POLYCOM®

User's Guide for Polycom® HDX® Desktop Systems

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User's Guide for Polycom® HDX® Desktop Systems

Version 3.0.5

This guide includes overview information that you might find helpful when you're just starting to learn about video conferencing or when you have experience, but you need a quick refresher.

Polycom® HDX® systems can be customized to show only those options used in your organization. Therefore, this guide might cover options that you cannot access on your system. To find out more about these options, please talk to the administrator of your Polycom HDX system.

This guide covers instructions for the following models:

Polycom HDX 4000 System

Polycom HDX 4500 System

Using the Remote Control

You use the remote control to place calls, adjust the volume, navigate screens, and select options.

Using the Keypad

You use the keypad to place calls, adjust the volume, navigate screens, and select options. To access keypad help, press **Home** and then **Info**.

Powering the System On and Off

Caution. In order to avoid corrupting the file system, always power off a Polycom HDX system using the power button on the system. After turning the power off in this way, wait at least 15 seconds before you unplug the system from its power source. This helps ensure that the system powers off correctly.

The Power button affects any HDX system within the range of the remote control, regardless of the Channel ID setting.

Powering the Polycom HDX 4000 System On and Off

To power on the Polycom HDX 4000 system:

>> Press the power button on the front or the side of the system.

The Polycom splash screen is displayed within about 10 seconds.

To power off the Polycom HDX 4000 system:

>> Press and hold the power button on the front of the system or press and hold the power button on the side of the monitor.

The monitor and the system power off.

After turning the power off in this way, wait at least 15 seconds before you disconnect the system from its power source.

To power off the Polycom HDX 4000 system monitor:

>> Press the power button on the side of the monitor.

The monitor enters standby mode. The system stays powered on.

Powering the Polycom HDX 4500 System On and Off

To power on the Polycom HDX 4500 system:

>> Press the power button on the side of the system.

The Polycom splash screen is displayed within about 10 seconds.

To power off the Polycom HDX 4500 system:

>> Press and hold the power button on the side of the monitor.

The monitor and the system power off.

To power off the Polycom HDX 4500 system monitor:

>> Press the power button on the side of the monitor.

The monitor enters standby mode. The system stays powered on.

Power On Self Test (POST)

After the splash screen is displayed, the HDX system automatically performs system health checks every time the system starts. As each check begins, a message appears on Monitor 1.

If a test fails, press **Hangup** on the remote control or keypad to continue the startup process. However, even if the system appears to start up, Polycom recommends that you contact Technical Support before using your HDX system if any of the system tests fail.

Calling and Answering

The **Call** button lights to indicate call status.

- Blinking green light indicates an incoming call.
- Steady green light indicates a call in progress.
- Slow blinking green light indicates standby mode.

Answering a Call

The way a Polycom HDX system handles incoming calls depends on how it is configured. It either answers the call automatically, rejects the call automatically, or prompts you to answer the call manually.

To answer the call manually:

>> Press Call or select **Yes** using the keypad or remote control.

Placing a Call

You can use your system to place a video call in any of these ways:

- Entering a name or number on the Place a Call screen.
- Choosing a site from:
  - Recent Calls list
  - Favorites screen
  - Speed Dial
  - Directory
- Calling into a scheduled meeting from the Calendar screen.

Calling by Entering a Name or Number

To place a call by entering a name or number:

1. From the Home screen select **Place a Call**, or start entering numbers with the keypad or remote control to go to the Place a Call screen if it is enabled on your system.
2. In the dialing field, enter the dialing information. Depending on the capabilities of your system and the system you are calling, the dialing information could look like one of these examples:
   - 10.11.12.13 (IPv4 address—include the dots)
   - 1b11:22ad:333a:444b:5cc5:66d6:e777:88f8 (IPv6 address—include the colons)

- 2555 (E.164 extension for H.323 or SIP)
- stereo.polycom.com (DNS name)
- 19782922854 (ISDN or phone number)
- user@domain.com (SIP)

To enter letters, press **Keyboard** on the keypad.

To delete a number, press **Delete** on the keypad.

3 Enter any additional information needed for the call. The available settings depend on the type of call and your system's configuration. Not all calls require these settings:

- **Call Quality** – Specify the call rate or call type for this call. For most calls, choose Auto to let the system determine the best quality for the call. For audio-only calls, you might need to set this to **Phone**.
- **Second ISDN number** – Use two numbers only when the person you are calling instructs you to do so.
- **Extension** – If you need to dial an extension (E.164 address), enter the extension in the second entry field. If your system is not configured with a second entry field, you can enter the extension when the gateway prompts you. You can also specify characters in the dial string as instructed by the system administrator.

4 Press **Call** on the keypad or remote control to place the call.

Call progress indicators appear on the HDX system monitor to show that the call is in progress. When the indicators turn green, the call is connected.

For more information about using the Place a Call screen, refer to Types of Video Calls You Can Make on page 9.

Calling from the Recent Calls List

If your system administrator has allowed access to Recent Calls, you can choose a number to call from a list of the sites you have called recently. The Recent Calls screen provides details of all incoming and outgoing calls, including the time of the calls.

To place a call from the Recent Calls screen:

1 Select **Recent Calls** from the Home screen.

2 Scroll to the entry you want to call and press **Call**, or press the reference number that appears next to the entry to place the call.

You can filter the list by placed or received calls by selecting **Options > Sort Options**.

To see more details about a call listed on the Recent Calls screen, highlight the call and press **Info** on the keypad or remote control.

Calling from the Favorites Screen

You might be able to see a list of Contacts on the Favorites screen.

To place a call from the Favorites screen:

1. Select **Favorites** from the Home screen.
2. Highlight the contact you want to call and press **Call**, or press the reference number that appears next to the contact to place the call.
3. For more information about the Favorites screen, refer to Working with Directory Entries and Favorites on page 23.

Calling a Speed Dial Entry

Your system administrator might have configured Speed Dial buttons on the Home screen.

To place a call to a Speed Dial entry:

1. Highlight the speed dial entry you want to call on the Home screen.
2. Press **Call** to place the call.

   Contact your administrator for information about speed dial entries.

Calling from the Directory

The directory can include a list of sites stored locally on the Polycom HDX system. If the system is registered with a global directory, the directory includes entries from the global directory.

To place a call from the directory:

1. Press **Directory** on the keypad or remote control.
2. Open a specific group folder to find the entry you want to call.
3. Highlight the entry to call.
4. Press **Call** to place the call.

Depending on your system configuration, when you make a call using an entry with both ISDN and IP dialing information, the system might prompt you to choose which way to place the call.

For more information about using the directory, refer to Working with Directory Entries and Favorites on page 23.

Calling from the Calendar

If your HDX system is configured to connect to the Microsoft Exchange Server, and the Polycom Conferencing for Microsoft Outlook add-in is installed at your site, you can join a scheduled meeting from the Calendar screen. If the Calendar screen is blank, the system is not connected to the Microsoft Exchange Server or no meetings are scheduled.

To join a scheduled meeting from the Calendar screen:

1. Go to the Calendar screen.
   - Select **Calendar** on the Home screen.
   - Select **System > Utilities > Calendar** from the Home screen.
   - Press the **Option** button on the keypad or remote control and select Calendar.
2. Find a meeting scheduled with the Polycom Conferencing Add-In for Microsoft Outlook, which is indicated with on the Calendar screen.
3. Select **Join Now** to call into the meeting.

For more information about the Microsoft Exchange Server and the Polycom Conferencing Add-In for Microsoft Outlook, refer to Using Polycom Conferencing for Microsoft Outlook on page 38.

Ending a Call

To hang up from a call:

1. Press **Hang Up** on the keypad or remote control.
2. If prompted, confirm that you want to hang up.

In video calls, if you don't confirm that you want to hang up, the system disconnects the call automatically after 60 seconds.

In audio-only calls, if the person on an analog telephone hangs up first, you need to disconnect the Polycom HDX system from the call, just as you would hang up a telephone receiver in a regular phone call.

Types of Video Calls You Can Make

Depending on your system configuration, you might be able to make calls using ISDN, H.323, SIP, or V.35/RS-449/RS-530. You can place an audio-only call from Polycom HDX systems that have Analog Phone or Voice Over ISDN enabled.

The following table lists some possible call combinations.

From...	You can call...	By dialing...
ISDN	ISDN	Phone number
	IP	Phone number of the far-site gateway and the extension (E.164 address) of the far site. Enter the extension after the gateway number or wait until the gateway prompts you for the extension.
LAN	Networked and Public Sites	SIP URI, E.164 address, DNS name, or IP address.
	Protected and Private Sites	Typically, the far site's gateway number then the number of the far-site system. Consult with the far site about the best method for placing the call.
	ISDN	Depending on the H.323 gatekeeper or SIP server, the access code of the near-site gateway, the speed code, and the ISDN number of the far site. Contact your system administrator for more information.

Points to note about special dialing scenarios:

- When you call an IP system through a gateway that requires an extension (E.164 address), enter the extension in the dialing field whenever possible. Check with your network administrator for the extension delimiter you need to enter into the dialing field. For example, some networks use ## to separate the extension from the IP address.
- When you include the extension, you are prompted to save both the number and the extension in the directory when the call ends. If you enter the extension after the gateway connects, you can save only the gateway number when the call ends.
- To place a call within your PBX system, enter the internal extension instead of the full number.
- If you need to insert a pause, add one comma in the dial string for each second you want the system to pause.

Participating in an Encrypted Call

If encryption is enabled on the system, a locked padlock icon appears on the monitor when a call is encrypted. If a call is unencrypted, an unlocked padlock appears on the monitor.

- If you are in a point-to-point call or a multipoint call hosted by another system, the padlock icon displays the state of your individual connection.
- If you are hosting a multipoint call, the padlock icon displays the combined state of all connections: encrypted if all connections in the call are encrypted, unencrypted if one or more connections in the call are not encrypted.

In one call, some connections might be encrypted while others are not. The padlock icon might not accurately indicate whether the call is encrypted if the call is cascaded or includes an audio-only endpoint. If encryption is required on your system, the far end must support encryption or the call will not be completed. To avoid security risks, Polycom recommends that all participants communicate the state of their padlock icons verbally at the beginning of a call.

Using Your Polycom HDX 4000 Series as a Computer Monitor

You can save space in your office or conference room by also using the Polycom HDX 4000 series display as your computer monitor.

Check that the computer video is configured to use one of these supported resolutions and refresh rates:

Resolution	Refresh Rates (Hz)
VGA (640 x 480)	60, 72, 75, 85
SVGA (800 x 600)	60, 72, 75
XGA (1024 x 768)	60, 70, 75
HD 720p (1280 x 720)	50, 60
SXGA (1280 x 960)	60
SXGA (1280 x 1024)	60, 75
WSXGA+ (1680 x 1050) – Recommended for HDX 4000 systems with Hardware Version A	60

Resolution	Refresh Rates (Hz)
WSXGA+ (1600 x 900) – Recommended for HDX 4000 systems with Hardware Version C and HDX 4000 systems with Hardware Version A that have been upgraded to Monitor Hardware Version B	60
1080p (1920 x 1080)– Recommended for HDX 4500 systems only.	60

To use your Polycom HDX 4000 series system as a computer monitor:

1. Connect your computer to the Polycom HDX 4000 series system as shown on the setup sheet that came with the system.
2. Press **View Computer** on the keypad or press on the remote control to toggle between displaying content from the computer and showing video from the video conferencing system.

   If you are in a call and not sending content, pressing on the remote control sends your computer to the far site.

   If your computer is a laptop, you might need to press certain function keys to send video out of the laptop's VGA port like you would when sending video to a projector.

If you use the Polycom HDX 4000 series display as your computer monitor, Polycom recommends that you set up the system so that calls must be answered manually. This ensures that callers do not unexpectedly see or hear you at your desk.

Controlling What You See

Selecting and Adjusting a Camera or Other Video Source

You can use the keypad or remote control to select and adjust the built-in camera or other near-site or far-site video sources.

You can adjust the far-site camera only if it is configured at the far site to allow you to control it.

To select a near-site or far-site camera:

>> If you are in a call, press **Near** or **Far** on the keypad or **Near** or **Far** on the remote control to select either near-site or far-site control.

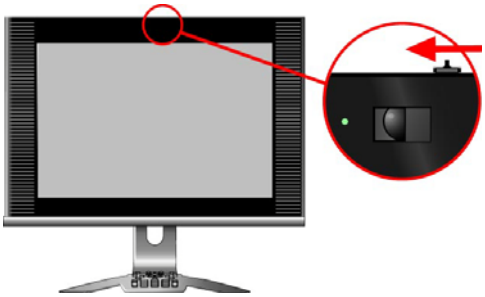
	This onscreen icon indicates that you have selected the near-site camera. The **Near** button on the keypad is lit.
	This onscreen icon indicates that you have selected a far-site camera or video source. The **Far** button on the keypad is lit.

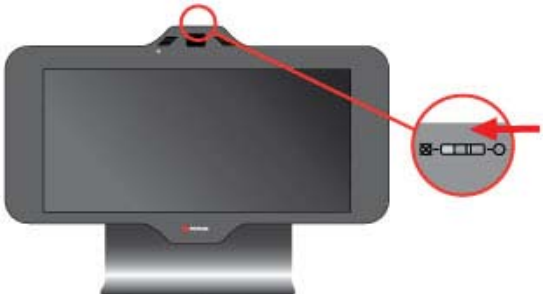
To adjust a camera using the keypad or remote control:

1. Select either a near-site or far-site video source to control. During a multipoint call being hosted by a system in the call, you can only adjust a camera at the far site that is currently speaking.
2. Press the arrow buttons on the keypad or remote control to move the camera up, down, left, or right.
3. Press **Zoom** on the keypad or **Zoom** on the remote control to zoom out or in.

To open or close the privacy shutter:

>> Move the slider to the left to close the privacy shutter, or to the right to open it. You can still make and receive calls when the shutter is closed, but the people at the far site cannot see you.





The light next to or below the shutter indicates camera status.

- Solid green means you are in a call.
- Flashing green means you are in a call but the shutter is completely closed.
- Off means you are not in a call.

Setting and Using Camera Presets

Camera presets are stored camera positions that you can create ahead of time or during a call. The system uses preset 0 as the default camera position.

You can create up to 100 preset camera positions (0-99) for the built-in camera. These presets remain in effect until you delete or change them.

If far-site camera control is allowed, you can create up to 16 presets (0-15) for the far-site camera. These presets are saved only for the duration of the call. You might also be able to use presets that were created at the far site to control the far-site camera.

To move the camera to a stored preset:

1 If a call is connected, press **Near** or **Far** on the keypad or **Near** or **Far** on the remote control.

2 Press a number on the keypad or remote control. Depending on how your system is configured, you might need to press **Preset** before you press a number.

To store a preset:

1 If you are in a call, press **Near** or **Far** on the keypad or **Near** or **Far** on the remote control.

2 With the camera in the desired position, press and hold a number to store the preset position. To store a double-digit preset, press the first digit quickly and hold the second number down. Any existing preset stored at the number you enter is replaced. Depending on how your system is configured, you might need to press **Preset** before you press a number.

To delete all presets:

1 If you are in a call, press **Near** on the keypad or **Near** on the remote control.

2 Press and hold **Delete** to delete all presets.

You cannot delete just one preset. Instead, overwrite an existing preset with the new camera position.

Switching Between Full-Screen Video and the Home Screen

When the call connects, the system automatically shows video on the whole screen. You can switch back to the home screen during a call if, for example, you need to adjust a user setting, and your system is configured to allow you to do so.

To see the Home screen:

>> Press Home on the remote control or keypad.

To see near video in the full screen:

>> Press **Near** on the remote control or **Near** on the keypad.

To see far video in the full screen:

>> Press **Far** on the remote control or **Far** on the keypad.

Changing the Layout during a Video Call

When the call connects, the system might show your computer desktop if a computer is connected. The far and near video might remain in a smaller window.

To switch between the computer desktop and video, select one of the following options:

- Press **View Computer** on the keypad.

  The **View Computer** button is lit when you are viewing the computer desktop.

- Press **Content** on the remote control.

  Using the **Content** button on the remote control sends your computer desktop to the far site.

To change layouts during a call:

>> Press **Layout** on the keypad or remote control.

During point-to-point calls without content, you can press the **Layout** button to scroll through the following screen layouts:

1 Near and far sites, same size, side by side

2 Far site big, near site small

3 Near site big, far site small

4 Near site, full screen

5 Far site, full screen

During point-to-point calls with content, you can press the **Layout** button to scroll through the following screen layouts:

1 Content big, far and near sites small

2 Content big, far site small

3 Content and far site same size

4 Content, full screen

Polycom HDX 4000 systems with Hardware Version C and Polycom HDX 4500 systems support only two windows in Dual Monitor Emulation.

During point-to-point calls with content on Polycom HDX 4500 systems with a second monitor attached, you can press the **Layout** button to scroll through the following screen layouts:

1 Far, near sites same size on first monitor. Far site computer full screen on second monitor.

2 Far site full screen on first monitor; near site full screen on second monitor.

3 Near site computer full screen on first monitor; far site full screen on second monitor.

4 Near site content and far site same size on first monitor; far site computer full screen on second monitor.

5 Far site big, near site small on first monitor; far site computer full screen on second monitor.

Far sites cannot see what is on your computer screen until you press the **Send Computer** button on the keypad or the **Content** button on the remote control.

Adjusting the Monitor Brightness

You can make the Polycom HDX 4000 series display brighter or dimmer using the **+** and **-** controls on the side of the monitor.

Controlling What You Hear

Adjusting Volume

You can raise or lower the volume of the meeting. Changing the volume affects only the sound you hear at your site.

To adjust the volume:

- Press **Volume** on the remote control or **Volume Down** or **Volume Up** on the keypad repeatedly.
- Press and hold **Volume** on the remote control or **Volume Down** or **Volume Up** on the keypad to quickly increase or decrease the near-site volume.

Muting the Microphone

You can mute the microphone if you do not want the far site to hear conversations at your site.

To mute or unmute the microphone:

>> Press **Mute** on the keypad or press **Mute** on the remote control.

If a Polycom tabletop microphone array is connected to your system, you can also mute the call by pressing on the microphone.

Points to note about muting the microphone:

- Muting the microphone does not mute audio coming from your computer.
- The microphone might automatically mute when the system is asleep or is waiting for you to log in.
- Polycom microphones are not supported on Polycom HDX 4500 systems.
- The microphone might automatically mute when the system automatically answers an incoming call.

Using a Headset or Desktop Speakers

You can connect headphones, a headset, or desktop speakers to the connectors on the side of the Polycom HDX 4000 series system monitor. The microphone input provides audio for video conferencing only; it does not provide input for other computer applications.

If you connect headphones, a headset, or desktop speakers, use a cable that is 10 ft (3 m) or shorter.

Showing Content

Depending on how your system is configured, you might be able to show content that is stored on a computer. When you show content, the far site can see you and what you see on the computer screen.

Showing Content from a Computer Connected Directly to the Polycom HDX System

If you have a computer connected to your Polycom HDX 4000 series system, you can show your computer desktop (content) during a call. When you send content, the far site can see and hear you, and see and hear what is on your computer screen.

Before you show content, check that the computer video is configured to use one of these supported resolutions and refresh rates.

Resolution	Refresh Rates (Hz)
640 x 480	60, 72, 75, 85
800 x 600	60, 72, 75
1024 x 768	60, 70, 75
1280 x 720	50, 60
1280 x 960	60
1280 x 1024	60, 75
1680 x 1050 – Recommended for HDX 4000 systems with Hardware Version A	60
1600 x 900 – Recommended for HDX 4000 systems with Hardware Version C and HDX 4000 systems with Hardware Version A that have been upgraded to Monitor Hardware Version B	60
1920 x 1080– Recommended for Polycom HDX 4500 systems only	60

To start sending content, select one of the following options:

- Press the **Send Computer** button on the keypad.

  When you are sending content, the **Send Computer** button is lit.

- Press **Content** on the remote control.

To stop sending content, select one of the following options:

- Press the **Send Computer** button on the keypad.
- Press **Content** on the remote control.

Showing Content with People+Content™ IP

People+Content™ IP allows you to send content from a computer that is not connected directly to the Polycom HDX system.

Points to note about People+Content IP:

- People+Content IP provides video-only content. No audio is shared.
- People+Content IP supports any computer desktop resolution with color set to 16-bit or higher.
- Your computer resolution can be set to anything, but People+Content IP scales the image to 1024x768 or 1280x720.
- The People+Content IP application must be installed on a computer.
- For a computer connected directly to the Polycom HDX system, Polycom recommends using the **Send Computer** button or **Content** button instead of People+Content IP.

To install People+Content IP on a computer:

1. On a computer with a Microsoft® Windows XP, Windows Vista, or Windows 7 operating system, open a web browser and go to www.polycom.com/ppcip.
2. Download and install the People+Content IP software.

To start showing content:

1. On the computer, start the Polycom People+Content IP application.
2. Enter the IP address or host name of the Polycom HDX system and the meeting password, if one is set.
3. On the computer, click **Connect**.
4. Open the content you want to show, and click in People+Content IP.

If you are using multiple screens on your computer, move the People+Content IP icon to the screen you want to share.

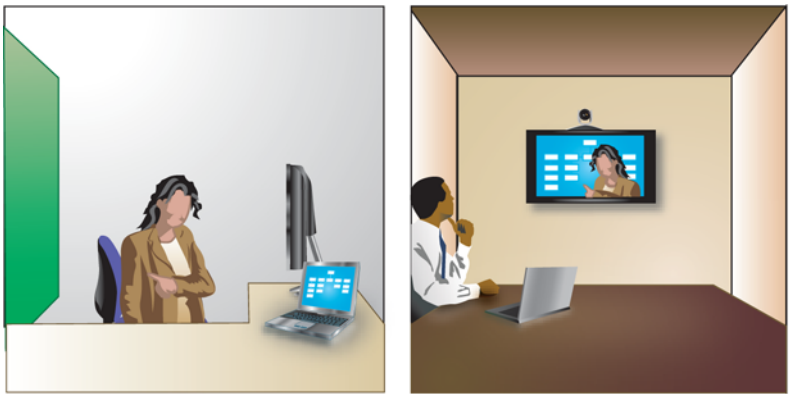
To stop showing content:

1. If the People+Content IP toolbar is minimized, maximize it by clicking the icon in the task bar.
2. Click in People+Content IP.
3. Click **Disconnect**.

To keep a multipoint call hosted by the HDX system secure, content is automatically stopped when a participant joins the call.

Showing Content with Polycom People on Content™

The Polycom People on Content™ feature allows you to show yourself on top of content that you are sharing. The effect is similar to a weather newscast on television. This feature is sent as a people source, therefore you cannot send a content source when using People on Content.



For more information on how to set up a room to maximize the People on Content feature, see the *Administrator's Guide for Polycom HDX Systems*. You can also contact your administrator for information about enabling or configuring People on Content.

Follow these guidelines when you are presenting content with People on Content:

- Wear solid neutral-colored clothes.
- Avoid wearing black, white, or the color of your background.
- Make sure that the room is well lit.
- Stay about 3 feet in front of the background to avoid casting shadows on it.

To show content with People on Content:

1 Make sure that the content you want to show is ready.

2 Press **Option** on the keypad or remote control.

3 Select **People on Content**.

To stop showing content with People on Content:

1 Press **Option** on the remote control or key pad.

2 Select **People on Content**.

Working with Directory Entries and Favorites

The directory on your Polycom HDX system stores dialing information that helps you make calls quickly and easily. When a site listed in the directory calls your system, the system displays the name on the screen when the call comes in. If a site that calls you is not listed in the directory, you might be prompted to save the contact information in the directory when the call ends.

If your system is registered with a global directory server, you can see information about other active sites that are registered with the same Global Directory Server. These entries are stored on the Global Directory Server, and you cannot edit them. You can, however, add a global entry to your Favorites.

For information about using a Microsoft Office Communications Server or Microsoft® Lync™ Server 2010 directory or managing Microsoft Office Communications Server or Microsoft Lync contacts, refer to Using Microsoft Office Communications Server 2007 R2 or Microsoft Lync Server 2010 Features with Video Calls on page 39.

Sites that you have added are stored on your Polycom HDX system as Favorites. You can remove or edit Favorites. You can also assign Favorites to groups to more easily find them. Everyone at your site who uses the system can use the entries you create, and you can use the entries created by others. Users at other sites cannot access the Favorites on your system.

Polycom HDX systems support up to 1,000 Favorites. They can also support one of the following:

- Up to 200 additional Favorites with presence when registered with Microsoft Office Communications Server or Microsoft Lync Server 2010.
- Up to 200 additional Favorites with presence when registered with a Polycom Converged Management Application™ (CMA®) system.
- Up to 4,000 contacts from up to 5 servers, which appear in the Global Directory group, when registered with to Polycom GDS server.
- Up to 20,000 contacts when the HDX system is registered with Microsoft Office Communications Server 2007 or Microsoft Lync Server 2010.

Searching the Directory

1. Press **Directory** on the remote control or keypad.
2. Open a specific group folder if you want to narrow your search results.
3. Enter a name in the search field by:
   - Spelling the name using the number buttons on the keypad or remote control
   - Spelling the name using the onscreen keyboard or by pressing **Keyboard** on the keypad or remote control

   Scroll through the list of names using the **Up** and **Down** arrow buttons or **Zoom** on the keypad or remote control .
4. If the search does not start as soon as you enter a character in the search field, select the **Search** button.

Adding, Editing, and Deleting Favorites

You can create Contacts and groups and save them in the Polycom HDX system directory. Any changes appear in Favorites.

To add a Contact to Favorites:

1. Press **Directory** on the remote control or keypad.
2. If you have groups within Favorites, make sure that you have opened the group where you want the new Contact to appear. To open a group, select it. The name of the group that is open appears at the top of the screen—for example, **Directory - Favorites**.
3. Select **Options > Add a Contact**.
4. Select **Create Contact**.

5 Specify the following information:

Setting	Description
Name	Name that appears in the directory list and on incoming call messages.
Group	The group where the new Contact appears.
Call Type	Call type to use for calls to the site. Depends on the capabilities of your system. For more information about call types, refer to Types of Video Calls You Can Make on page 9.
Call Speed	Call speed to use for video calls to this site.
Number	Number to use for calling the site.
Extension	The system's extension (E.164 address).

6 Select **Update** to add each combination of call type and number that you want to store for the site. To remove the last call type added, select **Clear**.

7 Select **Save** to save the entry.

To edit an entry:

You can edit any contact that was created locally.

1 Press **Directory** on the remote control or keypad.

2 Open the Favorites group that contains the contact you want to edit. To open a group, select it. The name of the group that is open appears at the top of the screen.

3 Highlight the contact you want to edit.

4 Select **Options > Edit Contact**. You cannot edit a global entry.

5 Edit the information as needed.

6 Select **Save** to save your changes.

To delete an entry:

You can delete any contact that was created locally.

1 Press **Directory** on the remote control or keypad.

2 Open the Favorites group that contains the contact you want to delete. To open a group, select it. The name of the group that is open appears at the top of the screen.

3 Highlight the contact you want to delete.

4 Press on the remote control or keypad or select **Options > Delete Contact**. If **Delete Contact** is not available, you highlighted a global directory entry, which cannot be deleted.

Points to note about deleting contacts:

- If the contact is a member of more than one group, deleting it removes it from the group you are viewing. If the contact was created locally and is not a member of any other group, deleting it completely removes it from your system.
- You cannot delete a contact that was found as a result of a directory search.
- You cannot delete default Contacts that come from the global directory server, except contacts stored with the Polycom CMA presence service.

To add existing contacts to Favorites from the Favorites screen:

You can add existing global or new entries to your Favorites.

1. Go to the Favorites screen.
2. Open the Favorites group to which you want to add contacts.
3. Select **Options > Add a Contact** to add contacts to the group.
4. Select **Add from Directory**.
5. Find the contact that you want to add and select it.

To add existing contacts to Favorites from the directory:

1. Press **Directory** on the remote control or keypad.
2. Open the Favorites group to which you want to add contacts.
3. Select **Options > Add a Contact** to add contacts to the new group.

To add a contact to Favorites from the Recent Calls screen:

1. Go to the Recent Calls screen.
2. Highlight the entry.
3. Choose **Options > Add to Favorites**.

Directory Groups

Grouping contacts can make them easier to find. Polycom HDX systems support global groups and Favorites groups. Global directory entries are assigned to a global group by your system administrator. You cannot edit or delete global directory groups.

The Favorites group can have one level of subgroups inside of it. Any group that you create on the Favorites screen or Directory screen is automatically added as a subgroup under Favorites.

You can put the same contact in more than one group, and you can delete it from one group at a time. To move a contact from one group to another, you must delete it from the first group and add it to the second group.

Polycom HDX systems support up to 200 Favorites groups. If the system is connected to a global directory server, it can also support one of the following:

- Up to 64 additional groups from the Microsoft Office Communications Server or Microsoft Lync Server 2010 directory, which appear in the Favorites group.
- Up to 200 additional distribution groups from a Polycom CMA system, which appear in the Global Directory group.

Points to note about groups:

- You cannot rename a group. To change the name of a group, delete and recreate it.
- When you place a call to a group, the system uses the call speed specified on the Preferred Speeds screen as the preferred call speed for placing calls.
- The Sample Sites group includes Loopback entries and various Polycom regional sites that you can use to place test calls.

  You can remove Sample Sites from the Directory by highlighting the group or individual entries and pressing |← on the keypad.

To create a group in Favorites:

1. Press **Directory** on the remote control or keypad.
2. Select **Options > New Group.**
3. Enter a name for the group.

To delete a group from Favorites:

1. From the Favorites or Directory screen, highlight the group name.
2. Press |← on the remote control or keypad or select **Options > Delete Group**.

When you delete a group, all entries in that group are deleted. If you want to keep these entries, be sure to assign them to a new group before you delete the old group.

To view or call a group:

From the Favorites screen or Directory screen, highlight the group name, then do one of the following:

- To view the contacts inside the group, press the center **Select** button on the remote control or keypad.
- To place a call to the group, press the **Call** button on the remote control or keypad. Depending on how your system is configured, it attempts to call the group using a pre-defined list of call types. Contact your system administrator for more information.

You cannot call a group that contains another group, and you cannot call a group that exceeds your system's multipoint calling capability.

Refreshing Entries from the Polycom Global Directory Server

The global directory entries are periodically refreshed on systems registered to the Polycom Global Directory Server. You can also manually refresh the global directory entries on your system.

To manually refresh Polycom GDS entries:

1. Press **Directory** on the remote control or keypad.
2. Select **Group > Polycom GDS**.
3. Select **Options > Refresh**.

Contacts with Presence

If your system is automatically provisioned and registered to a global directory server, your Favorites might include default LDAP group members and up to 200 global Contacts stored by the presence service.

If the system is registered with a global directory, you could see the following icons next to Contacts on the Favorites screen.

Icon	Presence	Description
	Available	The system is set to Available and is registered with a presence service.
	Do Not Disturb	• The system is set to Do Not Disturb and is registered with a presence service. or • The system is set to Available but is in a call and is not available to receive another call.

Icon	Presence	Description
	In a Call	The system is set to Available and is registered with a presence service. It is in a call but is available to receive another call.
	Unknown Presence	The presence state is unknown. The Contact was created locally or is not registered with a presence service.
	Idle	The system is a desktop client that is available but is currently idle.
	Offline	The system is powered off or is offline.

You can view Contact details in the system's local interface. Highlight the Contact and press . A dialog appears with the display name, address, call speed, and group.

Including Multiple Sites in Calls

During a multipoint call, multiple sites can see and hear each other. You can also share content in a multipoint call, just as you can in a point-to-point call.

All systems can participate in multipoint calls. To host multipoint calls, your system must have optional software installed. You can host multipoint calls using a video conferencing system with multipoint capabilities, or you can use a bridge such as the Polycom RMX 1000, Polycom RMX 2000, or Polycom MGC™.

If your multipoint calls disconnect after 5 minutes, your system might be set up for the multipoint trial. To do untimed multipoint conferences, a multipoint key must be installed. Contact your administrator for assistance.

Placing a Multipoint Call

How you place a multipoint call depends on whether you're using a Polycom HDX system with multipoint capabilities or a bridge such as the Polycom MGC or Polycom RMX conference platform. The number of sites allowed in the call is determined by the capabilities of the system or bridge hosting the call. The call can include any combination of IP H.323, SIP, ISDN, V.35/Serial, and audio-only endpoints, although some ISDN systems might not be configured to allow mixed IP and ISDN calls. For more information about call types, refer to Types of Video Calls You Can Make on page 9.

For calls hosted by a Polycom HDX system, you can define a group in the directory to call all of the sites at one time. Alternatively, you can place a call to the first site, and then add other sites after the first call connects. The other sites can call the Polycom HDX system to join the call.

For calls hosted by a bridge, you might need to enter calling information about all of the sites before the call begins. Contact your system administrator for more information.

To place a multipoint call by adding sites to a call:

1. Call the first site.
2. When the call connects, press **Call** on the remote control or keypad.
3. Place a call to the next site. For more information, refer to Placing a Call on page 5.
4. Repeat steps 2 and 3 until all sites are connected.

To place a multipoint call using a directory group:

1. Press **Directory** on the remote control or keypad.
2. Highlight a group folder in the directory list.
3. Press **Call** to place the call.

   Depending on how your system is configured, it attempts to call the group using a pre-defined list of call types. Contact your system administrator for more information.

To place a cascaded multipoint call:

1. Call a group from the directory, or place calls one at a time to several other sites. For more information, refer to Placing a Call on page 5.
2. Ask each site to call additional sites.

Passwords for Multipoint Calls

You might be required to enter a meeting password to join a multipoint call. And you can require that far sites enter a meeting password, to prevent unauthorized participants from joining multipoint calls hosted by your HDX system.

- If you need to generate touch tones (DTMF tones), press # on the keypad or remote control, or press and choose **Touch Tones**. Then use the keypad or remote control number buttons.
- SIP calls do not support meeting passwords. SIP endpoints calling into a multipoint call protected by a password might not be able to join the call.

To enter a meeting password:

- If a prompt appears on the screen, use the remote control or keypad or onscreen keyboard to enter the password.
- If you hear an audio prompt, use the remote control or keypad to generate DTMF tones.

To configure a meeting password:

1. Press **Home** to switch to the home screen if a computer is connected.
2. Select **System** from the Home screen.
3. Select **User Settings** from the System screen.
4. Enter the password in the Meeting Password field in one of these ways:
   - Press the keypad or remote control number buttons, using the text-entry method commonly used with cell phones.
   - Press **Keyboard** to use the onscreen keyboard to enter characters.
5. Press **Home** to save your change and return to the Home screen.

Multipoint Viewing Modes

What you see during a multipoint call can vary depending on how the Polycom HDX system is configured, the number of sites participating, and whether content is shared. The multipoint viewing mode configured on the host system is the one used in the call. To find out more about these modes, please talk to the administrator of your Polycom HDX system. The following table describes the different multipoint viewing modes when an HDX system is hosting the multipoint call.

Setting	Description
Video images from multiple sites can be automatically combined on one monitor in a display known as *continuous presence*.	
Auto	The view switches between continuous presence and full screen, depending on the interaction between the sites. If multiple sites are talking at the same time, continuous presence is used. If one site speaks uninterrupted for at least 15 seconds, that site appears in full screen on the monitor.

Setting	Description
Discussion	Multiple sites are displayed in continuous presence. The current speaker's image is highlighted.
Presentation	The speaker sees continuous presence while the other sites see the speaker in full screen on the monitor.
Full Screen	The site that is speaking is shown in full screen to all other sites. The current speaker sees the previous speaker.

Using Chair Control for Multipoint Calls

During some multipoint calls, you can use chair control to manage the video. In this type of call, the chair controller can choose the site whose video is sent to other sites in the conference. The chair controller can also disconnect a site or end the conference. Any participant can choose to view a specific site, request to be the broadcaster, or request to be chair controller.

Only one site at a time can be the chair controller. Before a site can become the controller, the site with control must give up control.

The type of host for the multipoint call and the systems in the call determine whether chair control is available.

Hosted by...	Allows chair control if...
Video Conferencing System	The call includes: • Polycom HDX systems, ViewStation® EX, ViewStation FX, VSX®, and VS4000™ systems connected by IP H.323, ISDN H.320, or both • Other systems connected by ISDN H.320 only
Bridge	Allowed by the bridge

To use the chair control options when you are in a multipoint call:

1 In the browser address line, enter the HDX system's IP address to access its web interface.

To use the HDX web interface, you must use Internet Explorer version 6.x, 7.x, or 8.x and configure your browser to allow cookies. Enter the IP address of the HDX system using the *http://IPaddress* (for example, *http://10.11.12.13)* or *https://IPaddress* format. If you operate within a secure environment with the Maximum Security Profile or Security Mode enabled, you must use the https://IPaddress format.

Using the HTTPS protocol ensures that the configuration of all login information (such as user names and passwords) are transmitted using an encrypted channel, including those user names and passwords used to communicate with third-party systems on your network. Using the HTTPS protocol severely limits the ability of anyone on the network to discover these credentials.

2 Click **Place a Call**.

3 Click **Chair Control** to go to the Chair Control screen.

The Chair Control option is only available when the system is in a multipoint call. It is not available in cascaded multipoint calls.

4 Select a site from the list, and then use the controls in the web interface to perform one of these actions:

If you are...	You can do this...	By selecting...
Chair controller	Pass chair control to the selected sites.	**Release Chair**
	View the selected site's video. This remains in effect until you choose **Stop Viewing Site** or you release chair control.	**View Site**
	Return to viewing the video selected by the chair or by the host.	**Stop Viewing Site**
	Send your site's video to the other sites.	**Make Me the Broadcaster**
	Send the selected site's video to the other sites.	**Select Broadcaster**
	Remove the selected site from the conference.	**Disconnect Site**
	Disconnect all sites and end the call.	**End Conference**

If you are...	You can do this...	By selecting...
Participant	Request control of the conference.	**Acquire Chair**
	View the selected site's video. This does not change what other sites see.	**View Site**
	Return to viewing the video selected by the chair or the host.	**Stop Viewing Site**

Changing the Way Calls Are Answered

Temporarily Refusing Calls

If your system administrator has allowed access to the Availability Control, you can automatically refuse incoming calls if you do not wish to be disturbed. Callers get a message that the call was rejected, and you receive no notification about incoming calls. You can, however, make outgoing calls.

To temporarily refuse incoming calls:

>> On the Home screen, set the Availability Control to **Do Not Disturb**.

Answering Video Calls Automatically

If your system administrator has allowed access to user settings, you can specify whether to answer video calls automatically or to have the system announce incoming video calls and wait for you to answer manually.

If you have a Polycom HDX 4000 system that you are using as your computer monitor, Polycom recommends that you set up the system so that you have to answer calls manually.

Automatically answering calls is convenient, but it can create security issues. An unexpected caller could interrupt a meeting in progress or look at equipment and notes left in an empty room.

To automatically answer video calls:

1. Select **System** from the Home screen.
2. Select **User Settings** from the System screen.
3. If you want to automatically answer incoming point-to-point video calls, set **Auto Answer Point-to-Point Video** to **Yes**.
4. If you want to automatically answer incoming multipoint video calls, set **Auto Answer Multipoint Video** to **Yes**.

5 Press **Home** to save your change and return to the Home screen.

Muting Automatically Answered Video Calls

If your system administrator has allowed access to user settings, you can choose whether to mute the audio when automatically answered video calls connect. This prevents callers from overhearing conversations or meetings.

After the call connects, you can press **Mute** on the keypad or **Mute** on the remote control when you're ready to unmute the microphones.

If you enable automatic muting during a call, the audio for the current meeting is not affected.

To mute automatically answered video calls:

1 Select **System** from the Home screen.

2 Select **User Settings** from the System screen.

3 Scroll to **Mute Auto Answer Calls** and press on the remote control or keypad to enable the option.

4 Press **Home** to save your change and return to the Home screen.

Allowing Video Display on the Web

If your system administrator has allowed access to user settings, you can choose whether to allow viewing of the room where the system is located or video of calls in which the system participates. You would use the Polycom HDX web interface's Web Director to view the room or video.

The default setting is to not allow video display. Be sure to verify whether your system administrator wants the setting to be changed. If you enable this setting, you might open your company's computer system to hackers.

To allow the display of video on the web:

1 Select **System** from the Home screen.

2 Select **User Settings** from the System screen.

3 Scroll to **Allow Video Display on Web** and press on the remote control or keypad to enable the option.

4 Press **Home** to save your change and return to the Home screen.

Logging In and Out

Depending on how your system is configured, you might have to log in when the system comes out of sleep mode.

To log in:

1. When the Login screen appears, press **Keyboard** or use the number buttons on the remote control or keypad to enter the User ID.
2. Enter the account password. To enter numbers, use the number buttons on the remote control or keypad. To enter letters, press **Keyboard** on theremote control or keypad.
3. Select to log in.

Depending on how your system is configured, you might get locked out after a certain number of failed login attempts. Contact your system administrator for more information.

To log out:

>> Press **Option** on the remote control or keypad and select **Logout** to log out manually.

The system automatically logs out the current account when the system goes to sleep.

Using a Polycom SoundStation® IP 7000 Conference Phone with a Polycom HDX System

When you connect a Polycom SoundStation® IP 7000 conference phone to a Polycom HDX system, the conference phone becomes another interface to dial audio or video calls. The conference phone operates as a microphone, and as a speaker in audio-only calls.

For more information, refer to the SoundStation IP 7000 documentation available on the Polycom web site.

The Polycom SoundStation IP 7000 conference phone is not supported with Polycom HDX 4500 systems.

To answer a call using a connected SoundStation IP 7000 conference phone:

>> Press the **Answer** soft key on the conference phone.

To place a point-to-point call using a connected SoundStation IP 7000 conference phone:

1. Press on the conference phone and press the **Video** or **Phone** soft key.
2. On the conference phone keypad, enter one of these:
   - The IP address (for example, 10*11*12*13) of the site you want to call
   - The phone number (for example, 19784444321) of the site you want to call

To enter letters, press the ABC soft key. To enter an asterisk, press the **Video** button and then press the button on the SoundStation IP 7000 keypad two times. To enter a dot or @ symbol, press the ABC soft key then key multiple times.

You can also place calls using the conference phone's directory or the redial key.

The indicators on the conference phone are green when the system is in a call and audio is not muted.

To place a multipoint call using a connected SoundStation IP 7000 conference phone:

1. Call the first site.
2. When the call connects, press the **Add Video** or **Add Phone** soft key on the conference phone.
3. Place a call to the next site.
4. Repeat steps 2 and 3 until all sites are connected.

To control volume in a call using a connected SoundStation IP 7000 conference phone:

>> Press the and keys on the conference phone to adjust the volume of audio from the far site.

You can also adjust the volume using the volume buttons on the Polycom HDX system remote control or keypad.

To mute audio in a call using a connected SoundStation IP 7000 conference phone:

>> Press the **Mute** key on the conference phone.

You can also mute the audio using the mute button on the Polycom HDX system remote control or keypad or on a connected Polycom HDX microphone.

The indicators on the conference phone are red when your audio is muted. The near-site mute icon also appears on the monitor display.

To end a call using a connected SoundStation IP 7000 conference phone:

- Press on the conference phone to hang up the call.
- Press the **More** softkey then the **Manage** softkey to hang up one connection in a multipoint call.

To start or stop showing content using a connected SoundStation IP 7000 conference phone:

>> Press the **Content** soft key on the conference phone. Content plays from Camera 2 if that input is configured for Content.

Using Polycom Conferencing for Microsoft Outlook

If your system is configured to connect to the Microsoft Exchange Server, you see a list of the day's meetings on the Calendar screen. If your system is not configured to connect to the Microsoft Exchange Server, you see the standard month-view calendar.

To view the Polycom HDX system calendar, do one of the following:

- Select **Calendar** on the Home screen.
- Select **System > Utilities > Calendar** from the Home screen.
- Press the **Option** button on the remote control or keypad and select **Calendar**.

To view more information about a meeting on the calendar, highlight it and press on the remote control or keypad. Depending on how your system is configured, private meeting details might not be visible, and you might see reminders displayed on the system a short time before each meeting.

If your system is configured to connect to the Microsoft Exchange Server, *and* the Polycom Conferencing Add-In for Microsoft Outlook is installed at your site, you have access to the following additional calendar features:

- Upcoming meetings scheduled with the Polycom Conferencing Add-In for Microsoft Outlook are indicated with on the Polycom HDX system Calendar screen. Past meetings scheduled with the Polycom Conferencing Add-In for Microsoft Outlook are indicated by .
- To join a meeting scheduled with the Polycom Conferencing Add-In for Microsoft Outlook, you can select **Join Now** on the Polycom HDX system without knowing the dialing information.
- You can schedule a meeting using the Polycom Conferencing Add-In for Microsoft Outlook by clicking **Schedule Polycom Conference** in the Microsoft Outlook toolbar.

Using Microsoft Office Communications Server 2007 R2 or Microsoft Lync Server 2010 Features with Video Calls

Depending on how your system is configured, you might be able to search a Microsoft Office Communications Server 2007 R2 or Microsoft® Lync™ Server 2010 directory, view a list of Microsoft OCS or Microsoft Lync contacts, see if the contacts are online, and call them without knowing or remembering their addresses.

Microsoft Office Communications Server 2007 R2 and Microsoft Lync Server 2010 directory searches only return an entry whose last name begins with your search string. First names beginning with the search string are not returned in the results.

Managing Contacts Using Office Communicator or Microsoft Lync

Office Communicator and Microsoft Lync contacts appear on the Polycom HDX system Favorites screen and in the Favorites group in the directory. To add or delete Office Communicator or Microsoft Lync contacts on the Polycom HDX system, use the Office Communicator or Microsoft Lync application. You can populate groups created locally on a Polycom HDX system with existing Office Communicator or Microsoft Lync contacts, but those changes do not appear on any other device.

To manage your contacts using Office Communicator or Microsoft Lync:

1. Log in to Office Communicator or Microsoft Lync with the same account information specified in the SIP settings of your Polycom HDX system.
2. From Office Communicator or Microsoft Lync you can:
   - Add and remove contacts
   - Add and remove groups
   - Move contacts from group to group

Changes made to contacts and groups using Office Communicator or Microsoft Lync appear on the Polycom HDX system Favorites screen and in the Favorites group in the directory. Polycom HDX systems support up to 200 contacts and 64 groups from Office Communicator or Microsoft Lync.

Polycom HDX systems do not support Office Communicator or Microsoft Lync distribution list groups, which are created on the Microsoft Exchange Server and are typically used for sending email to a group of people.

Viewing Microsoft Office Communications Server or Microsoft Lync Server 2010 Presence States

Polycom HDX systems and Office Communicator or Microsoft Lync users in an integrated environment use the following presence icons to indicate presence states:

Icon	Presence State	Description
	Do Not Disturb	Indicates that the HDX system or Office Communicator or Microsoft Lync user is set to Do Not Disturb.
	In a Call	Indicates that the HDX system or Office Communicator or Microsoft Lync user is in one of the following states: • In a call • Accepting urgent interruptions only • Busy • Inactive • In a Conference • In a Meeting
	Available	Indicates that the HDX system or Office Communicator or Microsoft Lync user is available.
	Offline	Indicates the HDX system or Office Communicator or Microsoft Lync user is offline.
	Presence Unknown	Indicates that the presence state of the HDX system or Office Communicator or Microsoft Lync user is unknown.

Multipoint Calls Using Centralized Conferencing Control Protocol (CCCP)

If a Polycom HDX system is deployed in a Microsoft Lync Server 2010 environment and Centralized Conferencing Control Protocol (CCCP) is enabled, you can place and participate in multipoint calls that are hosted by Microsoft audio and video servers.

Contact your system administrator and the *Polycom Unified Communications Deployment Guide for Microsoft Environments* for more information about CCCP multipoint calling, which is referred to as Lync Conferencing in that book.

When you add a group to a CCCP conference, only the first three contacts in the group are added to the call.

Muting in a CCCP Call

A Microsoft Lync client acting as the call organizer can mute all of the participants in the call. You cannot unmute until the organizer unmutes the participants unless you are designated as a presenter. If the meeting organizer has muted your Polycom HDX system selectively, you can unmute your system even if the organizer does not. It is important to understand that no one else can unmute your microphone. They can only request that you unmute.

When your mute status changes due to a Microsoft Lync client organizer muting or unmuting all of the participants, notification is displayed on the Polycom HDX system monitor.

Holding and Resuming CCCP Calls

When an HDX system is registered to a Microsoft Lync server, the HDX system can participate in Lync-hosted multipoint calls. You can place calls on hold and resume calls on the HDX system when it is on a Lync-hosted call. Certain restrictions exist:

- Only one call can be on hold at a given time.
- Only SIP calls from the Microsoft server can be placed on hold. You cannot place analog calls or calls using H.323, H.320, V.35, or ISDN on hold.
- If the **Auto Answer Multipoint Video** setting is enabled, you cannot place calls on hold.

To place a call on hold and to resume the call:

>> On the remote control or keypad, press **Options** and select **Hold**.

When a call is on hold, a dialog displays on your HDX system's local interface allowing you to resume or add a call:

- **Resume Call:** Allows you to resume your call after you placed it on hold.
- **Add a Call**: Takes you to the **Place a Call** screen.
- **You have been placed on hold** message appears if one of the far sites places you on hold.

To switch between an active call and a call on hold:

1 On the remote control or keypad, press **Options**.

2 Select **Call on Hold.**

To hang up with a call on hold:

1 On the remote control or keypad, press **Hang up**.

2 Choose one of the following:

- **Leave Conference**: Hangs up the active call and causes a **Resume** message to be displayed. To make the call on hold active, click **Resume**.
- **Leave All Conferences**: Hangs up all calls.

Using Avaya Network Features with Video Calls

Depending on how your system is configured, you might be able to use Avaya® telephony network features such as call forwarding, transferring calls, and adding additional sites in an audio-only conference.

To activate call forwarding:

1 Make sure that the Polycom system is not in a call.

2 From the Place a Call screen on the Polycom system, dial the Feature Access Code provided by the Avaya Communication Manager administrator, followed by the E.164 extension of the system to which you want to forward the calls. For example, dial *22016 if *2 is the Feature Access Code and 2016 is the system E.164.

3 Wait for confirmation beeps.

To deactivate call forwarding:

1 From the Polycom system Place a Call screen, dial the Feature Access Code provided by the Avaya Communication Manager administrator. For example, #2 if #2 is the Feature Access Code for disabling call forwarding.

2 Wait for confirmation beeps.

To transfer a call:

1 While in a call, press # on your Polycom system keypad to access the tone pad.

2 Press **Select** to activate flash hook. The first far-site system is placed on hold.

3 Wait for a dial tone, and then dial the extension of the far-site system to which you want to transfer the call. The call connects both audio and video between the local system and the second far-site system. The first far-site system is still on hold.

4 Hang up the near-site system. The two far-site systems are now connected in a call with audio and video, if the capabilities are present.

To add a system to a call:

1 While in a call, press # on the Polycom system remote control or keypad to access the tone pad.

2 Press **Select** to activate flash hook. The far-site system is put on hold.

3 Wait for a dial tone, and then dial the extension of the system that you want to add to the call.

4 Press **Select** again. The call becomes an audio-only conference with all of the systems. If the system that dialed the flash hook hangs up, the other systems remain connected in a call with audio and video, if the capabilities are present.

Customizing Your Workspace

You can customize what you see on the screen, depending on how your system is configured.

Allowing the Far Site to Control Your Camera

If your system administrator has allowed access to user settings, you can allow the far site to control your camera. Far-site participants can also set and use presets for your camera, if their system supports this.

To allow the far site to control your camera:

1 Select **System** from the Home screen.

2 Select **User Settings** from the System screen.

3 Scroll to **Far Control of Near Camera** and press to enable the option.

4 Press **Home** to save your change and return to the Home screen.

Changing this setting takes effect immediately, even if a call is in progress.

Displaying the Far Site's Name When the Call Connects

If your system administrator has allowed access to user settings, you can specify whether to display the far site's name when the call connects and how long to leave the name on the screen.

To specify when to display the name of the far site:

1. Select **System** from the Home screen.
2. Select **User Settings** from the System screen.
3. Select **Next** to see more settings.
4. Scroll to **Far Site Name Display Time**, press on the remote control or keypad, and select to display the far site's name during the entire call, for a specified time, or not at all.
5. Press **Home** to save your change and return to the Home screen.

Hearing Audio Confirmation When You Dial

If your system administrator has allowed access to user settings, you can set up the system to speak each number as you enter it in the dialing entry field on the Place a Call screen.

To enable audio confirmation:

1. Select **System** from the Home screen.
2. Select **User Settings** from the System screen.
3. Select **Next** to see more settings.
4. Scroll to **Keypad Audio Confirmation** and press on the keypad or remote control to enable the option.
5. Press **Home** to save your change and return to the Home screen.

Adjusting for Room Lighting

If your system administrator has allowed access to user settings, you can use the backlight control to adjust the brightness of the video that the main camera sends to the Polycom HDX system. Adjusting this setting can be helpful when the room arrangement results in strong light coming from behind the people in the picture.

Because backlight controls adjust the built-in camera, these controls do not make content from a computer appear brighter.

To turn backlight compensation on:

1. Select **System** from the Home screen.
2. Select **User Settings** from the System screen.
3. Scroll to **Backlight Compensation** and press on the remote control or keypad to enable the option.
4. Press **Home** to save your change and return to the Home screen.

For information about adjusting the brightness of the Polycom HDX 4000 monitor, refer to Adjusting the Monitor Brightness on page 18.

Polycom Solution Support

Polycom Implementation and Maintenance services provide support for Polycom solution components only. Additional services for supported third-party Unified Communications (UC) environments integrated with Polycom solutions are available from Polycom Global Services and its certified Partners. These additional services will help customers successfully design, deploy, optimize and manage Polycom visual communications within their UC environments.

Professional Services for Microsoft Integration is mandatory for Polycom Conferencing for Microsoft Outlook, Microsoft Office Communications Server and Microsoft Lync Server 2010 integrations. For additional information and details please refer to http://www.polycom.com/services/professional_services/index.html or contact your local Polycom representative.