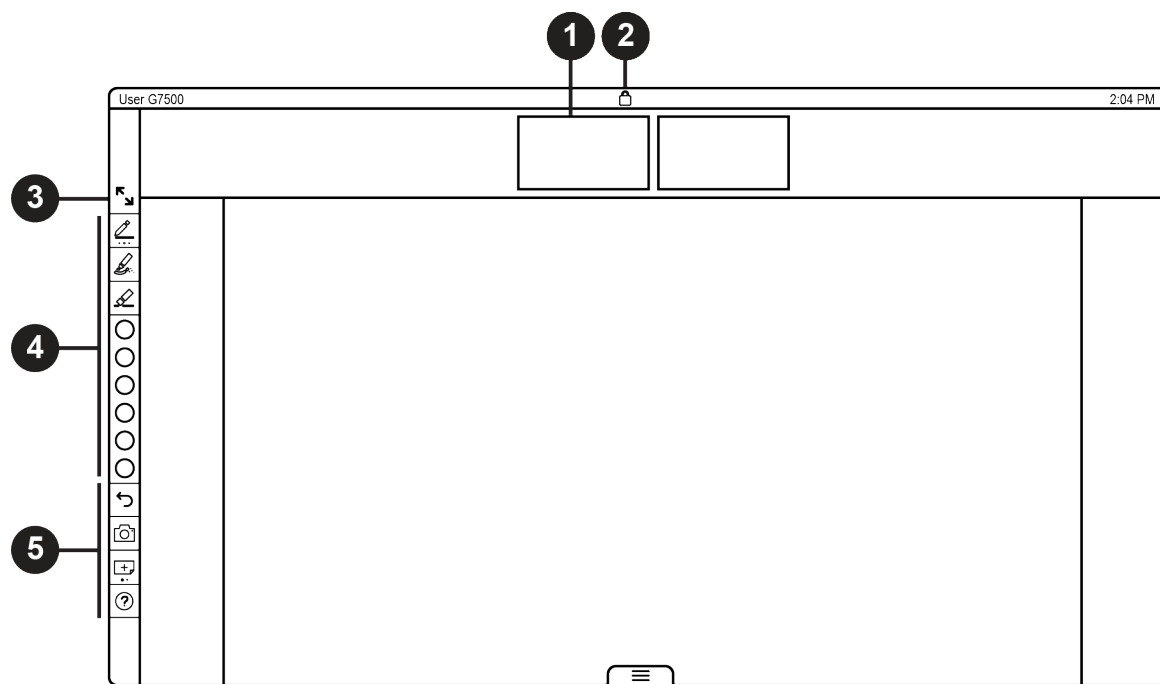
Number	Description
1	System information bar, shows system information such as system name and time.
2	Camera views of call participants.
3	Opens presentation mode (full screen).
4	Content toolbar, provides tools to annotate and work with content.
5	Content management functions.

Getting Started

Topics:

-
-

Home Screen Quick Reference

The home screen is the first screen you encounter on the system's monitor. From this screen, you have quick access to many of the functions.

Some of the following interactive and read-only elements might not display on your system.

Home Screen Elements

Name	Description
Name	Descriptive name determined by the system administrator. Used when you want to connect to a system.
Security Code	Displayed after you attempt a source connection. Use the four-digit code to set up wireless connections through AirPlay, Miracast, or Polycom Content App.
IP Address	IP address, SIP, H.323, and secondary network configured for your system.
Current time	Local time zone.
Current date	Local time zone date.
Warning ⚠	Notification that the system has detected one or more problems that might prevent it from fully functioning.
Calendar or Favorites cards	Either of these card types display so that you can view your calendar or favorites.
Place a Call 📞	Opens a call screen where you can dial a call. Or you can select a card to dial numbers, access favorites, or view your calendar.
Content 🔁	When content is available, the system displays a list of available content. Otherwise, opens a help screen that describes how to set up content sharing using HDMI, the Polycom Content App, or an AirPlay or Miracast-certified device.
Blackboard 📝	Creates a new blackboard, where you can share annotations or drawings.

Name	Description
Menu ☰	Opens new menu selections for calling, sharing content, camera control, and more.

LED Status Indicators for the G7500 System

There's an LED on the front right corner of the codec to help you understand the state of your G7500 system.

Figure 1: G7500 LED Status Indicator Location
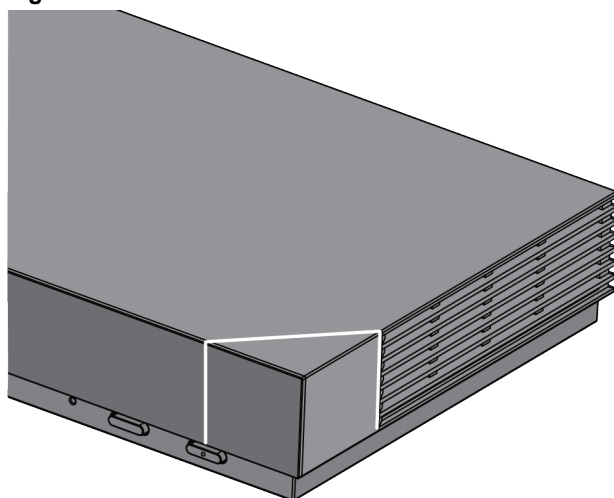
G7500 System LED Status Indicators

Indicator	Status
Blinking white	Powering on or off
Solid white	Working normally
Blinking amber	Update in progress
Solid amber	Sleeping
Blinking red	Error preventing normal operation

LED Status Indicators for the Polycom® Microphone Adapter

There's an LED to help you understand the state of your microphone adapter.

Figure 2: Microphone Adapter LED Status Indicator Location
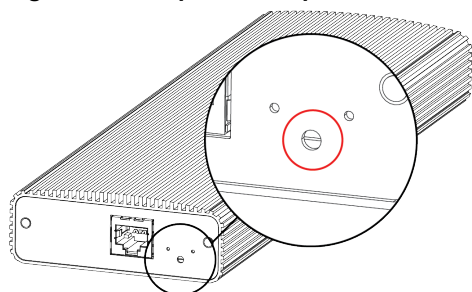
Microphone Adapter LED Status Indicators

Indicator	Status
Blinking white	Powering on
Solid white	On
Blinking blue	Ready to pair
Solid blue	Paired successfully
Blinking green and blue	Update in progress

LED Status Indicators for IP Microphones

There's an LED on the IP table and ceiling microphones to help you understand the state of each device.

Figure 3: Polycom IP Table Microphone LED Status Indicator Location
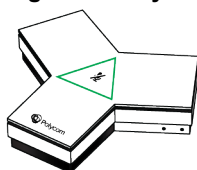
IP Microphone LED Status Indicators

Indicator	Status
Solid then blinking white	Powering on
Solid red	Muted microphone To avoid distraction, the ceiling microphone doesn't display red when muted.
Solid green	In a call To avoid distraction, the ceiling microphone doesn't display green in a call.
Alternating blinking and solid amber	Update in progress

Indicator	Status
Blinking amber	Factory reset in progress
Blinking blue	Ready to pair
Solid blue	Paired successfully

Using a Remote Control

Topics:

- [Wake the System](#)
- [Remote Control Button Reference](#)
- [Pair Your Remote Control](#)

The Polycom® Bluetooth Remote Control enables you to interact with a G7500 system. This interaction includes placing calls, adjusting the volume, controlling a camera, navigating screens, and more.G7500

Wake the System

After a period of no activity, the system enters sleep mode (if configured by your administrator).

Procedure

» Do one of the following.

- Press any button on the remote control.
- Pick up the remote control.
- Press the power button on the front of the system.
- If you're using a touch monitor, tap the screen.

Remote Control Button Reference
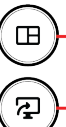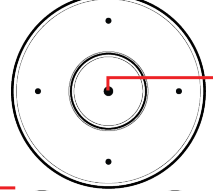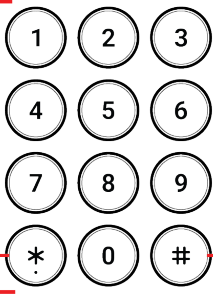
The following table shows the G7500 system remote control and descriptions for each button.

Many remote control buttons have dual functions depending on what screen your cursor is in.

Note: If some of the buttons don't work as documented, your administrator has turned off the functionality.

Buttons	Number	Description
	1	**Voice Assistant microphone**: Feature planned for future use.
	2	**Voice Assistant** : Feature planned for future use.
	3	**Volume or Zoom**: Adjust volume up and down. Or in camera mode, zoom the camera in or out.
	4	**Layout**: Opens the layout screen, where you can change how two or more participants display on the screen in a call.
	5	**Present Content**: On the home screen, displays the content help screen. Or in a content session, opens the content tray and allows you to select one piece of content.
	6	**Directional**: Navigate the screen. Or in camera mode, controls the camera. You can tilt it up or down, or pan left or right.
	7	**Select**: Select an item, such as a button, menu item, or a list choice.
	8	**Back or Exit**: Navigates back to the previous screen. Or in camera mode, exits camera control.
	9	**Menu**: Opens navigation menus to access features.
	10	**Mute**: Mutes your local audio. Or long press to pair the remote control with your system.
	11	**Keypad**: Press number keys to dial a call. Or press the keys to select presets in a call. You can select presets in camera mode or outside of camera mode. If configured, press a number to generate DTMF (touch tones).
	12	**Asterisk or Period**: Generates a period if the cursor is in a numeric field. To enter a string to dial, double press to toggle from a numeric to text entry. Generates an asterisk if the cursor is in a text field. Or generates dual-tone multi-frequency DTMF tones. Press this button followed by DTMF keys to send (if configured by the system administrator).
	13	**Pound** or **Hash**: Generates a pound/hash if the cursor is in a numeric field. To enter a string to dial, double press to toggle from a numeric to text entry. Generates an asterisk if the cursor is in a text field. Or generates dual-tone multi-frequency (DTMF) touch tones. Press this button followed by DTMF keys to send.
	14	**Call**: Opens the **Place a Call** screen (outside of a content session).
	15	**Hang up or End session**: Hangs up a call or ends a content session.

Pair Your Remote Control

Out of the box, your remote control is paired with the G7500 system, so no setup is required. To use a different remote control, you must pair it with the system.
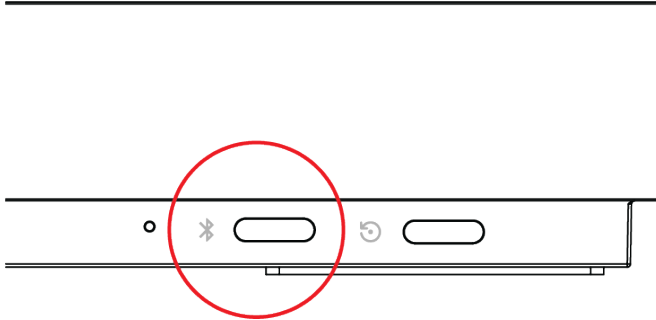
Procedure

1. Press the **Bluetooth** ⁎ button on the front of the system.

   A pairing screen displays.
2. With your remote control close to the monitor, long press the red **Mute** button for at least seven seconds.
3. Follow the instructions on the pairing screen.

   The screen displays either a successful or unsuccessful pairing notification.

   Note: If pairing is unsuccessful, remove the batteries from the remote control and insert them again in about five seconds. Move your remote control closer to the system than other remote controls and try to pair again.

   ---

4. To end the pairing process, select **Skip Pairing**.

Using a Touch Monitor

Topics:

- [Configure a Touch Monitor](#)
- [Wake Your Touch Monitor](#)

If you have a touch monitor, you can tap, touch, and swipe items to interact with the G7500 system.

Configure a Touch Monitor

In a dual-monitor setup, you must configure any touch monitors to work with your G7500 system.

Note: Single touch monitor setups require no configuration.

Procedure

1. Do one of the following:
    - In a call: Select **Menu** ≡ > **More** ⋯ > **Settings** ⚙ > **Diagnostics**.
    - Out of a call: Select **Menu** ≡ > **Settings** ⚙ > **Diagnostics**.
2. Open the **Touch Configuration** menu.
3. On each screen, tap **Hand** 🖱.
4. Tap **Finish Configuration**.

Wake Your Touch Monitor

After a period of time, your system might go to sleep. You can wake it at any time.

- Tap the screen.

Note: If your monitor doesn't wake after you tap it, you might need to configure it. Refer to your monitor documentation for configuration details.

Placing Calls

Topics:

You can place calls using the following methods.

- ▪ Call using the dialpad
- ▪ Join a meeting from the Calendar
- ▪ Call a contact
- ▪ Select a frequently-used number
- ▪ Select a recent contact
- ▪ Call a favorite

Place a Call Using the Onscreen Keyboard

When placing a call, you can enter the contact name using the onscreen keyboard.

The onscreen keyboard appears in many of the screens on your system.

Procedure

1. To enter letters, select the onscreen **keyboard** ⌨.

   To return to the keypad to enter numbers, select **Back** ←.

2. Enter the letters for your contact.

   For dialing format examples, refer to the following:

   - ▪ IPv4 address: `192.0.2.0`
   - ▪ Host name: `room.company.com`
   - ▪ SIP address: `user@domain.com`
   - ▪ H.323 or SIP extension: `2555`
   - ▪ ISDN or phone number: `9782992285`

3. To dial the call, select **Call** ☎.

Place a Conference Call

To start a conference call, place the first call, then add the other site.

Ensure that your system is registered with a conference calling service.

Procedure

1. Call the first contact.
2. After the call connects, place another call.

   Three sites are now on the conference call.

Place an Audio Call

You can place an audio call to an audio contact or place an audio call to a conference that includes video and audio calls.

Note: As an alternative to placing an audio call, you can make a video call and turn off your camera.

Procedure

1. On the Home screen, select **Place a Call**.
2. On the **Keypad** ⋮⋮⋮ screen, move the slider to **Audio** ☎.
3. Enter a number on the keypad or select **Keyboard** ⌨ to enter letters.
4. Select **Call**.

Answer a Call

You can choose to answer an incoming call or ignore it. If your administrator has configured your system to answer calls automatically, this option is not available.

Procedure

» In an incoming call notification, select **Answer**.

Ignore a Call

You can choose to ignore a call. If your administrator has configured your system to answer calls automatically, this option is not available.

Procedure

» In an incoming call notification, select **Ignore**.

Adjust Volume

You can adjust the volume before or during a call.

Procedure

1. Select **Menu** ≡ .
2. Select **Volume**.
3. Do one of the following.

   ▪ Use the volume slider on a touch screen.

   ▪ Press + or - buttons on the remote control.

   ▪ Press the left or right navigation buttons on the remote control (when the volume control is displayed to adjust volume).

Mute Your Local Microphones

To prevent distractions for the speaker and meeting participants, you can mute your local microphones.

Procedure

1. Select **Menu** ≡ .
2. Do one of the following. You can mute your audio both in or out of a call.

   ▪ On your remote control or touch screen, select **Mute** 🎤̸ .

   ▪ Select **Menu** > **Volume**.

   A notification displays that your local microphones are muted.

Unmute Your Local Microphones

When your audio is muted and you're ready to speak in a call, unmute your local microphones.

Procedure

1. Select **Menu** ≡ .
2. Select **Unmute** 🎤 .

Mute Video

Turn off your camera so that other sites in a call can't see you.

Procedure

1. Select **Menu** ≡ .
2. Select **Camera**.
3. Select **Camera Off**.

Unmute Video

Turn your camera on so that call participants can see you.

Procedure

1. Select **Menu** ≡.
2. Select **Camera**.
3. Select **Camera On**.

Hang Up a Call

Hang up your call to end the current meeting. If you have content such as blackboards, whiteboards, or snapshots, the system asks if you want to keep them.

Procedure

»   In a call, do one of the following:

  ▪   Select **Hang Up** ↝ on your remote control.

  ▪   Select **Menu** ≡ and **Hang Up**.

Calling Contacts

Topics:

Manage Contacts

You can add contacts individually or in bulk in the G7500 system web interface.

You need local administrator access for this feature.

Procedure

1. On the **Dashboard** or **Place a Call** page, select **Contacts**.
2. Select **More** ⋮ and choose one of the following:
   - **New Contact**: Create a single contact.
   - **Import**: Upload contacts in bulk using an XML file (can't exceed 3 MB).
   - **Export**: Download local contacts in an XML file (doesn't include contacts available through a directory server).

Call a Contact

To quickly dial a contact, you can perform a search and select a contact card from the results.

These cards are displayed for frequent contacts, directory contacts, favorites, and local contacts.

Procedure

1. From the home screen, select **Place a Call**.
2. Select the **Contacts** tab.
3. In the search field, use the onscreen keyboard to type characters or numbers.
4. Select **Search**.
5. Select a contact card to view contact details.
6. Select **Call**.

Call a Frequent Contact

As you place calls, the system learns your frequently-used contacts and displays them in a list.

Procedure

1. Select **Place a Call**.

2. Select a contact card from the **Frequent** list.

   The call automatically dials.

Related Tasks

Call a Recent Contact

You can quickly call a recent contact from a list organized by most to least recent.

Procedure

1. Select **Place a Call**.
2. Select **Recent**.
3. Scroll through the list of recent contacts, sorted by date.
4. Select a recent contact.

   The call automatically dials.

Related Tasks

Calling Favorite Contacts

Topics:

- [Favorite a Contact](#)
- [Unfavorite a Contact](#)
- [Call a Favorite Contact](#)

To quickly access a short list of contacts you call most often, create favorites. Select a favorite card and the call dials automatically.

Favorite a Contact

Create favorites to display contacts that you call the most often.

Favorite cards display on the Favorites or Contacts screens, or might also display on your home screen (depending upon system configuration).

Procedure

1. From the home screen, select **Place a Call**.
2. Select **Contacts**.
3. Select a contact card, then select **Favorite**.

   The contact now displays a star icon, indicating it's a favorite.

Unfavorite a Contact

Unfavorite a contact to remove the contact from your favorites list.

Procedure

1. From the home screen, select **Place a Call**.
2. In the **Favorites** list, select a contact.
3. Select **Unfavorite**.

   The favorite [star icon] is removed from the contact card.

Call a Favorite Contact

To quickly call a contact, you select a favorite card.

Procedure

» Do one of the following.

   - Select a favorite from the home screen.
   - Go to the **Place a Call** > **Favorites** screen and select a favorite card.

   The call automatically dials.

Joining Meetings from the Calendar

Topics:

To join a meeting from the calendar, you can select meeting cards without dialing a number. You can also manually dial into meetings using a keypad.

If no meetings are scheduled for the current week, a "No Meetings" message is displayed. If no meetings are currently scheduled until later in the day or the week, a "Free until [time/day] message is displayed.

Viewing Meeting Cards

You can view meeting cards that show your calendar event details, and can use the cards to dial into meetings. If your administrator has not configured calendaring for your system, the cards do not display.

On the Home screen, meeting cards display the meeting time, subject, and organizer. To view future meetings, select a card and scroll to the right.

Select **Info** to view the following details.

- ▪ Meeting Subject
- ▪ Time and duration of meeting
- ▪ Location
- ▪ Description
- ▪ Other details might display, depending upon your calendar service.

Note: Private meetings are labeled **Private Meeting**. Except for the time, meeting details are hidden.

Place a Call from a Meeting Card

You can select a meeting card for options to join to a meeting. If the meeting organizer added calling information to the calendar event, and if your administrator configured calendaring, automatic dialing is supported.

All-day meetings display as the first meeting card.

Select a card for focus to display the contact's SIP, email, telephone, and mobile phone details.

When a meeting is ongoing, the card displays **In Session**.

Procedure

> » Do one of the following.

- On a current meeting card, select **Join**.
- If the meeting card doesn't include calling information, select the **...** button to display a dialpad. Dial the number to enter the meeting.

Related Tasks

Place a Video Call Using the Keypad

Join a Password-Protected Meeting

Join an Overbooked Meeting

If two or more meetings are scheduled at the same time, the time is shown as overbooked.

On the home screen, overbooked meetings display as **Overbooked** cards.

Procedure

1. Select an overbooked meeting card.
2. Select **Info** to display overbooked meetings.
3. Select **Join** to connect to one of the overbooked meetings.

Manually Dial to Join a Meeting

If your administrator did not configure calendaring for your system, you can dial into meetings using a keypad on the **Place a Call** screen.

Procedure

1. From the home screen, select **Place a Call** .

   A keypad displays.
2. Use the keypad to enter the meeting room number or address.

   Your call joins the meeting.

Related Tasks

Join a Password-Protected Meeting

Customizing Calls for Your Site

Topics:

-

You might want to change some of the default options available in a call or out of a call.

Change Participant Layouts

During a call with two or more participants, you can change from the current layout to another layout better suited for the meeting. The layout frames include the near site and far sites.

If you are sharing content on a single monitor, content displays in one of the frames.

Procedure

1. In a call, select **Menu** ≡.
2. Select **Layouts** ⊞.
3. Select from one of the following layouts.
   - **Equal**: All participants are the same size.
   - **Gallery**: Participants display at the top of the screen and the speaker displays in the main frame.
   - **Fullscreen**: The active speaker is full screen.

Sharing Content from a Computer or Device

Topics:

- [View Content Help Tips](#)
- [Polycom Content App](#)
- [Share Content Casted from AirPlay or Miracast](#)
- [Share Content Using an HDMI Connection](#)

You can share content from a computer, or use wireless applications to stream content from other devices.

The following methods for sharing content are supported:

- AirPlay or Miracast-certified device
- Polycom® Content App, which wirelessly connects to the G7500 system.
- Computer or device directly connected to the system through HDMI

Note: Before you share content, take precautions to protect your privacy. For example, disable your device's screen lock feature before you share your screen with meeting participants.

View Content Help Tips

Content help tips provide information on how to stream content using HDMI, Miracast, AirPlay, or the Polycom Content App.

Note: If you're already connected to a source for sharing content, the help tips don't display.

Procedure

1. On the home screen, select **Content** ⊡.

   A help screen opens.
2. Review the tips for your source type.
3. To go back to the previous screen, select **Back** ←.

Polycom Content App

The Polycom Content App allows you to share content from a computer connected to a G7500 system over an IP network.

For information on using this application, refer to the *Polycom Content App User Guide* on [Polycom Support](#).

Share Content Casted from AirPlay or Miracast

You can share content from your Airplay or Miracast-certified device and display it on the system.

Procedure

1. Navigate to AirPlay or Miracast on your device.
2. From the list of available devices, select the name of your G7500 system.
3. Begin casting from your AirPlay or Miracast device. For casting information for your device, refer to the product documentation.
4. If prompted, enter the security code shown on the home screen.

   Your content displays on the system screen.

Share Content Using an HDMI Connection

You can share content through an HDMI connection from your device to the system. This method doesn't require you to connect using a wireless service.

Procedure

» Connect an HDMI cable from your device to the system's HDMI port.

   Your content displays on the screen.

Sharing Content on a Blackboard or Whiteboard

Topics:

You can annotate on a blackboard or whiteboard, or stream content using various protocols.

Annotating on a Blackboard or Whiteboard

Blackboards and whiteboards provide blank canvases to write on so you can share your ideas and collaborate with others.

Access the Help Screen

For help annotating on your blackboard or whiteboard, you can access information on how to use the annotation icons and touch gestures.

Procedure

1. On the home screen, select **Blackboard** 🖉.
2. On the toolbar, select **Help** ❓.

   The help screen opens.
3. To close the screen, tap the screen or press **Back** ← on your remote control.

Add a Blackboard or Whiteboard

You can create a blackboard or whiteboard at any time.

Note: If the active board has no annotations, you cannot add a new board.

Procedure

1. Do one of the following.
   - Out of a call: On the home screen, select **Blackboard** 🖉 .
   - In a call: Select **Menu** ☰ > **Content** > **Blackboard** 🖉.

   You can now annotate on the blackboard.
2. Do one of the following to add another board.
   - To add a blackboard: In the toolbar, select **Blackboard** 🖉.
   - To add a whiteboard: In the toolbar, long press **Blackboard** 🖉 and select **Whiteboard** 🖉.

> **Note:** The default board type is whatever type you last selected.

Take a Snapshot

You can take a picture of your current content. Then you can annotate on the snapshot or download it using the Polycom® Content App.

A limited number of snapshots are available. A prompt notifies you when you have reached the snapshot limit.

Procedure

» When you have a board or content on the screen, select **Snapshot** 📷.

The content is captured and displayed as **Snapshot-1**. Additional snapshots are named with successive numbers.

Delete a Snapshot or Content

You can delete snapshots or content that you no longer need.

Procedure

1. Select a snapshot or content that's visible in the content area (not in the content tray).
2. Select the red x.
3. Select **Delete**.

The snapshot or content is deleted.

End a Content Session

If you close all content, you stop showing content.

Procedure

1. During a content session, select **Menu** ≡.
2. Tap **End Session**, or on your remote control, press **Hang up** ☎.

> **Note:** A message displays a warning that if you end your session, content is removed in a few seconds.

3. To keep content, select **Continue Session**, or to end content, select **End Session**.

Hang Up a Call that includes Content

If your call includes content, you can hang up your call and end the content session, or end your call and keep content.

Procedure

1. In a call with content, select **Menu** ≡.
2. Select ☎ **Hang Up**.

The call ends and you are asked if you want to keep content.

3. Select **Yes, Keep Content** or **No, End Session**.

   If you keep content, the content session continues.

4. When ready to stop content, select **Menu** ☰ > **End Session** > **End Session**.

Cameras

Topics:

You can use cameras in a variety of ways.

Some tasks, depending upon the camera type, include the following:

- Select a camera to control at your site or at a remote site.
- Zoom in, zoom out, pan, or tilt the camera.
- Turn tracking on or off.
- Turn your camera on or off.
- Select, save, and delete presets. Use the presets to move a camera.

Note: If camera tracking is on, camera control and preset features are unavailable. Turn tracking off to access them.

Near: The camera at your site.

Far: The camera at another site in a call.

Adjust a Camera

To enhance the view of meeting participants, you can make adjustments to a camera.

Procedure

1. Select **Menu** ≡.
2. Select **Camera** ◼◂.
3. Select **Control** ⬌.
4. **Optional**: In a call, you can select **Switch** ▣◂ to move the camera from **Near** to **Far**.

   If there's a controllable far camera available, you can select it. After you select a camera, pan, tilt, and zoom controls display (if available).
5. Press or tap + to zoom in or - to zoom out. Press or tap the arrows to tilt up or down, or to pan left or right.
6. To exit the control screen, select **Back**.

Turn Your Camera Off

You can turn your camera off to hide your local video.

Procedure
1. Select **Menu** ≡.
2. Select **Camera** ◼◂.
3. Select **Off** ◤.

Turn Your Camera On

You can turn your camera on to show local video.

Procedure
1. Select **Menu** ≡.
2. Select **Camera** ◼◂.
3. Select **On** ◼◂.

Turn Camera Tracking On

Cameras with tracking automatically focus on the current speaker, removing the need to manually adjust the camera.

Note: If you mute your local microphone, camera tracking is not completely turned off. Group framing is still tracked, but speaker tracking is disabled.

Procedure
1. Select **Menu** ≡.
2. Select **Camera** ◼◂.
3. Select **Tracking On**.

Turn Camera Tracking Off

To stop automatically tracking the speaker during a call, turn off camera tracking.

Procedure
1. Select **Menu** ≡.
2. Select **Camera** ◼◂.
3. Select **Tracking Off**.

Camera Presets

Topics:

Camera presets are stored camera positions that allow you to quickly point a camera at pre-defined locations in a room. Near camera presets are stored in the camera and are available in and out of the call. Far camera presets only exist in a call. You can select, save, and delete presets.

If your camera supports pan, tilt, and zoom, you can create up to 10 preset camera positions.

In a call, you can use presets created at a far site to control the their camera, if enabled by the administrator.

Note: If camera tracking is on, camera control and preset features are unavailable. Turn tracking off to access them.

Select a Preset

Using previously created camera presets, you can quickly move the camera to a desired position in a call.

Procedure
1. Select **Menu** ≡.
2. Select **Camera** ▣◀.
3. Select **Presets** ▣.
4. Do one of the following.
    - On the preset you want, select the image.
    - Long press the image and choose **Select**.
    - Press a number on your remote control to select a preset.

    The camera view moves to the preset position.

Save a Preset

Save the current camera position as a preset for later use. You can use saved presets to change the near camera position in or out of a call. Far camera saved presets are available only in a call.

Procedure
1. Select **Menu** ≡.
2. Select **Camera** ▣◀.
3. Select **Presets** ▣.

4. Adjust the camera to your desired position.
5. Long press the preset image.
6. Select **Save**.

   The preset is saved and displays as a new preset in the control panel.

Delete a Preset

You can delete a camera preset that you no longer need.

Procedure

1. Select **Menu** ☰.
2. Select **Camera** ◼◂.
3. Select **Presets** ◼◻ .
4. Long touch the preset image you want to delete.
5. Select **Delete**.

   The preset is removed from the control panel. After you restart the G7500, the former preset position changes to **Add a Preset**.

System Settings

Topics:

Two types of system settings are available. Status settings include read-only system information about connections. Diagnostic settings allow you to perform tests to determine if changes are required to improve performance.

Status Settings Reference

System status settings provide important information on connections to devices, services, and servers.

Certain settings display a **Lock** 🔒 on your system. This indicates that the setting is limited to system administrators.

- In a call: **Menu** ≡ > **More ...** > **Settings** ⚙ > **Status**.
- Out of a call: **Menu** ≡ > **Settings** ⚙ > **Status**.

Status Settings

Setting	Description
Active Alerts	Displays the status of any device or service with an error status. If any alerts exist, an **alert** ⚠ displays next to the system time.
Call Control	Displays status of the **Auto-Answer Point-to-Point Video** setting.
LAN Properties	Displays the connection status of the IP network.
Servers	• Displays the Gatekeeper and SIP Registrar Server status. • Displays the active Global Directory Server, LDAP Server, or Microsoft Server status. • If enabled, displays the Provisioning Service or the Calendaring Service status.
Peripheral Devices	Lists the connection status of peripheral devices.

Diagnostic Settings Reference

Diagnostics are tools to test your system's performance. The diagnostic tool locations vary depending on whether you are in or out of a call as described below.

Certain settings display a **lock** 🔒 on your system. This indicates that the setting is limited to system administrators.

Do one of the following:

- In a call: Go to **Menu** ≡ > ⋯ **More** > **Settings** ⚙ > **Diagnostics**
- Out of a call: Go to **Menu** ≡ > **Settings** ⚙ > **Diagnostics**

Diagnostic Settings

Setting	Description
Near End Loop	Available only out of a call. Tests the internal audio encoders and decoders, external microphones and speakers, internal video encoders and decoders, audio hardware, external microphones, speakers, cameras, and monitors. Monitor 1 displays the video and plays the audio sent to the far site in a call.
Ping	Tests whether the system can connect with a far-site IP address that you specify. **Ping** returns abbreviated Internet Control Message Protocol results. If you've configured the far site for H.323, it returns H.323 information. It returns SIP information only if you've configured the far site for SIP. If the test is successful, the system displays a message.
Trace Route	Tests the routing path between the local system and the IP address you enter. If the test is successful, the system lists the hops between the system and the IP address.
Color Bars	Tests the color settings of your monitor for optimum picture quality. If the color bars generated during the test aren't clear, or the colors don't look correct, adjust the monitor settings.
Speaker Test	A 473 Hz audio tone indicates whether the local audio connections are correct. If you run this test during a call, the far site hears the tone. You can test the left or right speaker. If **Start Both** is displayed, you can also test both speakers at the same time.

Setting	Description
Audio Meter	Identifies the left and right audio channels on the system. Audio meters indicate the audio strength of your microphones, far-site audio, and any device connected to the audio ports. To avoid or to fix audio distortion, configure this setting in the local or web system interface.
Reset System	Resets all configurations to factory defaults, and requires a system restart. You have options to keep installed certificates, directory entries, system logs, and call detail reports.
Touch Configuration	Displays if the system has one or more touch monitors that require configuration. Touch Configuration opens a wizard so you can configure your touch displays.
Call Statistics	Available in a call only. Displays information to help you troubleshoot system issues or problems experienced by call participants.

Perform a Monitor Test

To check if you've properly adjusted your monitors, you can perform a color bar test.

Procedure

1. Do one of the following:
   - In a call: ☰ > ⋯ **More** > ⚙ **Settings** > **Diagnostics** > **Color Bars**.
   - Out of a call: ☰ > ⚙ **Settings** > **Diagnostics** > **Color Bars**.
2. Select **Start**.

Perform a Speaker Test

This diagnostic test checks the speaker connections and volume level.

After you start the test at the near site, you hear a tone. If your system is in a call, the far site also hears the tone.

Procedure

1. Do one of the following:
   - In a call: Go to **Menu** ☰ > ⋯ **More** > **Settings** ⚙ > **Diagnostics** > **Speaker Test**
   - Out of a call: **Menu** ☰ > **Settings** ⚙ > **Diagnostics** > **Speaker Test**
2. Select **Speaker Test**.
3. To begin the test, select **Start Left**, **Start Both**, or **Start Right**.

   Note that **Start Both**, which allows you to test both speakers at the same time, might not display.

Test Audio Meter Levels

To monitor the real-time audio signal your G7500 system, you can use audio meter levels.

Procedure

1. Do one of the following:

    ▪ In a call: Select **Menu** ≡ > **More** ⋯ > **Settings** ⚙ > **Diagnostics**.

    ▪ Out of a call: Select **Menu** ≡ > **Settings** ⚙ > **Diagnostics**.

2. Select **Audio Meter**.

3. To test the audio, do one of the following:

    ▪ To check the microphones for the near-site, speak into the microphones.

    ▪ To check far-site audio, ask a participant at the far-site to speak, or call a phone in the far-site room to hear it ring.

4. For normal speech and program material, set the audio signal levels so that you see peaks between +3 dB and +7 dB.

Note: Occasional peaks of +12 dB to +16 dB with loud transient noises are acceptable. If you see +20 on the audio meter, the audio signal is 0 dBFS and the audio might be distorted. A meter reading of +20 dB corresponds to 0 dBFS in the room system audio.

Accessibility Features

Topics:

- [Features for Hearing-Impaired Users](#)
- [Features for Vision-Impaired and Blind Users](#)
- [Features for Mobility-Impaired Users](#)

Polycom products include a number of features to accommodate hearing-, vision-, mobility-, or cognitively-impaired users.

Features for Hearing-Impaired Users

There are features that allow those with hearing impairments to use the G7500 system.

If needed, contact your administrator to enable the following features.

Features for Hearing-Impaired Users

Accessibility Feature	Description
Visual notifications	Status and icon indicators let you know when you have incoming, outgoing, active, or held calls. Indicators also alert you of the device's status and when features are enabled.
Status indicator lights	The system and its microphones use LEDs to indicate some statuses, including if your microphones are muted.
Adjustable call volume	While in a call, you can raise or lower the volume of the device.
Adjustable sound effects volume	You can choose and adjust the volume of a variety of ringtones and user alert tones.

Features for Vision-Impaired and Blind Users

Some features allow those with visual impairments to use the G7500 system.

If needed, contact your administrator to enable the following features.

Features for Vision-Impaired and Blind Users

Accessibility Feature	Description
Auto-answering	You can enable the system to auto-answer calls.
Mute auto-answered calls	You can configure the system to mute auto-answered calls.

Accessibility Feature	Description
Microphone mute	An audible alert plays when you mute or unmute the microphones.
Ringtones	An audible tone plays for incoming calls.
Join and leave tones	An audible tone plays when someone joins or leaves a conference call.
User alert tones	An audible tone plays when the system displays an alert.
Embossed buttons	The remote control has embossed push buttons for performing common tasks with the system, such as dialing a number.

Features for Mobility-Impaired Users

There are features that allow those with mobility impairments to use the G7500 system.

If needed, contact your administrator to enable the following features.

Features for Mobility-Impaired Users

Accessibility Feature	Description
Remote control	The Bluetooth remote control allows you to control the system and to perform tasks, such as to make calls, start a sharing session, and configure some settings.
Auto-answering	You can enable the system to auto-answer calls.
Calling from a personal device	With administrator credentials, you can wirelessly access the system web interface from your own device to make calls and manage contacts and favorites.
Touch-capable monitor support	If you have a touch-capable monitor connected to the system, you can select, swipe, and press the screen to perform functions and activate features.