USER GUIDE

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Polycom® Pano™

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Before You Begin

Topics:

- Audience, Purpose, and Required Skills
- Get Help

This guide is for users who want to operate Polycom® Pano™ systems.

Please read the Polycom Pano documentation before you operate the system. The following related documents are available from Polycom Support at support.polycom.com.

- *Polycom Pano Administrator Guide*, which describes how to configure, customize, manage, and troubleshoot Polycom Pano systems.
- *Polycom Pano Safety and Regulatory Notices*, which describes safety and legal considerations for using Polycom Pano systems.
- Setup sheet
- Release notes

Polycom recommends that you record the serial number of your Polycom Pano system for future reference. The serial number is printed on the system and shipping box labels, and listed on the Dashboard of the Polycom Pano web interface.

Audience, Purpose, and Required Skills

This guide is for users who want to perform basic to intermediate tasks with the Polycom Pano system using a smart device. computer system, or Polycom Pano App. These tasks include connecting to Polycom Pano, systems, sharing and annotating content, and more.

Get Help

For more information about installing, configuring, and administering Polycom products, contact Polycom Support at support.polycom.com.

Getting Started with Polycom® Pano™

Topics:

- Polycom Pano Setup
- Polycom Pano Home Screen

This guide introduces the Polycom Pano system, and provides step-by-step instructions for sharing and interacting with content.

The Polycom Pano system allows you to collaborate using a personal device or system that supports native Miracast or AirPlay® screen sharing technology, Polycom Pano™ App, or by connecting to the Polycom Pano system using a wired HDMI connection. A brief summary of the technologies that work with the Polycom Pano system is provided below.

Miracast® Show the screen of your mobile device using Miracast screen mirroring technology that is part of your device hardware.

AirPlay Show the screen of your mobile device using AirPlay screen mirroring technology that is part of your device hardware.

Polycom Pano App Content source that you install on a desktop system. You can then share your screen, the window of a running application, or content from a Micrisoft OneDrive for Business account (requires a Polycom Cloud Service account).

For detailed information on the most recent feature descriptions, refer to the Polycom Pano *Release Notes* available at support.polycom.com.

Polycom Pano Setup

Your administrator should set up the Polycom Pano system and connect any necessary devices for you to start collaborating. The system is designed to remain on and ready to use, so it does not have a power button.

Polycom Pano Home Screen

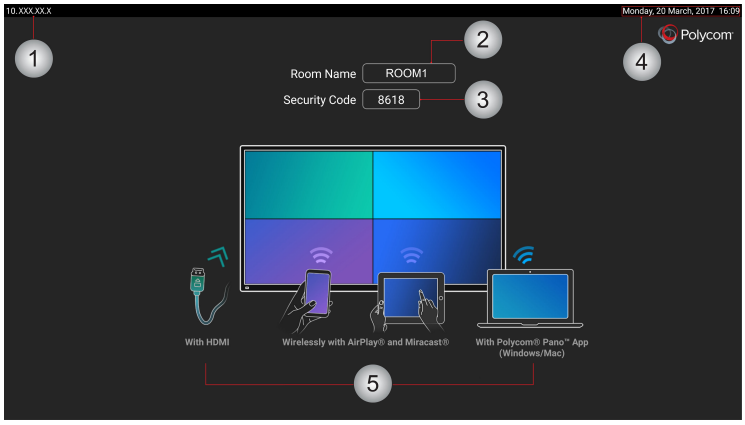
You are presented with the Polycom Pano home screen when the system starts up or when you exit all open sessions. A session is an instance of one of the following:

- A blackboard or whiteboard
- Wireless connection to the Polycom Pano system through , Miracast, or Polycom Pano App
- Wired connection to the Polycom Pano system through an HDMI cable

The home screen displays system information and reflects the capabilities of the system, based on the setup. For example, it shows the "Start Writing" animation when connected to a touch-capable monitor.

Home Screen Elements

The following figure and table show the elements of the Polycom Pano home screen and provide a description of each element.



Home Screen Elements

Reference Number	Description
1	**IP address** Location identifier for the Polycom Pano system that you use to connect Polycom® Pano™ App. Polycom Pano App is a content sharing application that you install on your device of choice and use to share your screen or a running application with Polycom Pano using a network or wireless connection. The IP address is also used by administrators to access the web interface to configure the system.
2	**Room Name** The name assigned to the room where the Polycom Pano system resides that is broadcasted to nearby devices. You will see this name when you pair a smart device or Polycom Pano App. **Note:** Polycom® Pano™ App allows users to search for and see the Room Name associated with any Polycom Pano that: ▪ Has Bluetooth enabled and is in range of the user's device on which Polycom® Pano™ App is running, or ▪ Is registered with the customer's Polycom Cloud Service (for users that are signed into the Polycom Cloud Service). If the knowledge of room names is not something that all users should know, consider using a different naming convention for your Polycom Pano systems other than using actual room names.
3	**Security Code** A number that changes for every session to ensure that only users in the same room are connecting to the system.
4	**Date and Time** Current date and time associated with the system's configured location
5	**Connection Options** Animations that indicate the methods you can use to create or share content, which are dependent on how the administrator has configured the system.

Content Sharing Animations

The content sharing animations that display on the home screen show the various ways that you can create and share content.

Start Collaborating

You can start collaborating by opening a blackboard to create content or by casting content onto the Polycom Pano collaboration area using a wired or wireless connection. Wired content sharing requires an HDMI connection between a computer or other device and the Polycom Pano system. The icons located at the bottom of the home screen correspond to the wireless methods that are enabled by your administrator and available for you to connect your device or system: HDMI, AirPlay®, Miracast®, or Polycom Pano App.

Procedure

1. Do one of the following:
   - Tap anywhere on the screen to open a blackboard.
   - Start casting content using HDMI.
   - Start casting content using AirPlay.
   - Start casting content using the Miracast-compatible feature.
   - Start casting content using Polycom Pano App.

Related Links

Sharing Content on page 7

Sharing Content

Topics:

- Share Content Using Polycom Pano App
- Share Content Using Miracast
- Share Content Using AirPlay
- Share Content Using an HDMI Connection
- Stop Sharing Content
- Content Sharing Limitations

You can use a wireless or HDMI connection to the Polycom Pano system to share content. The following is supported:

- Casting content from a device that supports AirPlay or Miracast-compatible wireless streaming.
- Sending content or sharing an application window from Polycom Pano App, which is installed on a computer and wirelessly connected to the Polycom Pano system.
- Sharing information stored on a computer that is directly connected to a Polycom Pano system.

A Polycom Pano system can show up to four shared content sources at a time from one or more participants at the same time.

Note: Prior to sharing content, make sure you take any necessary precautions to protect your privacy. For example, disable the screen lock feature before you share your screen with meeting participants.

Related Links

Polycom Pano App on page 18

Share Content Using Polycom Pano App

You can stream your screen, an application window, or a file from Microsoft® OneDrive® for Business through the Polycom Cloud Service onto a Polycom Pano device.

Related Links

Polycom Pano App on page 18

Share Content Using Miracast

The Miracast wireless display standard enables computers and mobile devices to mirror their screen onto Miracast-supported devices. You can share the screen and audio of a Microsoft Windows® or Android™ device with a Polycom Pano system.

Polycom cannot guarantee connectivity with all Miracast-compatible devices, but has tested and validated that connectivity works with the following devices:

- Microsoft Surface® Book

- Microsoft Surface Pro 4
- Lumia® 650 and later
- Samsung® Galaxy® S5
- Samsung Galaxy S7®
- Samsung Galaxy Tab® S2
- Samsung Galaxy Tab 2
- Samsung Galaxy Tab 4
- Dell™ XPS™ 13 950-8005LV Signature Edition laptop
- Hewlett Packard™ Spectre x360 13-4195nr Signature Edition 2 in 1 P
- NuVision® TM800W560L Signature Edition Tablet

Keep the following in mind when sharing content using the Miracast-compatible feature:

- You control the audio by using the volume controls on your device.
- The Miracast-capable computer or mobile device must be within 10 meters (11 yards) of the Polycom Pano system.
- The Polycom Pano system uses the orientation and aspect ratio of your device.

Procedure

1. On your device, access the Miracast or compatible screen mirroring feature. Miracast is supported on a variety of devices that use different methods for accessing the feature. A few examples of how to access the feature are provided below. Check your device documentation for up-to-date steps.

   Examples of how to access the Miracast-compatible feature:

   Samsung Galaxy S7 Swipe down from the Notification Panel located at the top of the screen and select the **Smart View** option.

   Windows Surface Book Access the **PC and devices** settings screen, select **Devices**, and then select the **Add a device** option.

2. On the device, select the name of the Polycom Pano system shown on the home screen.
3. When prompted, enter the security code shown on the Polycom Pano home screen.

Share Content Using AirPlay

AirPlay is a technology developed by Apple Inc. that enables content and audio streaming between systems and devices. You can share the screen and audio of an iPhone®, iPad®, or Mac® computer that is AirPlay-enabled.

Keep the following in mind when sharing content using AirPlay:

- You control the audio by using the volume controls on your device.
- The AirPlay-enabled device must be connected to the same network as the Polycom Pano system.
- The Polycom Pano system uses the orientation and aspect ratios of your device. The resolution of some devices may require the Polycom Pano to display content that does not fill the whole screen.
- The Polycom Pano system does not support casting from direct streaming sources such as web links, YouTube™, or Google Chromecast® when sharing content using an AirPlay-enabled device. If you share content that streams by sending direct links to the Polycom Pano system, the content is not shown.

Procedure

1. Access the Polycom Pano system on your device. On most iOS devices, the AirPlay feature is located in the Control Center that you open by swiping up from the bottom of the device. Check your device documentation. On the Mac, go to System Preferences and select the AirPlay display option.
2. Select the name of the Polycom Pano system that is shown on the home screen.
3. When prompted, enter the security code shown on the Polycom Pano home screen.

Share Content Using an HDMI Connection

You can share content from a computer system or other device that is directly connected to the Polycom Pano system using an HDMI cable.

Keep the following in mind when sharing your computer system or device:

- Content from your computer system or device starts sharing with the Polycom Pano system as soon as the HDMI cable is connected.
- You control the audio using the volume controls on the Polycom Pano monitor or on your computer system or device.
- Your computer system video output must use supported resolutions and refresh rates.

Supported HDMI Resolutions and Frame Rates

Input	Resolution	Maximum Frame Rate(s)
UHD	3840 × 2160p	30
OHD	2560 × 1440p	60
FHD	1920 × 1080p	60
WSXGA+	1680 × 1050	60
UXGA	1600 × 1200	60
SXGA	1280 × 1024	60
HD	1280 × 720	60
XGA	1024 × 768	60
SVGA	800 × 600	60

Note: Check your computer system's manual or help topics for information on configuring HDMI resolutions and refresh rates.

Procedure

1. Connect one end of an HDMI cable to the HDMI output port on your computer system or device. Connect the other end of the HDMI cable to the HDMI input port on the Polycom Pano system.

Stop Sharing Content

When you are done presenting content, make sure you end the sharing session.

Procedure

1. Do one of the following:
   - Disconnect the HDMI cable from your computer or other user device.
   - End the AirPlay or Miracast-compatible screen sharing feature on the device.
   - Select × on the panel bar of an individual content source.
   - Select end session button on the Toolbar to close all sessions. If the system is in the process of saving snapshots, you will receive a message and have the option continue ending the session.

   Note: Selecting the end session button closes and deletes all whiteboards, blackboards, and snapshots that were created during the session.

Content Sharing Limitations

The Polycom Pano system does not support high-bandwidth digital content protection (HDCP). If you share HDCP-encrypted content, it is not shown.

The Polycom Pano system also does not support streaming from weblinks, YouTube, Chromecast, and any other direct streaming sources. If you share content that streams by sending direct links to the Polycom Pano system, the content is not shown.

Creating and Interacting with Content

Topics:

- Interacting with the Polycom Pano System
- Access Content
- Toolbar Elements
- Annotate Content
- Highlight Content
- Erase an Annotation
- Use Pointer to Control Cloud Content
- Undo an Annotation
- Snapshot Content or Current Screen
- Add a Blackboard or Whiteboard
- View Help Tips
- End a Session
- Zoom and Move Shared Content
- Panel Bar Menu

You can create and interact with content using the Polycom Pano Toolbar.

Interacting with the Polycom Pano System

The Polycom Pano system includes a highly intuitive touch capability that enables you to quickly and easily manipulate and navigate content that you create and share with it. This feature is automatically enabled when your administrator connects a touch-capable monitor or pointing device, such as a USB mouse, to the Polycom Pano system.

You will experience the following when touch capability is enabled:

- The Toolbar, content tray, and panel control bar are available.
- Maximizing and minimizing content is supported.
- Ending a content session is possible by closing the content window.

Access Content

During a content sharing session, active sources appear either as a single content source in full-screen mode or up to four simultaneous sources shown in panels of equal size. Other content sources are stored in the content tray, which remains hidden until you select the content tray icon ≡ located at the bottom of the screen.

Keep the following in mind about the content tray:

- Content items are shown newest to oldest.

- Content is shown in the following order: live content sources, snapshots, blackboards, and whiteboards.
- The content tray expands to show multiple rows of sources. You can scroll the rows to view hidden sources.

Show an Item from the Content Tray

You can show an item from the content tray onto the active content sharing area.

Procedure

1. Select the content tray icon ≡
2. Select the item you want to show.

Toolbar Elements

Refer to the following table for descriptions of the Toolbar elements.

Annotation Toolbar Elements

Element	Description
	Toggle (enter and exit) full-screen presentation mode.
	Provides the ink size and writes annotations on content. Pressing and holding the icon allows you to view all ink size options.
	Disappearing ink. Highlights briefly on content to note certain areas of interest.
	Erases annotations. Pressing and holding erases all annotations.
	Pointer tool. Drives and navigates content shared from the Polycom Cloud Service.
	Provides color selections.
	Undo the last annotation. Pressing and holding erases all annotations.
	Captures a snapshot of the current screen or content area.
	Creates a blank infinite blackboard or whiteboard. Pressing and holding the icon allows you to view all options.
	Opens a screen with help tips.
	Ends the current content sharing session and returns to the home screen. **Note:** Ending a session deletes all onscreeen content.

Annotate Content

You can write annotations on a blackboard, whiteboard, live content, or snapshots.

Procedure

1. On the Toolbar, press and hold to select the desired ink size.
2. Select a color.
3. Use a finger or stylus to write.

Highlight Content

You can use the highlighter tool to draw attention to specific information on a content source. Highlighting is a temporary action that fades from the screen. When you highlight a small amount of content the highlight fades quickly. When you highlight a larger amount of content, the highlight fades more slowly. If you need to present the highlighted content longer, use one of the ink tools to write annotations on content or take a snapshot.

Procedure

1. Select .
2. Select a color from the toolbar.
3. Write annotations on the content. A transparent highlight appears briefly. Repeat as often as you desire anywhere on the displayed content.

Erase an Annotation

You can erase annotatations. If the monitor supports multiple touch, you can erase as you would on a chalkboard using multiple fingers and performing a circular motion.

Procedure

1. Do one of the following:
   - On the Toolbar, select . Use one or more fingers to erase an annotation.
   - Press and hold to erase all visible annotations.

Use Pointer to Control Cloud Content

The Pointer tool allows you to select and control content that is shared from the Polycom Cloud Service.

Navigate Cloud Content

You can navigate content that you share from the Polycom Cloud Service.

Procedure

1. Select .
2. Do one of the following:
   - Select the web content and move it to the desired location.
   - For a Microsoft Word document, use the document controls to scroll up or down the content.
   - For a document in Adobe® PDF, use the document controls to zoom in, zoom out, scroll up, or scroll down the content.
   - For a PowerPoint presentation, single tap the document to move to the next page. You can also use the document controls to scroll up or down the presentation.
   - For an Excel document, single tap a cell to select it. You can also use the document controls to scroll up or down the document.

Disable Pointer

You can disable the Pointer tool when you no longer need to navigate content from the Polycom Cloud Service.

Procedure

1. Deselect the Pointer tool or select another tool from the toolbar.

Undo an Annotation

You can undo a previous annotation or undo all annotations at one time by pressing and holding the icon. After you undo all annotations, you can also restore all annotations.

Procedure

1. Do one of the following:
   - Tap to undo the last annotation you made.
   - Tap and hold to undo all annotations you made.
   - Tap to restore all annotations.

Snapshot Content or Current Screen

The snapshot tool freezes live content, including annotations or highlighter marks, by capturing the current screen so you can highlight or annotate on it. A limited number of snapshots are available. A prompt notifies you when you have reached the snapshot limit.

Take a Snapshot

You can take a snapshot of multiple content items with annotations that span multiple panels and are shown on the current screen, or take a snapshot of the live content without annotating the original content source.

Procedure

1. Tap . A snapshot flash and sound indicates success. The snapshot is sent to the content tray.
2. Select the snapshot in the content tray, and then use the Toolbar elements to annotate or highlight on the snapshot.

Switch Between Live Content and Snapshot

If you take a snapshot of live content, you can view and switch between the items in the content tray.

Procedure

1. Do one of the following:
   - Select to view the items in the content tray, and then select an item to make it visible in the collaboration area. The label **Snapshot** identifies the snapshot.
   - Deselect an item to make it invisible in the collaboration area.

Add a Blackboard or Whiteboard

The blackboard and whiteboard tools give you a blank canvas to write on for ideation and collaboration. You can create a new blackboard or whiteboard at any time. A prompt notifies you when you reach the blackboard or whiteboard limit.

Procedure

1. Do one of the following:
   - From the toolbar, tap to create a blackboard.
   - Press and hold and select to create a whiteboard.

Create an Infinite Blackboard or Whiteboard

You can extend the canvas of a blackboard or whiteboard to create a continuous flow of written or drawn ideas. The Polycom Pano system displays one board at a time, but you can zoom in and out of a continuous blackboard or whiteboard session to view specific details.

Procedure

1. On the Toolbar, create a new blackboard or whiteboard and start writing or drawing.
2. When you need more space, select and drag the canvas until a blank blackboard or whiteboard canvas is revealed.

View Help Tips

The Polycom Pano system includes a screen with tips to help you learn about the following:

- Toolbar elements
- Supported gestures for interacting with content
- Available panel controls

- Content tray
- Status bar

Procedure

1. On the Toolbar, select ? to open the help tips screen.
2. Select ? to close the help tips screen.

End a Session

Use this tool to close a sharing session. All live content is stopped, and all blackboards and whiteboards are deleted.

Procedure

1. Select . A message appears informing you that the session will end in 15 seconds.

Zoom and Move Shared Content

When you share content with a Polycom Pano system, you can zoom in and out of active content. You can also move active shared content around on the connected display.

When you take a snapshot of zoomed in or moved content, the snapshot captures the current image size and position. If you minimize zoomed in or moved content, the content displays in the content tray with a thumbnail of the current image size and position. If you maximize the content, the content displays in the zoomed in or moved position.

Procedure

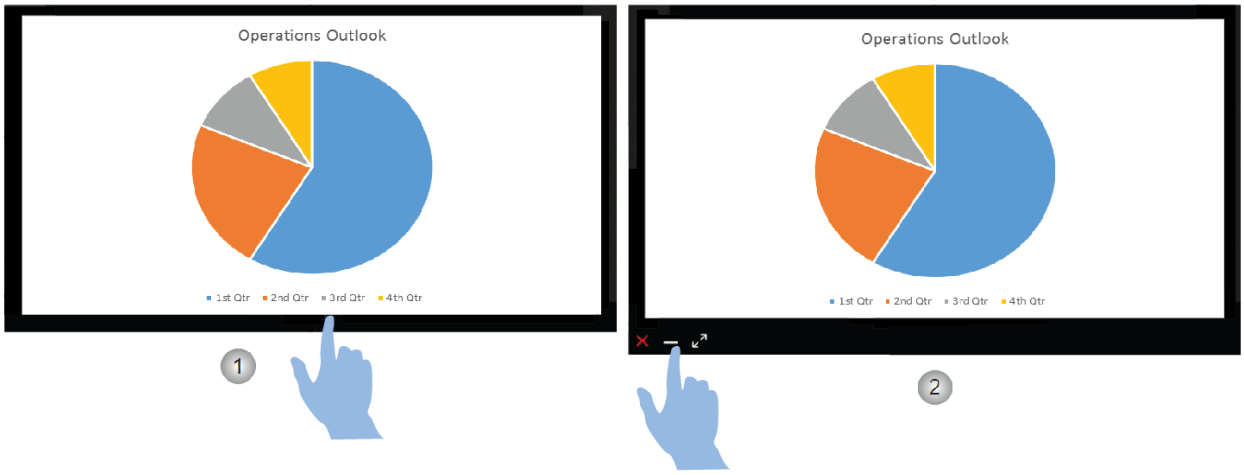
1. Do one of the following:
   - To zoom in and out of active content, touch the active content with two or more fingers, and then pinch your fingers or spread them apart.
   - To move active content, use two or more fingers to drag the content. When the content can be moved, it will become highlighted with a blue outline.

Related Links

Switch Between Live Content and Snapshot on page 15

Panel Bar Menu

In a multi-content session, each content item is enclosed within a panel. A menu control is available on the panel to enable you to minimize and maximize, restore, and close content. When you tap anywhere on a panel, the control displays at the bottom of the panel. The following graphic shows how to access the menu control.



Note: The control to maximize and restore is a toggle that allows you to switch between the two modes.

Access Content Control Shortcuts

Each content item shared with the Polycom Pano system is enclosed within a panel that contains a bar with shortcut controls for minimizing, maximizing, and closing a content item. The bar is hidden until you tap on the panel.

Procedure

1. Tap anywhere on the content panel to display the panel bar.
2. Select your desired shortcut:
   - Tap – to minimize the content source.
   - Tap to maximize the content source.
   - When a content item is maximized, tap to restore the content source to the original view.
   - Tap × to stop live content, or to delete a blackboard, whiteboard, or snapshot.

Polycom® Pano™ App

Topics:

- Install Application Software
- Getting Started with Polycom Pano App
- Sharing Local Content Only
- Sharing Cloud and Local Content
- Saving Content
- Troubleshooting

The Polycom® Pano™ App allows you to share content from a computer that is connected to a Polycom Pano or Polycom video system over an IP network.

You have the choice to share your screen, the window of a running application, or files from your cloud storage.

Keep the following points in mind about Polycom Pano App:

- The Polycom Pano App provides video-only content. No audio is shared.
- The Polycom Pano App supports any computer desktop resolution with color set to 32-bit.
- Depending on your computer configurations and the video system it is connected to, the Polycom Pano App application may scale your content to different resolutions.
- The Polycom Pano App includes an auto discovery feature that allows you to detect nearby Polycom Pano systems.

Install Application Software

You can download the application software from Polycom Support and install on your system.

Procedure

1. Go to Polycom Support and select **Polycom Pano App** from **Documents & Software** > **Telepresence and Video** > **Polycom Pano**.
2. Select a version as per your user type and operating system, then download the installation package to your local disk.
3. Launch the installation package and follow the on-screen instructions.

Installation Package Formats

The Polycom Pano App installation package is available in different formats, depending on your user type and operating system.

Format	User Type	Operating System
.exe	End users	Windows

Format	User Type	Operating System
.msi	Administrators	Windows
.dmg	End users	Mac
.pkg	Administrators	Mac

Check Application Version

You can find the Polycom Pano App version in the application **Settings**.

Procedure

» Select **Settings** .

Getting Started with Polycom Pano App

You can share content with Polycom Pano App with or without signing in to the Polycom Cloud Service.

This table lists the differences between these two modes.

I Want to Share:	System Needed	Sign-in to Polycom Cloud Service Needed?
Local content Files in my Mircrosoft® OneDrive® for Business folders	Polycom Pano system	Yes. Both for the Polycom Pano system and Polycom Pano App
Local content	Polycom Pano system, or any supported Polycom video system	No

Note: For a list of compatible Polycom video systems, refer to *Polycom Pano Release Notes* available on http://support.polycom.com/PolycomService/home/home.htm

Sharing Local Content Only

You can share local desktop and local running applications.

Start Screen Sharing

You can share local desktop and running applications without signing in to the Polycom Cloud Service.

Procedure

1. Start Polycom Pano App.

2. Select **Start Screen Sharing**.

Connect to a Polycom Pano or Polycom Video System

To share content, you must connect to a Polycom Pano or Polycom video system first.

For a list of compatible Polycom video systems, refer to *Polycom Pano Release Notes* available at http://support.polycom.com/PolycomService/home/home.htm.

Note: To share files in your Mircrosoft® OneDrive® for Business folders, you must connect to a Polycom Pano that is signed in to the Polycom Cloud Service also. These systems are marked with in **Nearby Rooms** and **Recent Rooms** list.

Procedure

1. Select a system using one of the options:

Nearby Rooms	Selects from the list of automatically detected systems.
Recent Rooms	Selects from the list of recently-connected systems.
Find Other Rooms	Manually locates a system using its IP address or system name. You can find this information on the monitor connected to the system.

2. Enter the password or security code, if asked.

Automatically Detecting Polycom Pano Systems

Polycom Pano App can detect nearby Polycom Pano systems to facilitate content sharing.

If your computer Bluetooth detection is turned on, and nearby Polycom Pano systems have enabled Bluetooth broadcasting, the Polycom Pano App detects and lists these systems in **Nearby Rooms**.

Share Local Content

You can share one local content source at a time.

You must connect to a Polycom video system or Polycom Pano system before you can share local content.

Procedure

1. Select **Share My Screen**.
2. Do one of the following:
   - To share your desktop, select **Desktop**.
   - To share a running application, select an application name under **Share My Screen**.

Sharing Cloud and Local Content

You can share both local content and files in your Mircrosoft® OneDrive® for Business folders on a connected Polycom Pano system.

Polycom Cloud Service Content Sharing

In this release, sharing content from Microsoft®OneDrive® for Business is provided as a Polycom Labs feature. This feature lets Polycom Pano App users securely share content from their Microsoft® OneDrive® for Business folders to a Polycom Pano system that is registered with the Polycom Cloud Service.

Polycom Cloud Service Content Sharing is a Polycom Labs feature. For more information, see the *Polycom Pano Release Notes*.

Sign in to the Polycom Cloud Service

You must sign in to the Polycom Cloud Service before you can share files in your Mircrosoft® OneDrive® for Business folders.

Procedure

1. Do one of the following:
   - Start Polycom Pano App, then select **Sign In**.

     Note: If you cannot find the **Sign In** option, select , then select **<**.
   - If you are already connected to a Polycom Pano system that is signed in to the Polycom Cloud Service, select **Share from Cloud**, then select **Sign In**.
2. Enter your email address (normally your corporate email), then select **Next**.
3. Select an authentication provider and follow the on-screen instructions.

Connect to a Polycom Pano or Polycom Video System

To share content, you must connect to a Polycom Pano or Polycom video system first.

For a list of compatible Polycom video systems, refer to *Polycom Pano Release Notes* available at http://support.polycom.com/PolycomService/home/home.htm.

Note: To share files in your Mircrosoft® OneDrive® for Business folders, you must connect to a Polycom Pano that is signed in to the Polycom Cloud Service also. These systems are marked with in **Nearby Rooms** and **Recent Rooms** list.

Procedure

1. Select a system using one of the options:

Nearby Rooms	Selects from the list of automatically detected systems.
Recent Rooms	Selects from the list of recently-connected systems.
Find Other Rooms	Manually locates a system using its IP address or system name. You can find this information on the monitor connected to the system.

2. Enter the password or security code, if asked.

Automatically Detecting Polycom Pano Systems

Polycom Pano App can detect nearby Polycom Pano systems to facilitate content sharing.

If your computer Bluetooth detection is turned on, and nearby Polycom Pano systems have enabled Bluetooth broadcasting, the Polycom Pano App detects and lists these systems in **Nearby Rooms**.

Share Cloud and Local Content

After you sign in to the Polycom Cloud Service, you can share both local content and files in your Mircrosoft® OneDrive® for Business folders on a connected Polycom Pano system. The Polycom Pano must be signed in to the Polycom Cloud Service also.

To share cloud content, you must:

- Sign in to the Polycom Cloud Service.
- Connect with a Polycom Pano system that is also signed in to the Polycom Cloud Service.

Note: If you do not share content over five minutes after connected to a Polycom Pano system, you are disconnected from it automatically.

Procedure

1. Select **Share My Screen** to share your local desktop or running applications.
2. Select **Share from Cloud** to share files in your cloud storage.

   If you cannot find the **Share from Cloud** tab, the Polycom Pano system is not signed in to Polycom Cloud Service. Contact the Polycom Pano system administrator.
3. Select a content source.

Secure Access to Cloud Storage

When you sign into the Polycom Cloud Service, you have secure access to your cloud storage via OAuth 2.0, the industry-standard protocol for third-party authorization.

Your access security is guaranteed by the following:

- You enter credentials only on the sign-in page provided by the authentication provider.
- The Polycom Cloud Service only receives access tokens from the authentication provider with limited and controlled access to your cloud files.
- The tokens are cached within the Polycom Cloud Service until the user signs out of it. The tokens are not sent to the Polycom Pano App or distributed anywhere else outside of the Polycom Cloud Service.

Share Multiple Content Streams

You can share up to four cloud content streams, or one local and three cloud content streams at the same time on a connected Polycom Pano system.

If there are already four content streams being shared and you share a fifth, the first one stops.

Procedure

1. While sharing content, select **Content** at the top of your content screen.

2. Do one of the following:
   - Select **Share from Cloud** to add a cloud file.
   - Select **Share My Screen** to add the local desktop or a running application.

Icons

This table lists content sharing icons and their descriptions.

Icons	Description
	You are not signed in to the Polycom Cloud Service
	You are signed in to the Polycom Cloud Service
	Local content
	The Polycom Cloud Service
	Connecting to the Polycom Cloud Service
	Failed to connect to the Polycom Cloud Service

Saving Content

When you are connected with a Polycom Polycom Pano system, you can retrieve content screenshots from Polycom Pano to your local hard drive.

Is There Content Sharing Ongoing?	Content Saved
Yes	▪ Screenshots of current content on Polycom Pano ▪ Screenshots of the content on Polycom Pano
No	Screenshots of the content on Polycom Pano

Note: If there is more than one content stream, a screenshot of each stream is saved.

Save Content

You need to connect with a Polycom Pano system before you can save content.

Procedure

» Select .

The content screenshots (saved as JPG), together with screenshots available on the Polycom Pano system are saved in the location you specified in .

Set Content Saving Location

You can choose where to save your content.

Procedure

1. Select **Settings**, then select **Save to**.
2. Select a location, then select **OK**.

Troubleshooting

If you are having problems, try the troubleshooting tips below first.

If the problems persist, contact your system administrator.

Send Application Log Files

You can view or send the log files to your system administrator to help determine causes of and solutions to problems.

Procedure

1. Select on the application's title bar.
2. Select **Log Collector**.
3. Enter the recipient's email address.
4. Do one of the following:
   - To view it, select **Open the Local Folder** and open the .ZIP log file.
   - To send it to another person, enter the recipient's email address, then select **Send**.

Access the User Guide

You can access the online User Guide from within the application.

Procedure

» Select on the application's home page.

To go back to the home page, select and select **<**.

Troubleshooting

Topics:

- View System Information

Your administrator is available to assist you if you encounter difficulties.

View System Information

Before troubleshooting a problem with your system, the administrator might ask you for the system serial number, software version, any active alert messages, or other information.

Locate the System Serial Number

The administrator might ask for the serial number of the Polycom Pano system.

Procedure

1. Look for the serial number on the bottom of the system.

Locate the IP Address

You can view the system IP Address on the home screen of the Polycom Pano system.