

**DRAFT**



USER GUIDE

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# Poly Video Mode User Guide

## Getting Help

For more information about installing, configuring, and administering Poly/Polycom products or services, go to Polycom Support.

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# Before You Begin

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## Topics:

- [Audience, Purpose, and Required Skills](#)
- [Related Poly and Partner Resources](#)

This guide contains overview information, procedures, and references you can use to perform tasks with your system.

The information in this guide applies to all the following Poly devices except where noted:

- Poly G7500 system (P011)
- Poly Studio X30 system (P018)
- Poly Studio X50 system (P017)

## Audience, Purpose, and Required Skills

This guide is intended for beginning users, as well as intermediate and advanced users, who want to learn more about the features available with the system.

## Related Poly and Partner Resources

See the following sites for information related to this product.

- The [Polycom Support Site](#) is the entry point to online product, service, and solution support information including **Licensing & Product Registration**, **Self-Service**, **Account Management**, **Product-Related Legal Notices**, and **Documents & Software** downloads.
- The [Polycom Document Library](#) provides support documentation for active products, services, and solutions. The documentation displays in responsive HTML5 format so that you can easily access and view installation, configuration, or administration content from any online device.
- The [Polycom Community](#) provides access to the latest developer and support information. Create an account to access Poly support personnel and participate in developer and support forums. You can find the latest information on hardware, software, and partner solutions topics, share ideas, and solve problems with your colleagues.
- The [Polycom Partner Network](#) are industry leaders who natively integrate the Poly standards-based RealPresence Platform with their customers' current UC infrastructures, making it easy for you to communicate face-to-face with the applications and devices you use every day.
- The [Polycom Collaboration Services](#) help your business succeed and get the most out of your investment through the benefits of collaboration.

# Getting Started

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## Topics:

- [Product Overview of Poly Systems in Poly Video Mode](#)
- [LED Status Indicators](#)
- [Overview of Poly G7500, Studio X50, and Studio X30 Hardware](#)
- [Navigating the G7500 System](#)
- [Powering the System On and Off](#)
- [Wake the System](#)
- [Accessibility Features](#)

Before you use your system, take a few moments to familiarize yourself with its features and user interface.

## Product Overview of Poly Systems in Poly Video Mode

The Poly G7500, Studio X50, and Studio X30 systems in Poly Video Mode support audio and video calls.

The following are the features available on the following Poly systems:

### Poly G7500 System Features and Capabilities

The G7500 system supports the following features:

- Scalability for various room sizes
- HDMI input and dual HDMI output
- Automatic speaker-tracking technology that zooms in on the person who's talking without using a remote control or camera presets. When there's no active speaker, the group frame function automatically frames all conference participants as a group.
- The G7500 system supports Polycom Acoustic Fence with Beam Shaping that enables video conferencing in open workspaces by capturing only the voices within a defined zone. The Polycom NoiseBlock feature listens for times when sound is occurring but no one is talking and automatically mutes your microphone until you speak.

### Poly Studio X50 Features and Capabilities

The Studio X50 system supports the following features:

- High-fidelity stereo microphones that pick up sound within 3.66 m (12 ft), together with spatial audio to imitate life-like presence and clarity. The Studio X50 also supports Polycom Acoustic Fence with Beam Shaping that enables video conferencing in open workspaces by capturing only the voices within a defined zone. The Polycom NoiseBlock feature listens for times when sound is occurring but no one is talking and automatically mutes your microphone until you speak.
- Ultra-wide 120-degree field of view that captures 4k UHD video.
- HDMI input and dual HDMI output ports.
- No need for a separate PC, laptop, or codec.

- Automatic speaker-tracking technology that zooms in on the person who's talking without using a remote control or camera presets. When there's no active speaker, the group frame function automatically frames all conference participants as a group.

### Poly Studio X30 Features and Capabilities

The Studio X30 system supports the following features:

- High-fidelity stereo microphones that pick up sound within 3.66 m (12 ft), together with spatial audio to imitate life-like presence and clarity. Studio X30 also supports Polycom Acoustic Fence with Beam Shaping that enables video conferencing in open workspaces by capturing only the voices within a defined zone. The Polycom NoiseBlock feature listens for times when sound is occurring but no one is talking and automatically mutes your microphone until you speak.
- Ultra-wide 120-degree field of view that captures 4k UHD video.
- HDMI input and HDMI output ports.
- No need for a separate PC, laptop, or codec.
- Automatic speaker-tracking technology that zooms in on the person who's talking without using a remote control or camera presets. When there's no active speaker, the group frame function automatically frames all conference participants as a group.

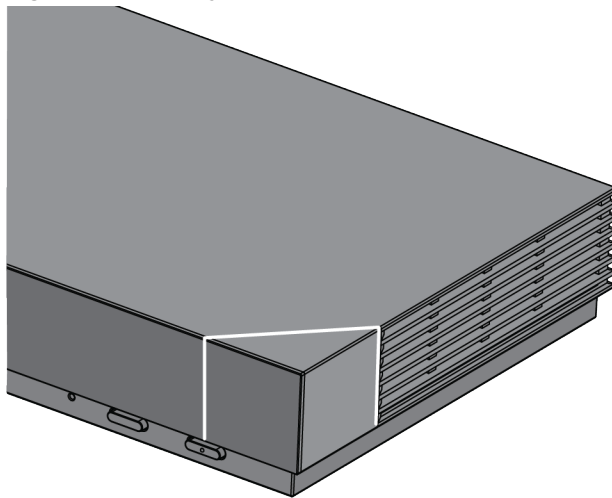
## LED Status Indicators

The following figures display the LEDs on the G7500, Studio X50, and Studio X30 systems. The tables list each LED indicator and it's associated status.

### LED Status Indicators for the G7500 System

Use the LED on the front right corner of the codec to get information on the state of your system.

**Figure 1: G7500 System LED Location**



**G7500 System LED Status Indicators**

| Indicator      | Status                            |
|----------------|-----------------------------------|
| Blinking white | Powering on                       |
| Solid white    | Working normally                  |
| Blinking green | Incoming call                     |
| Solid green    | In a call                         |
| Blinking amber | Update in progress                |
| Solid amber    | Sleeping                          |
| Blinking red   | Error preventing normal operation |
| Solid red      | Muted microphone                  |

**LED Status Indicators for the Poly Studio X50 and Studio X30 Systems**

The system provides an LED light bar above the camera to help you understand the system's behaviors.

**Basic Polycom Studio LED Indicators and Status**

| Indicator                | Position              | Status                                                                                                 |
|--------------------------|-----------------------|--------------------------------------------------------------------------------------------------------|
| Chasing white            | All while alternating | Boot initialization in progress                                                                        |
| Blinking blue            | Twelve in the middle  | Bluetooth in discovery                                                                                 |
| Solid blue for 3 seconds | All                   | Bluetooth paired                                                                                       |
| Solid amber              | Eight in the middle   | Standing by<br>The privacy cover is open, and the camera is in sleep mode with no active video output. |
| Solid red                | Eight in the middle   | Privacy Mode on<br>The privacy cover is closed, in or out of a call.                                   |
| Blinking green           | All                   | Incoming call                                                                                          |
| Solid green              | Two in the middle     | Outgoing call                                                                                          |

| Indicator                 | Position                                                                                          | Status                                                                                                                                                                                                                                                                                                                      |
|---------------------------|---------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Solid green or white      | Four to eight (when in the middle), indicating the tracked speaker or the direction of the camera | <p>Working</p> <p>The lights are green with supported applications, with the following cases:</p> <ul style="list-style-type: none"> <li>▪ Tracking people in the group framing and speaker tracking mode.</li> <li>▪ Indicating the direction of the camera that you customize in the pan-tilt-zoom (PTZ) mode.</li> </ul> |
| Pulsing red               | Twelve in the middle                                                                              | Call on Hold                                                                                                                                                                                                                                                                                                                |
| Pulsing green             | Twelve in the middle                                                                              | Call on Hold (by far site)                                                                                                                                                                                                                                                                                                  |
| Solid white for 3 seconds | Twelve in the middle                                                                              | Saving a preset                                                                                                                                                                                                                                                                                                             |
| Solid red                 | All                                                                                               | Muted microphone                                                                                                                                                                                                                                                                                                            |
| Pulsing amber             | All                                                                                               | Firmware update in progress                                                                                                                                                                                                                                                                                                 |
| Blinking red              | All                                                                                               | Error preventing normal operation                                                                                                                                                                                                                                                                                           |
| Blinking amber            | Twelve alternating                                                                                | In a POST sequence, at least one test resulted in a warning error. The system continues to blink amber, but initializes after the sequence is complete if no severe errors occur.                                                                                                                                           |
| Blinking red              | Twelve alternating                                                                                | In a POST sequence, at least one test resulted in a severe error. The system continues to blink red and doesn't start up.                                                                                                                                                                                                   |

# Overview of Poly G7500, Studio X50, and Studio X30 Hardware

Use the following figures and tables to understand hardware features available on your system.

## Poly G7500 Hardware

The following figure displays the hardware features on the Poly Studio X30 system. The table lists each feature numbered in the figure.

**Poly G7500 Feature Descriptions**

| Reference Number | Feature | Feature Description |
|------------------|---------|---------------------|
| 1                |         |                     |
| 2                |         |                     |
| 3                |         |                     |
| 4                |         |                     |

## Poly Studio X50 Hardware

The following figure displays the hardware features on the Poly Studio X50 system. The table lists each feature numbered in the figure.

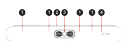


**Poly Studio X50 Feature Descriptions**

| Reference Number | Feature          | Feature Description                                                                |
|------------------|------------------|------------------------------------------------------------------------------------|
| 1                | Screen           | Protective screen that covers the front of your system                             |
| 2                | Microphone array | Microphone array that captures audio                                               |
| 3                | Camera           | Camera with a privacy cover that enables or disables the video input as you choose |

## Poly Studio X30 Hardware

The following figure displays the hardware features on the Poly Studio X30 system. The table lists each feature numbered in the figure.



### Poly Studio X30 Feature Descriptions

| Reference Number | Feature              | Feature Description                                                                |
|------------------|----------------------|------------------------------------------------------------------------------------|
| 1                | Microphone array     | Microphone array that captures audio                                               |
| 2                | LED light indicators | Indicate the status and the tracked speaker                                        |
| 3                | Camera               | Camera with a privacy cover that enables or disables the video input as you choose |
| 4                | Speaker              | Mono audio output                                                                  |

### Poly Studio X50 and Studio X30 Privacy Cover

The Poly Studio X50 and Studio X30 systems provide a physical cover that you can place over the camera lense to protect your privacy.



## Navigating the G7500 System

The G7500 system has icons and user screens to help you navigate and understand important information about your system.

### Home Screen

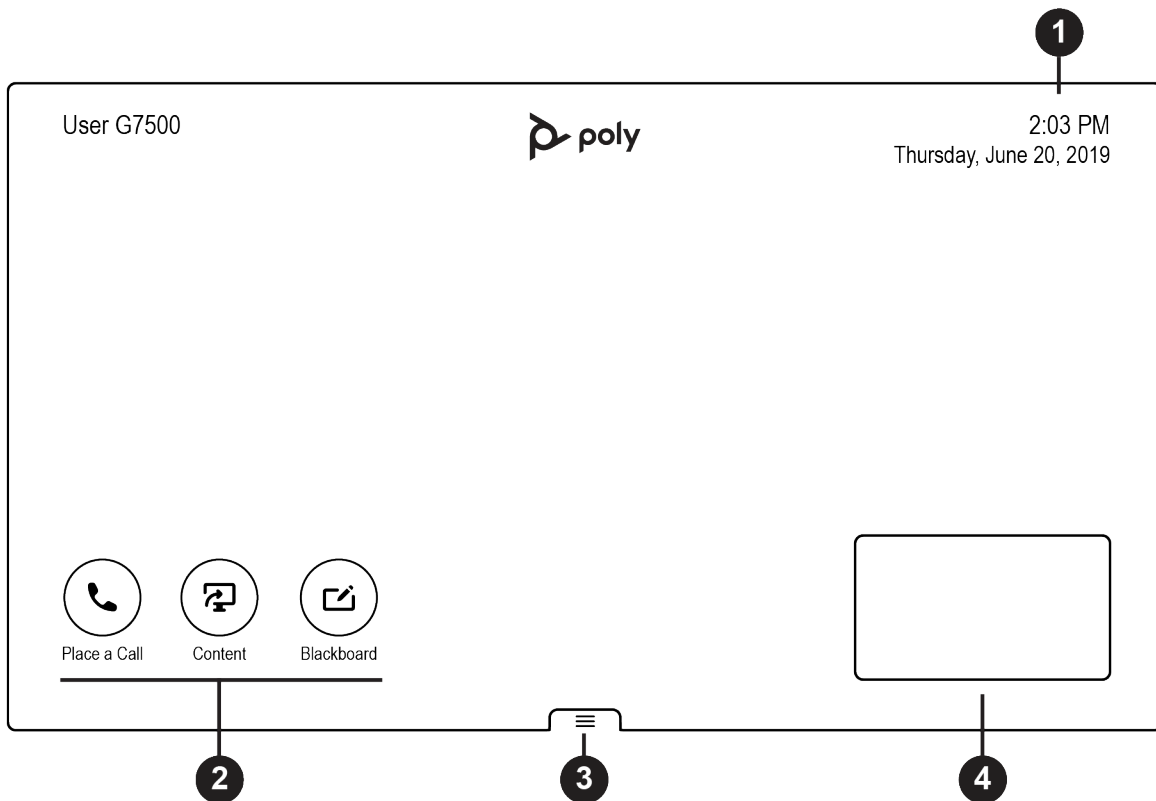
The Home screen is the first screen you encounter on the system monitor. From this screen, you have quick access to many of the system functions.

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

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## 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.                                                                        |

## Home Screen Elements

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

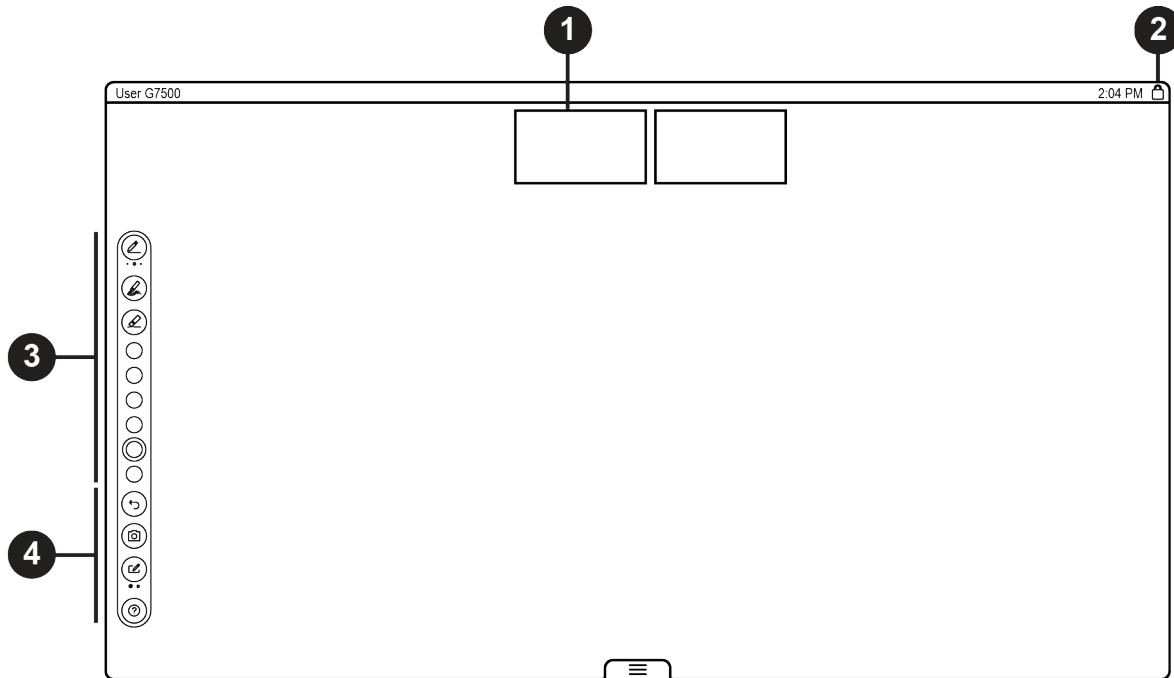
| Element | Description                                                                                         |
|---------|-----------------------------------------------------------------------------------------------------|
| Name    | Descriptive name determined by the system administrator. Used when you want to connect to a system. |

| Element                                                                                        | Description                                                                                                                                                                                                                                               |
|------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Security code                                                                                  | Displays after you attempt a content sharing connection. Use the four-digit code to set up wireless connections through the Polycom Content App or an AirPlay- or a Miracast-certified device.                                                            |
| 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                                                                    | 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, this function opens a help screen that describes how to set up content sharing using HDMI, the Polycom Content App, or an AirPlay- or a Miracast-certified device. |
| Blackboard    | Creates a new blackboard, where you can share annotations or drawings.                                                                                                                                                                                    |
| Menu        | Opens new menu selections for calling, sharing content, camera control, and additional functions.                                                                                                                                                         |

## Content Screen

The Content screen is where you share and annotate content in your meetings.

### Content Screen



| Number | Description                                                                    |
|--------|--------------------------------------------------------------------------------|
| 1      | Camera views of call participants.                                             |
| 2      | System information bar, shows system information such as system name and time. |
| 3      | Content toolbar, provides tools to annotate and work with content.             |
| 4      | Content management functions.                                                  |

## Powering the System On and Off

The system turns on when you plug it into a power source. The system doesn't have a power button, so you must unplug the power cable to turn it off.

Don't power off the system during maintenance activities (for example, while a software update is in progress).

## Wake the System

After a period of no activity, the system enters sleep mode (if configured by your administrator). You can wake it using a touch monitor, Poly Touch 8, or remote control.

### Procedure

- » Do one of the following:
  - If you're using a touch monitor, tap the screen.
  - If you're using the Poly Touch 8, tap the screen.
  - Press any button on the remote control.

## Accessibility Features

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

### Features for Hearing-Impaired and Deaf Users

Certain features enable users with hearing impairments to use the 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.                                                                                                                |

### Features for Vision-Impaired and Blind Users

Certain features enable users with visual impairments to use the system.

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

#### Features for Vision-Impaired and Blind Users

| Accessibility Feature | Description                                                                                                       |
|-----------------------|-------------------------------------------------------------------------------------------------------------------|
| Audio-only calls      | You can dial audio-only calls from the <b>Place a Call</b> screen on the local interface or system web interface. |

| 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.                                                           |
| Ringtones                | An audible tone plays for incoming calls.                                                                           |
| Join and leave tones     | The system plays a tone when someone joins or leaves a conference call.                                             |
| 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

Certain features enable users with mobility impairments to use the 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 enables you to control the system and to perform tasks such as placing calls, starting a sharing session, and configuring 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.                  |

# Calling

---

## Topics:

- [Placing Calls](#)
- [Calling Contacts](#)
- [Calling Favorite Contacts](#)
- [Joining Meetings from the Calendar](#)

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 favorite or recent contact.

You can place calls using the following methods:

- Call using the dialpad
- Call a contact
- Call a frequently-used number
- Call a recent contact
- Call a favorite

## Placing Calls

You can place calls and conference calls using the onscreen keyboard.

Use the following dialing formats when placing calls:

- 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

## Place a Call

You can place an audio or video call to a contact or place a conference call.

### Procedure

1. On the Home screen, select **Place a Call**.
2. On the **Dialpad**  screen, move the slider to **Audio**  or **Video** .
3. Enter a number on the dialpad or select **Keyboard**  to enter letters.
4. Select **Call**.

## Answer a Call

The way the system handles incoming calls depends on how your administrator configured it. The system either answers the call automatically or prompts you to answer manually.

### Procedure

- » If you receive an incoming call notification, select **Answer**.

## Ignore a Call

If the system doesn't answer incoming calls automatically, you can choose to ignore the call rather than answer it.

### Procedure

- » If you receive an incoming call notification, select **Ignore**.

## End a Call

When your call is complete, hang up the call. 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:
  - On your remote control, press **Hang Up** .
  - On the screen, select **Menu**  > **Hang Up**.

## Place a Conference Call

To start a conference call, place the first call, then add the additional contact.

### Procedure

1. Go to, **Place a Call**.
2. Do one of the following:
  - Enter a number on the dialpad or select **Keyboard**  to enter letters.
  - Select a contact.
  - Select a favorite.
  - Select a recent contact.
3. Select **Call**.
4. After the call connects, place another call.  
The system connects all three sites to the same call.

## Calling Contacts

You can access and call contacts, recent contacts, and frequent contacts on your system.

If configured by your administrator, contacts display on the **Place a Call** screen. Contact cards can display the following information:

- Contact name
- Contact number
- Contact email address
- Contact IP address

### Call a Contact

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

Contact cards display for frequent contacts, directory contacts, and favorites.

#### Procedure

1. Go to **Place a Call > Contacts**.
2. In the search field, use the onscreen keyboard to type characters or numbers and select **Search**.
3. Select a contact card to view contact details.
4. 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. Go to **Place a Call**.
2. Select a contact card from the **Frequent** list.  
The call automatically dials.

### Call a Recent Contact

You can quickly call recent contacts from a list (organized by most to least recent).

#### Procedure

1. Go to **Place a Call > Recent**.
2. Scroll through the list of recent contacts, sorted by date, and select one.  
The call automatically dials.

## Calling Favorite Contacts

To quickly access a short list of contacts you call most often, create favorites.

Favorites display in your **Contacts** list and in the **Favorites** list. A star icon is added to the left of the contact's name, providing you an easy way to identify and call favorites.

### Favorite a Contact

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

Favorite cards display on the Favorites, Contacts, or Home screens, depending upon your system configuration.

#### Procedure

1. Go to **Place a Call > Contacts**.
2. Select a contact card, then select **Favorite**.

The contact now displays a star icon, and displays in the **Contacts** and **Favorites** lists.

### Unfavorite a Contact

Unfavorite a contact to remove the contact from your **Favorites** list.

#### Procedure

1. Go to **Place a Call > Favorites**.
2. Select a contact card, then select **Unfavorite**.

The contact is removed from the **Favorites** list.

### Call a Favorite Contact

To quickly call a contact, select a favorite card.

#### Procedure

1. Do one of the following:
  - Select a favorite from the Home screen.
  - Go to **Place a Call > Favorites** and select a favorite card.
2. Select **Call**.

## Joining Meetings from the Calendar

On the Home screen, you can join meetings from your calendar without dialing a number by using the meeting cards displayed on the screen (if configured).

---

**Note:** If calendaring isn't configured for your system, the system doesn't display meeting cards. You must dial manually to join meetings.

---

## Meeting Cards

If configured, meeting cards display on the Home screen. You can access meeting cards to view meeting details.

The following meeting card and scheduling information display:

- All-day meetings display as the first meeting card.
- For meetings scheduled later in the day, a “Free until [time/day]” message displays, followed by upcoming meeting cards in the time and date order they’re scheduled.
- For meetings scheduled later in the week, a “Free until [time/day]” message displays until the day of the next scheduled meeting.
- If there are no scheduled meetings for the current week, a “No Meetings” message displays.

## View Meeting Cards

On the Home screen, you can view meeting cards that show your calendar event details. Meeting cards display meeting times, subjects, and organizers.

---

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

---

### Procedure

- » Do one of the following:
  - To view meeting information, choose a meeting card and select **Info**.
  - To view upcoming scheduled meetings, select a card and scroll to the right.

## Join a Meeting from a Meeting Card

On the Home screen, you can select a meeting card for options to join a meeting.

The system supports automatic dialing if the meeting organizer added calling information to the calendar event and your administrator has configured calendaring.

### Procedure

- » Do one of the following:
  - On a current meeting card, select **Join**.
  - If the meeting card doesn’t include calling information, select **More ...**the card to display the dialpad. Dial the number to join the meeting.

## Join an Overbooked Meeting

If two or more meetings are scheduled at the same time, the meetings display as **Overbooked**. You can join one of the meetings using its individual meeting card.

### Procedure

1. Select an overbooked meeting card and choose **Info**.  
The individual meeting cards display.
2. Choose one of the meeting cards and select **Join** to connect to the meeting.

## Join a Password-Protected Meeting

Some meetings may require a password to join.

Make sure that you have the password for password-protected meetings before you join. If you don't have a meeting password and a message prompts you for one, contact the meeting organizer for the password.

---

**Note:** Meeting cards don't indicate if a meeting is password protected.

---

### Procedure

1. Do one of the following:
  - Manually dial in to a meeting.
  - Join a meeting from a meeting card.
2. Enter the meeting password and select **Join**.

If you enter an incorrect password, the password prompt displays again.

# Sharing Content

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## Topics:

- [Sharing Content from a Computer or Device](#)
- [Sharing Content on a Blackboard or Whiteboard](#)
- [End a Content Session](#)
- [End a Call with Active Content Sharing](#)

To enhance the collaboration experience, you can share documents, graphics, videos, and blackboards or whiteboards with other participants.

You can share content with all members of a call or meeting using a computer or a certified device.

## Sharing Content from a Computer or Device

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

You can use the following methods to share content:

- Polycom Content App, which wirelessly connects to the system
- Screen mirroring with an AirPlay- or Miracast-certified device
- Computer or device directly connected to the system through HDMI

The system allows up to four simultaneous content sources out of a call and three in a call (a source can include content shared from a device in the room or by a far-end participant).

For example, if you're in a call with three content sources and you share your desktop using the Content App, the oldest wireless or far-end content source in the session is replaced by your content. HDMI content, however, is never replaced.

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|                   |                                                                                                                                                                                    |
|-------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Important:</b> | 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. |
|-------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

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## Polycom Content App

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

For information on using this application, see the [Polycom Content App User Guide](#).

## Cast Content from an AirPlay- or a Miracast-Certified Device

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

### Procedure

1. Go 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-certified device.  
For casting information for your device, refer to the product documentation.
4. If prompted, enter the security code shown on the Home screen.

## Share Content Using an HDMI Connection

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

### Procedure

- » Connect your device to the system's HDMI input port.  
Your content displays until you disconnect the device. If you restart your system while your device is connected, the content is still available in the content tray.

## Sharing Content on a Blackboard or Whiteboard

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

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**Note:** The **Blackboard**  button only displays if a mouse or touchscreen is connected to the system.

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## Add a Blackboard or Whiteboard

You can create a blackboard or whiteboard at any time.

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**Note:** If the active board has no annotations, you can't add a new board.

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### Procedure

1. Do one of the following:
  - Out of a call: On the Home screen, select **Blackboard** .
  - In a call: Select **Menu**  > **Content** > **Blackboard** .
2. To add another board, do one of the following:
  - To add a blackboard: In the toolbar, select **Blackboard** .
  - To add a whiteboard: In the toolbar, long press **Blackboard**  and select **Whiteboard** .

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

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## Take a Snapshot of Your Content

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

- » With a board or content on the screen, select **Snapshot** .

The system captures the content and displays it as **Snapshot-1**. The system names additional snapshots with successive numbers.

## Delete Snapshots or Content

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

### Procedure

1. Select a snapshot or piece of content that's visible in the content area (behind the content tray).
2. Select the red **X**.
3. Select **Delete**.

## End a Content Session

By ending the content session, you stop showing and delete all content shared on your system.

### Procedure

1. During a content session, select **Menu**  **> End Session**.

A message displays a warning and a countdown timer.

2. Select **End Session**.

---

**Note:** To keep content, select **Continue Session**.

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## End a Call with Active Content Sharing

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

### Procedure

1. In a call with content, select **Menu**  **> Hang Up** .

The call ends and the system prompts if you want to keep content.

2. Do one of the following:
  - Select **Yes, Keep Content**.
  - Select **No, End Session**.

If you keep content, the content session continues.

3. When you are ready to stop content, select **Menu** ≡ > **End Session** > **End Session**.

# Cameras

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## Topics:

- [Adjust a Near-Site Camera](#)
- [Adjust a Far-Site Camera](#)
- [Turn Your Camera On or Off](#)
- [Turn Camera Tracking On or Off](#)
- [Using Camera Presets](#)

You can control cameras, depending upon the camera type, in the following ways:

- Adjust near-site (local) or far-site (participant) camera positions
- Zoom in, zoom out, pan, or tilt the camera
- Turn camera tracking on or off
- Turn your camera on or off
- Select, save, and delete camera presets

## Adjust a Near-Site Camera

To enhance the view of meeting participants, make adjustments to the near-site camera.

If camera tracking is on, camera control is unavailable. Turn tracking off to access camera controls.

### Procedure

1. From the right border of your screen, swipe left.
2. Go to **Camera > Pan, Tilt & Zoom**.
3. Press **+** to zoom in or **-** to zoom out. Press the arrows to tilt up and down or pan left to right.
4. To exit the control screen, select **Back** ←.

## Adjust a Far-Site Camera

To enhance the view of meeting participants, make adjustments to the near-site camera.

If camera tracking is on, camera control is unavailable. Turn tracking off to access camera controls.

### Procedure

1. From the right border of your screen, swipe left.
2. Go to **Camera > Pan, Tilt & Zoom**.
3. Select **Switch**  to select the **Far** camera.
4. Press **+** to zoom in or **-** to zoom out. Press the arrows to tilt up and down or to pan left to right.
5. To ext the control screen, select **Back** ←.

## Turn Your Camera On or Off

You can turn your camera on to show local video or turn your camera off to hide your local video.

### Procedure

1. Select **Menu > Camera** .
2. Select **Camera On**  or **Camera Off** .

## Turn Camera Tracking On or Off

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

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**Note:** If you mute your local microphone, the system disables speaker tracking.

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### Procedure

1. Select **Menu > Camera** .
2. Select **Tracking On** or **Tracking Off**.

## Using Camera Presets

If your camera supports pan, tilt, and zoom, you can create up to 10 preset camera positions. Camera presets are stored camera positions that let you quickly point a camera at predefined locations in a room.

Your camera stores the near camera presets, which are available in or out of a call. Far camera presets display only in a call; if enabled, you can use them to control the far-site camera.

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

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## Save a Preset

Save the current camera position as a preset for later use.

Use saved presets to change the near camera position in or out of a call. Far camera presets are available only in a call.

### Procedure

1. Select **Menu > Camera** .
2. Select **Presets**.
3. Adjust the camera to the desired position.
4. Do one of the following:
  - Select the image of the preset you want.
  - On the screen, long press the image and choose **Select**.

- On the remote control, press a number to select a preset.

## 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** > **Camera** .
2. Select **Presets**.
3. Do one of the following:
  - Select the image of the preset you want.
  - On the screen, long press the image and choose **Select**.
  - On the remote control, press a number to select a preset.

## Delete a Preset

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

### Procedure

1. Select **Menu** > **Camera** .
2. Select **Presets**.
3. On the screen, long press the preset image you want to delete.
4. Select **Delete** .

# Settings

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## Topics:

- [Video Adjustments](#)
- [Audio Adjustments](#)

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

## Video Adjustments

You can manage video and certain user interface settings.

### Change the Participant Layout

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

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

#### Procedure

1. In a call, go to **Menu** > **Layouts**.
2. Select 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 displays in full screen.

## Audio Adjustments

You can control several audio settings on the system.

### Mute Your Microphones

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

You can mute your audio in or out of a call.

#### Procedure

- » Do one of the following:
  - On your remote control, press **Mute** .
  - On the screen, select **Menu**  > **Mute** .

A notification displays that the system muted your local microphones.

## Unmute Your Microphones

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

### Procedure

- » Do one of the following:
  - On your remote control, press **Mute** .
  - On the screen, select **Menu**  > **Unmute** .

## Adjust the Volume

You can adjust the volume before or during a call.

### Procedure

1. Go to **Menu**  > **Volume**.
2. Do one of the following:
  - Use the volume slider on a touchscreen.
  - Press the **+** or **-** buttons on the remote control.
  - Press the left or right navigation buttons on the remote control (when the system displays volume control).

# Troubleshooting

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## Topics:

- [View Content Help Tips](#)
- [View Blackboard Help Tips](#)

This section includes information related to troubleshooting issues with your system. You can also find information on pairing your remote, configuring your monitors, and where to find help tips.

## View Content Help Tips

Content help tips provide information on how to stream content using HDMI, the Polycom Content App, or an Airplay- or a Miracast-certified device.

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

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### Procedure

1. On the Home screen, select **Content** .  
The help screen opens.
2. Review the tips for your source type.
3. To go back to the previous screen, select **Back** .

## View Blackboard Help Tips

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.