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General Polycom Information

A Polycom is a professional video conferencing system that is used to make video calls between two or more locations with compatible video conferencing equipment.

Before scheduling a Polycom room for use, please read the following information:

Scheduling

Scheduling the use of a Polycom conference room can be done by filling out the room request form on the Northern Virginia Center (NVC) Facilities website.

When scheduling a Polycom conference room you are responsible for:

- Retrieving the remote site's Internet Protocol (IP) Address and contact information
- Support staff for the meeting
- Training on the use of the equipment (if needed)
- Contacting NVC Information Services and the remote site's support staff if you would like to conduct a test connection.
- Contacting Digital Media Services in Blacksburg if their bridging service is needed

Compatibility

Polycoms are designed to only work with other Polycom systems, video conferencing systems from other manufacturers, and the Polycom Telepresence software. Other meeting software such as WebEx, Skype, and Google Groups is not compatible.

Number of connections

The Polycom systems located at the NVC are capable of connecting to two other locations at the same time. If you are planning to connect to more than two locations at the same time, please contact Digital Media Services in Blacksburg. Digital Media Services provides a bridging service for more than two connections to the Polycom systems.

Support

- The Polycom systems are meant to be self-service for general use. Training sessions for the Polycom equipment can be provided by making a request to NVC Information Services.
- Classes and Events that are held on the Polycom equipment are supported by the NVC Information Services staff.
- Neither NVC Information Services nor NVC Facilities are responsible for supporting other site's video conferencing equipment. Make sure the site to which you are connecting has their own support staff.

Events and Large Groups

The NVC has one mobile Polycom system that is used for events and large groups that exceed the capacity of the Polycom conference rooms. Please consult with NVC Facilities before scheduling the use of the mobile Polycom.

High Definition (HD) Polycom Systems

The NVC has two HD Polycom systems for faculty and staff use. Departments can schedule the use of these rooms by using the [Facilities web form](#).

HD Polycom Rooms:

Room: 207

Type: Multimedia Room & HD Video Conference

Capacity: 24

Miscellaneous information:

- HD Polycom Video Unit with/2 Projection Screens
- IP # 38.68.241.35
- Conference Phone: 703-538-3798



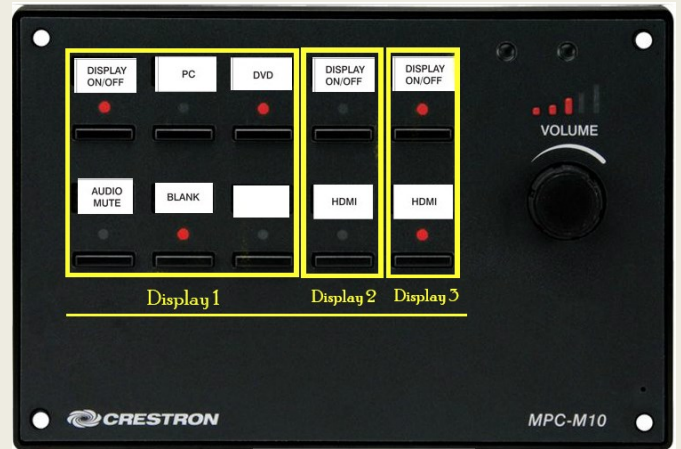
Room 207

Located on the instructor's desk in room 207 is a control panel used to operate the room's three projectors.

Display 1 (front projector): Changes video source of the front projector and turns it on/off

Display 2 (rear projector): Turns Polycom projector on/off

Display 3 (rear projector): Turns Polycom projector on/off



Room: 401

Type: Video Conference Room

Capacity: 12

Miscellaneous information:

- HD Polycom Video Unit with/2 TV Screens
- IP # 38.68.241.37
- Phone Number: 703-538-3755



Room 401

Getting started

When entering a Polycom room for a meeting, class, or event the Polycom equipment should be powered on and ready to answer calls.

If the Polycom is turned off, turn it on by pressing the **power button** on the Polycom remote. The Polycom requires a few minutes to start and is ready for use after the Polycom logo is displayed and a startup chime sounds.

If the Polycom equipment doesn't power on after pushing the power button on the remote, please dial extension **x88444** on the phone in the room.



Making a call

There are three different ways to make a video call using the on-screen menu of the Polycom:

1. Place a Call

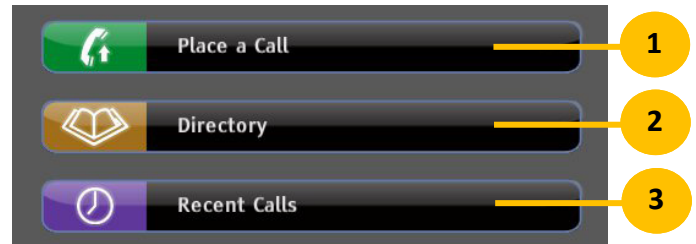
Enter the IP address of the recipient's video conference equipment in order to connect with them.

2. Polycom Directory

The Polycom directory contains an address book of other video conference equipment located in Blacksburg, the National Capital Region, and throughout the Commonwealth. Select the room you wish to call and the Polycom will connect.

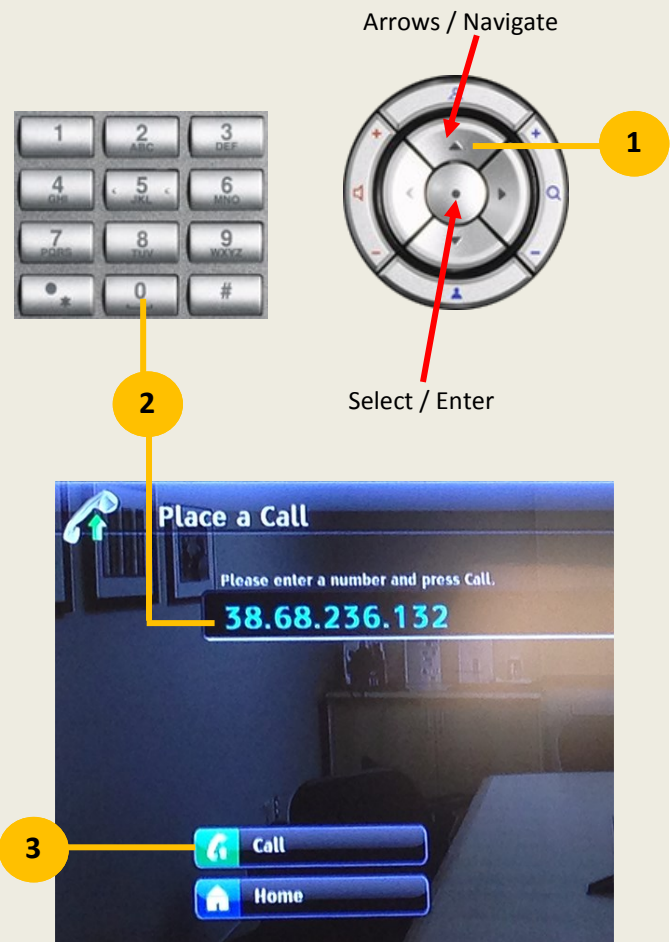
3. Recent Calls

The recent calls selection will show a list of recent video calls made to and from the Polycom equipment. This option is best used if you were disconnected in the middle of a call and need to redial the site.



Place a Call Option

1. Using the navigation arrows on the remote select **"Place a Call"** on the on-screen menu.
2. Using the number pad on the Polycom remote, type in the IP address of the remote site to which you want to connect to where it says **"Please enter a number and press Call"**.
3. Once you have entered the IP address of the site you wish to call, use the navigation arrows on the remote to select the call button.



Making a call (continued)

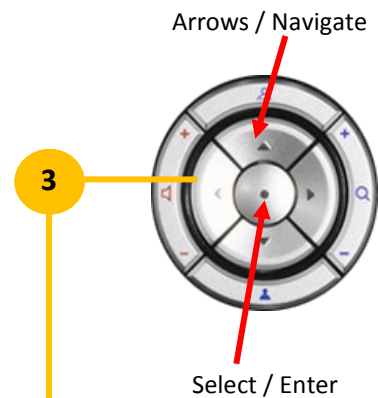
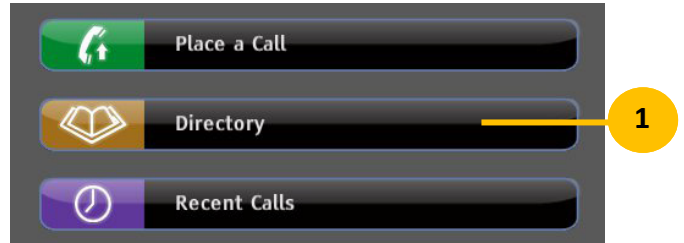
Using the Polycom Directory

1. On the on-screen menu select “**Directory**”.
2. In the Polycom directory select the “**Favorites**” folder
3. Using the directional arrow buttons on the Polycom remote, highlight the site you want to call, then push the **Select** button.

If there is a Polycom system in Blacksburg, the National Capital Region, or the Commonwealth, that is not listed in the directory, and you would like it to be added, please contact NVC Information Services at:

703-538-8444

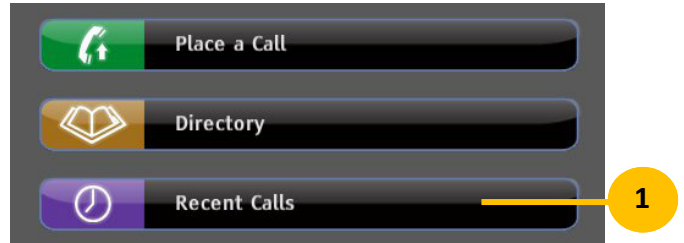
nvccomputerhelp@vt.edu



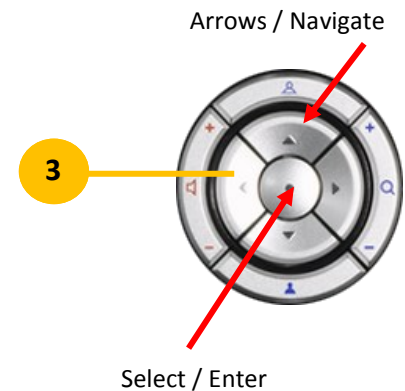
Making a call (continued)

Using the Recent Calls Option

1. On the on-screen menu select “Recent Calls”.
2. The next screen will display any video calls that were either initiated or received on that Polycom system in the order they occurred.
3. Using the Arrow Navigation keys on the Polycom remote, highlight the location you wish to call, then push the **Select** button.

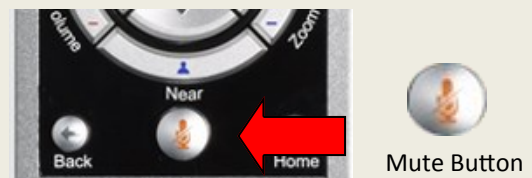


The Polycom system will only save a limited amount of recent call information. This option is best used to redial a site if the call was dropped.



Receiving a call

If a remote site is dialing in, the Polycom will automatically answer the call and mute the microphone. Press the **mute button** on either the Polycom remote or table microphone to unmute the audio.

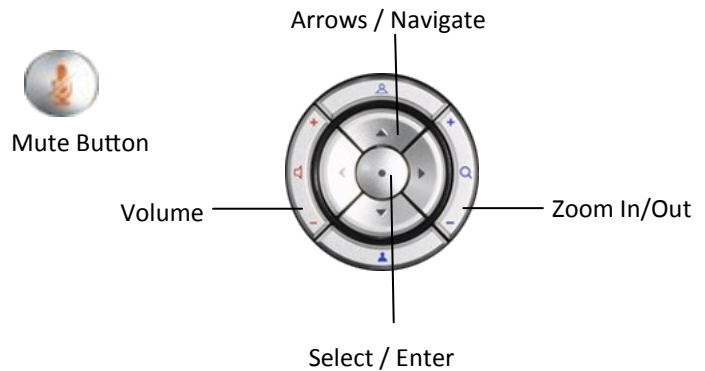


During a Video Call

Audio & Camera Adjustments

Audio can be muted at any time by pressing the **mute button** on the remote. The Polycom will indicate a muted condition with red lights on the microphones.

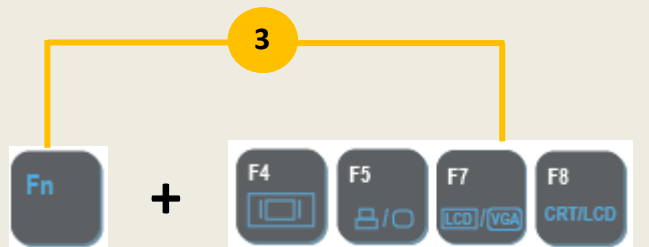
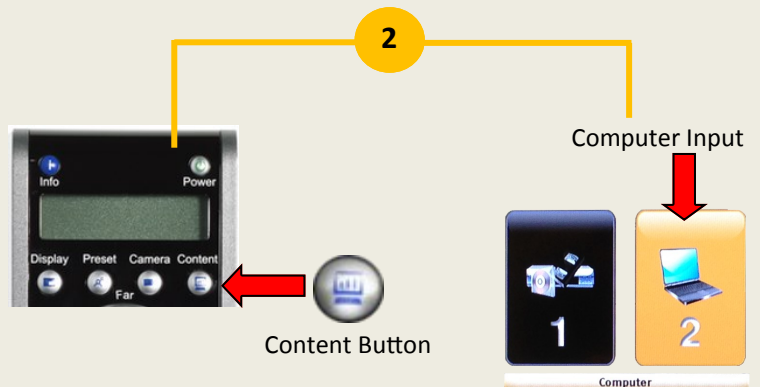
The camera can be adjusted by pressing the arrow keys in the center of the remote and zoom buttons to the right of the arrow keys (button with icon of a magnifier lens).



Connecting a laptop

To display content from your laptop during a call:

1. Connect your laptop using the Video Graphics Array (VGA) cable in the center of the conference table in room 401, or at the instructors desk in room 207.
2. To turn the content sharing on or off at any time, press the **content sharing button** (button with an icon of a computer) on the Polycom remote.
3. If your laptop doesn't display anything on the TV screen, verify that your laptop is sending video out through its external VGA port. To verify if you laptop is sending a video signal, push the "Fn" key + one of the F keys with the image of a monitor on it (different based on manufacturer F4, F5, F7, or F8). See examples to the right.



Examples of video output function keys

If your laptop does not have a built in VGA port, adapters are available. Please contact Information Services, 703-538-8444.

Ending the conference

Press the **Disconnect** button (The button with the icon of a red phone receiver and an arrow pointing down) to end the call.

At the end of your call, please turn off the Polycom system. To turn off the Polycom, press and hold the power button on the remote for three to five seconds.



End Call



Standard Definition (SD) Polycoms

The Northern Virginia Center has two SD Polycom systems for faculty and staff use. Departments can schedule the use of these rooms by using the [Facilities web form](#).

SD Polycom Rooms:

Room: 320

Type: Video Conference Room/Media Room

Capacity: 9

Miscellaneous Information:

Non-HD Polycom, LCD Projector

IP # 38.68.241.39

Phone Number: 703-538-8334



Room 320

Room: 351

Type: Video Conference Room/Media Room

Capacity: 10

Miscellaneous Information:

Non-HD Polycom FX Video Unit

LCD Projector w/ Interactive Whiteboard

IP # 38.68.241.38

Phone Number: 703-538-8421



Room 351

Getting started

If the Polycom is turned off, turn it on by pressing the **power** button on the front of the Polycom. The Polycom requires a few minutes to start and is ready for use after the Polycom logo is displayed, and a startup chime sounds.

Room 320 Polycom On/Off



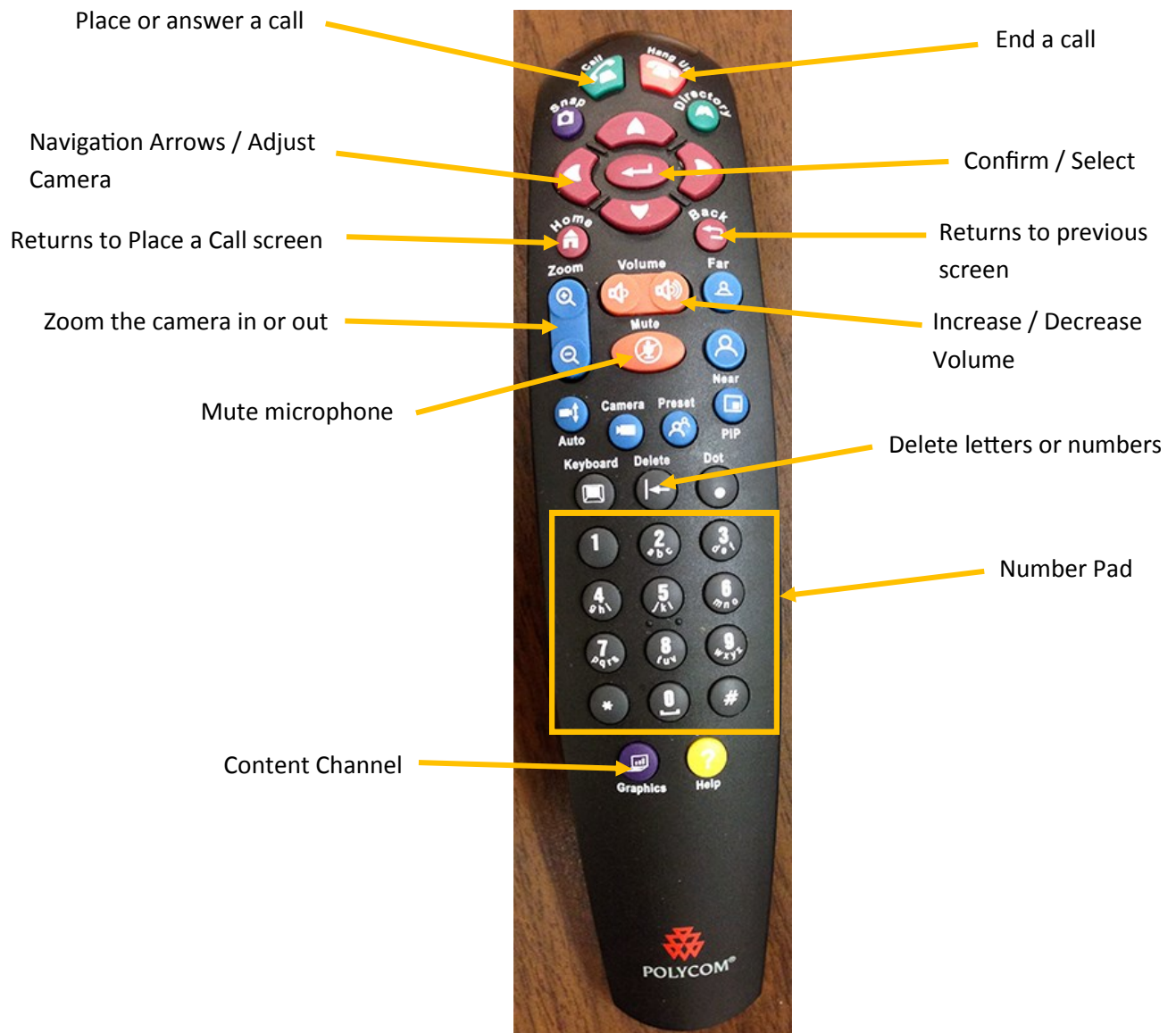
Room 351 Polycom On/Off



Blue Power Button = Off



Green Power Button = On



Making a call

There are three different ways to make a video call using the on-screen menu of the Polycom:

1. Place a Call

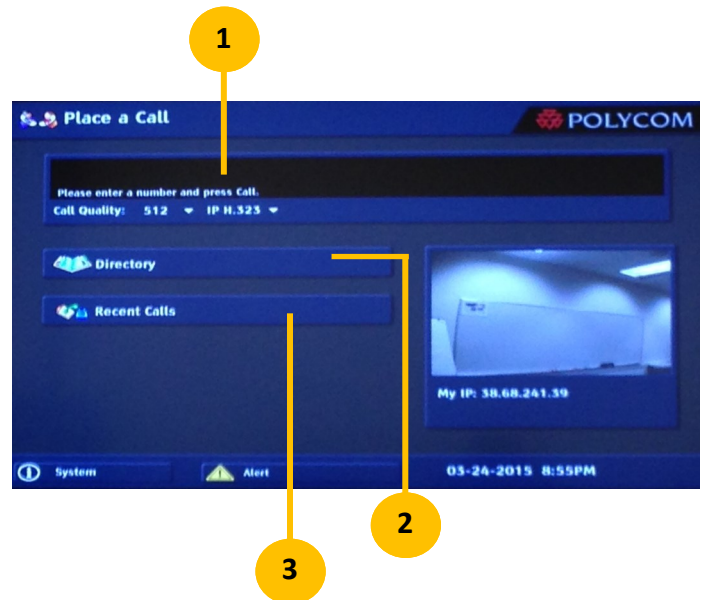
Manually type in the IP address of the recipient's video conference equipment in order to connect with them.

2. Polycom Directory

The Polycom directory contains an address book of other video conference equipment located in Blacksburg, the National Capital Region, and the Commonwealth. Select the room you wish to call, and the Polycom will connect.

3. Recent Calls

The recent calls selection will show a list of recent video calls made to and from the Polycom equipment you are using. This option is best used if you were disconnected in the middle of a call and need to redial the site.



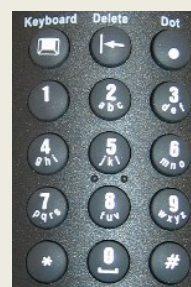
Place a Call Option

1. Once an SD Polycom has been turned on and has booted to the home screen, you will automatically be taken to the Place a Call screen.
2. Using the number pad on the Polycom remote, type in the IP address of the remote site to which you want to connect where it says **“Please enter a number and press Call”**.
3. Once you have entered the IP address of the site you wish to call, push the Call button on the Polycom remote.

Arrows / Navigate



Select / Enter



Number Buttons



Call Button

If there is not a blinking cursor in the box where you type the IP Address in, use the navigation arrows on the Polycom remote and select the box that says **“Please enter a number and press Call”**.

Making a call (continued)

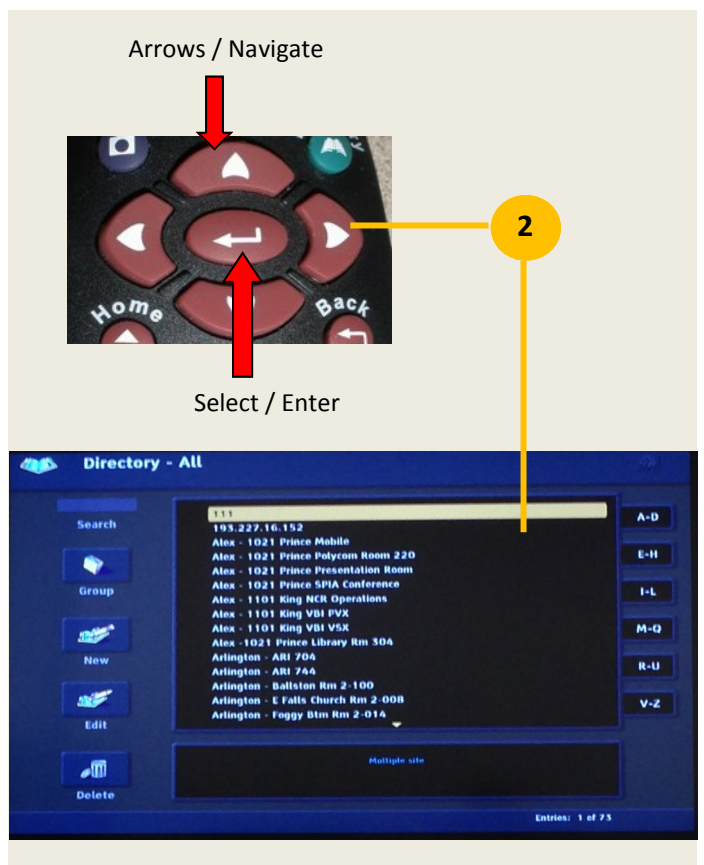
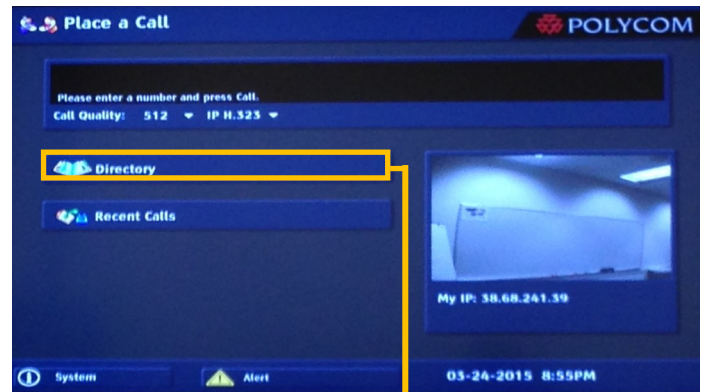
Using the Polycom Directory

1. On the on-screen menu select “Directory”.
2. Using the directional arrow buttons on the Polycom remote, highlight the site you want to call, then push the **Select** button.

If there is a Polycom system in Blacksburg, the National Capital Region, or the Commonwealth, that is not listed in the directory, and you would like it to be added, please contact NVC Information Services at:

703-538-8444

nvccomputerhelp@vt.edu

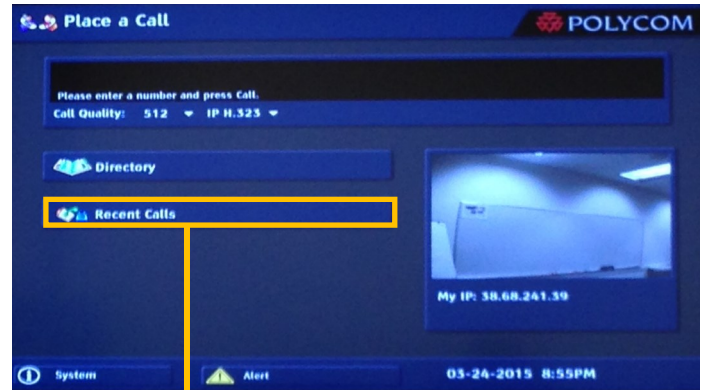


Making a call (continued)

Using the Recent Calls Option

1. On the on-screen menu select “Recent Calls”.
2. The next screen will display any video calls that were either initiated or received on that Polycom system in the order they occurred.
3. Using the Arrow Navigation keys on the Polycom remote, highlight the location you wish to call, then push the **Select** button.

The Polycom system will only save a limited amount of recent call information. This option is best used to redial a site if the call was dropped.



Arrows / Navigate



Select / Enter

Receiving a call

If a remote site is dialing in, the Polycom will automatically answer the call and mute the microphone. Press the **mute button** on either the Polycom remote or table microphone to unmute the audio.



Mute Button

During a Video Call

Audio & Camera Adjustments

Audio can be muted at any time by pressing the **mute button** on the remote. The Polycom will indicate a muted condition with red lights on the microphones.

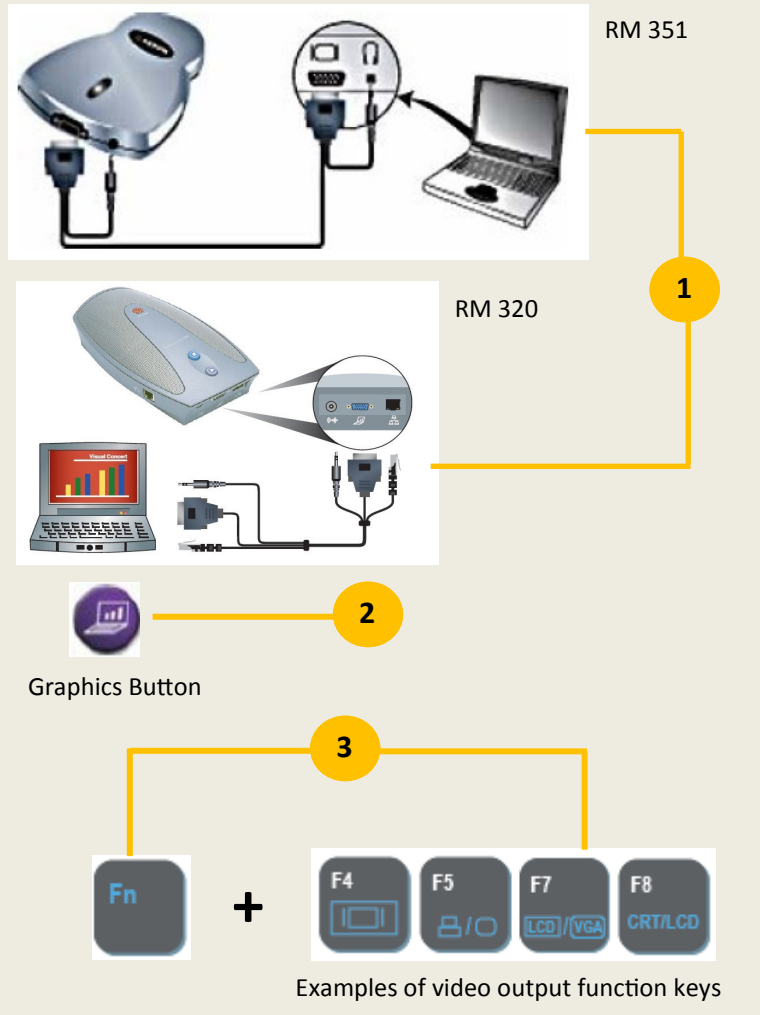
The camera can be adjusted by pressing the arrow keys in the center of the remote and zoom buttons to the right of the arrow keys (button with icon of a magnifier lens).



Connecting a laptop

1. To display content from your laptop during a call, connect your laptop using the VGA cable in the center of the conference table.
2. To turn the content sharing on or off at any time, press the **graphics button** (button with an icon of a computer) on the Polycom Remote.
3. If your laptop doesn't display anything on the tv screen, verify that your laptop is sending video out through its external VGA port. To verify if you laptop is sending a video signal, push the "Fn" key + one of the F keys with the image of a monitor on it (different based on manufacturer F4, F5, F7, or F8). See examples to the right.

If your laptop does not have a built in VGA port, adapters are available. Please contact Information Services at (x88444).



Ending the conference

Press the **Disconnect button** (The button with icon of a red phone receiver and arrow pointing down) to end the call.

