



Getting Started Guide for the V Series

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Getting Started Guide for the V Series

Version 9.0.6

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



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

This guide covers instructions for the following models:

Polycom V500™ set-top systems



Polycom V700 desktop systems



Using the Remote Control

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

V500 Remote Control



V700 Remote Control



Calling and Answering

Answering a Video Call

The Polycom system can answer incoming calls in one of these ways:

- The system prompts you to answer the calls manually.
- The system answers incoming calls automatically.

When a call comes in, you hear a ringing sound, and you may see a message that includes the number of the person calling. If the person is listed in the directory, you'll also see the person's name.

To answer the call manually:

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

If your system is set up to automatically answer calls, the call connects automatically.

Placing a Video Call

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

- Entering a name or number
- Choosing a site from:
 - The Recent Calls list
 - The Contacts or Speed Dial list
 - The directory

Calling by Entering a Name or Number

To place a call by entering a name or number:

1. In the dialing field, enter the dialing information. Depending on the capabilities of your system and the system you are calling, the dialing information will look like one of these samples:
 - 10.11.12.13 (IP address – include the dots)
 - 2555 (E.164 extension)
 - AscotRoom (H.323 name)
 - stereo.polycom.com (DNS name)
 - 19782922854 (ISDN number)

2. 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 (network speed) or call type for this call. For most calls, choose **Auto** to let the system determine the best quality for the call.
 - **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.
3. Press  **Call** on the remote control to place the call.
 Call progress indicators appear on the screen to show that the call is in progress. When the indicators turn green, the call is connected.

Calling from the Recent Calls List

You may be able to 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 Place a Call screen.
2. Scroll to the entry you want to call.
3. Press  **Call** to place the call.



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

You can sort the list by pressing the remote keys 1-9. Press  **Help** and select Help to view sorting options.

Calling from the Contacts or Speed Dial List

You may be able to access calling information for specific sites using the Speed Dial or Contacts list on the home screen.

To place a call using the Speed Dial or Contacts list:

1. Select **Speed Dial** or **Contacts** from the home screen, if necessary.
2. Scroll to the entry you want to call.
3. Press  **Call** to place the call.

Calling from the Directory

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

To place a call from the directory:

1. Select **Directory** from the Place a Call screen.
2. Find the entry to call.
3. 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 may prompt you to choose which way to place the call.

Ending a Video Call

To hang up from a call:

1. Press  **Hang Up** on the remote control.
2. If prompted, confirm that you want to disconnect from the far site(s).



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

When hanging up, the system may prompt you to save the dialed number to the local directory.

Types of Calls You Can Make

Depending on your system configuration, you may be able to make calls using ISDN or IP.

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	Alias, 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	Access code of the near-site gateway, the selected speed code, and the ISDN number of the far site.



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 will 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 will be given the option of saving both the number and the extension in the directory when the call ends. If you enter the extension after the gateway connects, then you can save only the gateway number when the call ends.

Placing an Audio-only Call (V500 System Only)

You can place an audio-only call from V500 systems that have Voice Over ISDN enabled.

To place an audio-only call from your system:

1. On the Place a Call screen, enter the number you want to call. To delete a digit, press **Delete** on the remote control.
2. Select **Call Type** and press on the remote control.
3. Select **Phone** or **Analog Phone..**
4. Press **Call** to place the call.

Ending an Audio-only Call

To hang up from an audio-only call:

- Press  **Hang Up** on the remote control.



If the person on the telephone hangs up first, you need to disconnect the call from the Polycom system, just as you would hang up a telephone receiver in a regular phone call.

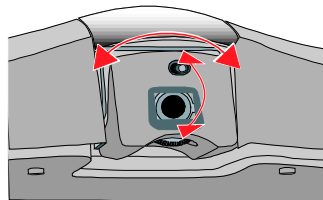
Controlling What You See

Adjusting the Camera

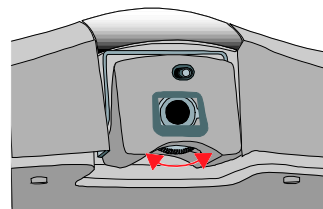
You can pan, tilt, and focus the main camera manually.

To adjust the V500 camera:

1. Adjust the camera manually by moving the camera up, down, to the left, or to the right:

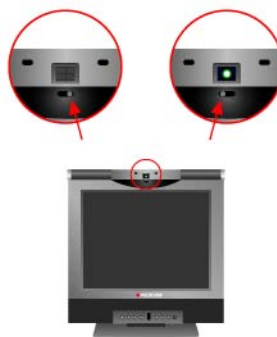


2. Focus the camera by turning the focus wheel:



To open or close the privacy shutter on the V700 system:

- Move the slider to the right to close the privacy shutter, or to the left 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.

**To adjust the camera focus on the V700 system:**

- Focus the camera by turning the focus wheel:

**Setting and Using Camera Presets (V700 System Only)**

Presets allow you to automatically point a far-site camera at pre-defined locations in a room.

When you use the V700 system, you can create up to 16 presets (0-15) for the far-site camera, if far-site camera control is allowed. These presets are saved only for the duration of the call. You may also be able to use presets that were created at the far site to control the far-site camera.

To move the far-site camera to a preset:

1. When you are in a call, press  **Far**, then choose a far-site camera.
2. Press a number on the remote control.

To store a preset:

1. When you are in a call, press  **Far**, then choose a far-site camera or other video source.
2. If you selected a far-site camera that supports electronic pan, tilt, and zoom, you can adjust the camera's position:
 - Press the arrow buttons on the remote control to move the camera up, down, to the left, or to the right.
 - Press  **Zoom** to zoom the camera out or in.
3. Press  **Preset** on the remote control.
4. 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.

Switching Between Full-Screen Video and the Home Screen

When the call connects, the system automatically shows the 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 video in the full screen:

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

To see the home screen:

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

Enabling Dual Monitor Emulation

Depending on your system configuration, you may be able to set your system for Dual Monitor Emulation (also called split-screen viewing). With Dual Monitor Emulation, you can see both the near and far sites on one monitor.

To enable Dual Monitor Emulation:

1. Select **System** from the Place a Call screen.
2. Select **User Settings** from the System screen.
3. Select  **Next** to see more settings.

4. Scroll to **Dual Monitor Emulation** and press  on the remote control to enable the option.
5. Press  **Home** to save your change and return to the home screen.

During calls using Dual Monitor Emulation without content, you can press the  **PIP** button on the remote control 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

The last layout viewed is used for the next call.

Showing, Moving, and Turning Off the PIP

Your system may be configured to display a Picture-in-Picture (PIP) window. During a call on a single-monitor system, the PIP displays what your main camera is sending to the far site. If the far site shows any type of content, the content appears in the main part of the screen, and the PIP changes to show the people at the far site.

To show, move, or turn off the PIP during a call:

1. Press  **PIP** on the remote control to display the PIP on screen.
2. While the PIP has a yellow border, press  **PIP** repeatedly to move it to different corners of the screen.
3. After a brief pause, the PIP border turns blue. Then, press  **PIP** to turn the PIP off.

To swap the views shown in the PIP and the main screen:

1. If the PIP is not showing, press  **PIP** on the remote control to display the PIP on screen.
2. Press  **Near** twice and select the  **Swap PIP** icon.

Specifying When to Display the PIP

Your system may be configured with specific default behavior for the PIP in calls. Depending on your system configuration, you may be able to show, move, or hide the PIP as needed after a call connects.

To specify when to display the PIP:

1. Select **System** from the Place a Call screen.
2. Select **User Settings** from the System screen.
3. Select  **Next** to see more settings.
4. Scroll to **PIP**, press  , and select one of these settings:

Select this setting...	To show the PIP...
Auto	On connection and when you pick up the remote control.
On	On connection and during the call.
Off	Only when you press  PIP on the remote control.

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

Controlling What You Hear

Adjusting Volume

Use the remote control to raise or lower the volume of the sound you hear.

To adjust the volume:

- Press  **Volume**.

Changing the volume affects only the sound you hear at your site.



When the V700 system is in use for video conferencing, use the remote control to adjust the volume. When the V700 is in use as a monitor for your computer, use the VOL button on the front of the system to adjust the volume.

Muting the Microphone

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

To mute or unmute the microphone:

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

Enjoying Stereo Audio in Video Calls (V700 System Only)

If your video conferencing room is configured to use stereo sound, the left and right microphone inputs are configured during system setup.



Stereo audio is only used in video calls of 256 kbps or higher.

Showing Content

If you have the Polycom People+Content™ IP software application installed on your computer, you can show content from any Windows XP or Windows 2000 computer that is connected to the network.



To keep the call secure, content is automatically stopped when a site is added to the call.

To install the People+Content IP application on a computer:

1. On a computer with Windows XP or Windows 2000, open a web browser and go to the Polycom web site at www.polycom.com/support/video.
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 DNS name of your video conferencing system and the meeting password, if one is set.
3. Click **Connect**.
4. Open the content you want to show.
5. Click  in People+Content IP.



If the shared content disconnects after five minutes and you receive a dialog box indicating that the five-minute People+Content IP demonstration has timed out, you must contact your Polycom sales representative to purchase a key code to activate the full version of People+Content IP on your system.

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.



Points to note about People+Content IP:

- People+Content IP provides video-only content. No audio is shared.
- Only one computer at a time can be connected to a Polycom system.

Working with Directory Entries

The directory on your Polycom 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, your directory contains two types of entries:

- **Local entries:** Information about sites that have been added to the local system. These entries are stored locally on your Polycom system, and depending on your system setup, you can remove or edit these entries. You can also assign local entries to categories to make it easier to find numbers. 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 local entries on your system.
- **Global entries:** Information about other active sites that are registered with the same Global Directory Server. These entries are managed from the Global Directory Server, and you cannot edit them. You can make a local copy if you want to make changes.

Global entries are marked as  available or  offline.

Searching the Directory

You can find entries in the directory by:

- Spelling the first or last name using the number buttons on the remote control
- Pressing  **Keyboard** to use the onscreen keyboard to spell the name
- Scrolling through the list of names using the  **Up** and  **Down** arrow buttons
- Using the alphabet tabs to move through the directory and then scrolling to the name you want
- Paging through the list of names using  **Zoom In** and  **Zoom Out** (V700 system only)

Adding, Editing, and Deleting Directory Entries

You can create entries for point-to-point calls and save them in the Polycom system's directory.

To add a single-site entry to the directory:

1. Select **Directory** from the Place a Call screen.
2. Select **New** and specify that this is an entry for one site.
3. Specify the following required information:

In this field...	Enter this information...
Name	Name that will appear in the directory list and on incoming call messages.
Number	ISDN number to use for calling the site, if applicable.
IP Number	IP address for calls to the site, if applicable.

4. If desired, specify the following optional information:

In this field...	Enter this information...
Call Type	Call type to use for calls to the site. Depends on the capabilities of your system.
Call Quality	Call speed to use for ISDN calls to the site.
Extension	The system's extension (E.164 address).
Call Quality	Call speed to use for IP calls to the site.
Phone Number	Contact information for other resources in the conference room.
Mobile Number	
Email	
Category	Designation to help you quickly find the number in the directory.

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

To add a multiple-site entry to the directory:

1. Select **Directory** from the Place a Call screen.
2. Select **New** and specify that this is an entry for multiple sites.
3. Add numbers to this multiple-site entry in one of these ways:
 - Select entries from the directory.
 - Add entries manually.

The number of sites that you can add depends on the capabilities of your system.

4. Specify a speed for the call. Note that each call in the multipoint conference is placed at the same speed.
5. Select **Save** to save the entry.
6. Enter a name for this entry as you want it to appear in the directory list.

To edit an entry:

1. Select **Directory** from the Place a Call screen.
2. Scroll to the entry you want to edit.
3. Select **Edit**.
4. Edit the information as needed.
5. Select **Save** to save your changes and return to the directory.

To delete an entry:

1. Select **Directory** from the Place a Call screen.
2. Scroll to the entry you want to delete.
3. Select **Delete**.



You can only delete local directory entries. You cannot delete global directory entries.

Categorizing Directory Entries

When you categorize your local entries, you can find calling information quickly by searching just the entries in a group instead of the entire directory.

To create a new group:

1. Select **Directory** from the Place a Call screen.
2. Select **Group**.
3. Select **Edit Groups**.
4. Enter a group name.
5. Press  **Back** on the remote control to save the new group.

To delete a group:

1. Select **Directory** from the Place a Call screen.
2. Select **Group**.
3. Select **Edit Groups**.
4. Scroll to the group name you want to delete and then select **Delete**.



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 assign an entry to a group:

1. Select **Directory** from the Place a Call screen.
2. Scroll to the entry you want to assign to a group.
3. Select **Edit**.
4. Select  **Next** and select the **Category**.
5. Select **Save** to save your changes and return to the directory.

Refreshing Global Directory Entries

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 global directory entries:

1. Select **Directory** from the Place a Call screen.
2. Navigate to the red Polycom logo in the top right corner of the screen.
If you do not see a red Polycom logo in the top right corner of the screen, your system is not registered with the Polycom Global Directory Server. Contact your system administrator for more information.
3. Select the logo and choose **Refresh**.

Participating in Calls with Multiple Sites

Your system may be configured to participate in multipoint 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.

Your V500 system might be configured to participate in multipoint calls using IP, SIP, or ISDN. Your V700 system might be configured to participate in multipoint calls using IP or SIP.



You can initiate multipoint calls with your V Series system if your system has been configured to use Polycom PathNavigator™.

Supplying a Password for Bridge Calls

Bridges such as the Polycom MGC™ sometimes require you to enter a password to join a conference. Depending on your system configuration, you can set up the system to enter the meeting password for you.



If you need to generate touch tones (DTMF tones), press  on the remote control, then use the remote control keypad.

To configure a meeting password:

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

Using Chair Control for Multipoint Calls

During some multipoint calls, you can use chair control to manage the people 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.

Chair control is available in a call only if it is allowed by the bridge.

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

1. On a computer, open a web browser.
2. In the browser address line, enter the system's IP address, for example, <http://10.11.12.13>, to go to the video conferencing system's web interface.
3. Click **Place a Call**.
4. 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.

5. 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 site.	Release Chair
	View the selected site's video. This remains in effect until you choose Stop Viewing Site or you release chair control. Refer to Adjusting the Camera for information about setting far-site camera presets (V700 system only).	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
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

Your system administrator may have configured the system to let you choose the way incoming calls are handled.

Temporarily Refusing Calls

If you do not wish to be disturbed by calls, you can refuse incoming calls with the Do Not Disturb feature. Callers hear a busy signal and you receive no notification about incoming calls. You can, however, make outgoing calls.

To temporarily refuse incoming calls:

1. On the home screen, select  in the lower right corner of the screen.
2. Select **On** to set Do Not Disturb.

While the system is not accepting calls, you see  in the lower right corner of the screen. This setting stays in effect until you change it.

Answering Calls Automatically

Depending on your system configuration, you can specify whether to answer calls automatically or to have the system announce incoming calls and wait for you to answer 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 prevent incoming callers from overhearing a conversation not intended for them, you can choose to mute all automatically answered calls.

To automatically answer calls:

1. Select **System** from the Place a Call screen.
2. Select **User Settings** from the System screen.
3. Scroll to **Auto Answer Point-to-Point Video**, press  on the remote control, and select **Yes**.
4. Press  **Home** to save your change and return to the home screen.



If you have a V700 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. If you receive a call while using the system as a computer monitor, you hear a ringing sound and you can switch to video to answer the call manually. Alternatively, you can ignore the call and it will not connect, thereby preventing the caller from seeing or hearing you at your desk.

Muting Automatically Answered Calls

Depending on your system configuration, you can choose whether to mute the audio when calls connect if your system is configured to answer calls automatically. This prevents callers from overhearing conversations or meetings. After the call connects, you can press  **Mute** when you're ready to unmute the call.

Note that, if you enable this option during a call, the audio for the current meeting is not affected.

To mute automatically answered calls:

1. Select **System** from the Place a Call screen.
2. Select **User Settings** from the System screen.
3. Scroll to **Mute Auto Answer Calls** and press  on the remote control to enable the option.
4. Press  **Home** to save your change and return to the home screen.

Scheduling Calls

You can use the calendar and call scheduling feature to schedule video conferences. When you schedule a call using this feature, the system automatically calls the site you selected on the date and time you specified. For recurring calls, you can indicate whether you want the system to automatically make the call daily, weekly, or monthly.



Call scheduling is not available through the system's web interface.

To schedule a call:

1. Select **System** from the Place a Call screen.
2. Select **Utilities** from the System screen.
3. Select **Call Scheduler** from the Utilities screen.
4. Select **New Entry** from the Call Scheduler screen.
5. Select the directory and then select a site entry to call.
6. Select the date and time for the call.
7. Select  **Next** and specify whether the meeting repeats.

On the scheduled time and date, your Polycom system will automatically call the selected site.

To edit or delete a scheduled call:

1. Select **System** from the Place a Call screen.
2. Select **Utilities** from the System screen.
3. Select **Call Scheduler** from the Utilities screen.
4. Select **View** from the Call Scheduler screen.
5. Highlight the entry you want to edit or delete.
6. Press  **Help** on the remote control.
7. Select **Edit** or **Delete**.

To view scheduled calls in the calendar:

1. Select **System** from the Place a Call screen.
2. Select **Utilities** from the System screen.
3. Select **Calendar** from the Utilities screen.



Dates with scheduled calls are marked in the calendar with a small green triangle.

Using Lotus Sametime or Lotus Notes in Audio and Video Calls

Depending on your system configuration, your V Series system may support SIP sites using Lotus® Sametime® or Lotus Notes® in audio and video calls. For more information, contact your system administrator.

Customizing Your Workspace

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

Displaying the Far Site's Name When the Call Connects

Depending on your system configuration, 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 Place a Call 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, 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

Depending on your system configuration, 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 Place a Call 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 remote control to enable the option.
5. Press  **Home** to save your change and return to the home screen.

Adjusting for Room Lighting

Depending on your system configuration, you can use the backlight control to adjust the brightness of the video that the camera sends to the Polycom system. Adjusting this setting can be helpful when the room arrangement results in strong light coming from behind the people in the picture.

To turn backlight compensation on:

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

Setting Camera Brightness (V700 System Only)

Depending on your system configuration, you can set the camera brightness. Like the backlight compensation setting, this setting adjusts the camera's iris. If there is a lot of light in the room, set the camera brightness to a low number so the camera takes in less light. If the room is dark, set the camera brightness to a high number so the camera takes in more light. The default is 11.

To set the camera brightness:

1. Select **System** from the Place a Call screen.
2. Select **User Settings** from the System screen.
3. Scroll to **Camera Brightness**, press  on the remote control, and select the brightness level.
4. Press  **Home** to save your change and return to the home screen.

Changing the System Color Scheme

Depending on your system configuration, you may be able to change the color scheme of your Polycom system screens.

To change the color scheme:

1. Select **System** from the Place a Call screen.
2. Select **User Settings** from the System screen.
3. Select  **Next** to see more settings.
4. Scroll to **Color Scheme**, press  on the remote control, and select one of the color schemes.
5. Press  **Home** to save your change and return to the home screen.

Using Avaya Network Features with Video Calls (V500 System Only)

Depending on how your V500 is configured, you may be able to use Avaya® telephony network features such as call forwarding and transferring calls.

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 Communications Manager (ACM) 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 ACM 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 remote control to access the tone pad.
2. Press  **Dot** on the remote to activate flash hook. The first far-site system is placed on hold.
3. Wait for a dial tone, 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.

Streaming a Conference to the Web (V700 System Only)

Starting a Stream

Your V700 system may be configured to allow you to make point-to-point calls available for others to view using a web browser. Users who view the stream need to know the address of the video conferencing system and the system's room password (if any).

To stream a conference:

1. Select **System** from the Place a Call screen.
2. Select **Utilities** from the System screen.
3. Select **Web Streaming** from the Utilities screen.
4. Select the **Start Streaming** option to begin streaming.



You can start the stream before or during a video call.

To stop streaming a conference:

1. Select **System** from the Place a Call screen.
2. Select **Utilities** from the System screen.
3. Select **Web Streaming** from the Utilities screen.
4. Clear the **Start Streaming** option to stop the stream.

Viewing a Stream

Before you view the streamed conference, you need to:

- Install the QuickTime player on your computer.
- Obtain the IP address of the video conferencing system and the password (if any) from the conference organizer.
- Verify that you are using a network that allows multicast packets.

To view a streaming conference:

1. On a computer, open a web browser.
2. In the browser address line, enter the system's IP address, for example, <http://10.11.12.13>, to go to the video conferencing system's web interface.
3. Click **View a Meeting**.
4. If prompted, enter the user name and password provided by the conference organizer.

To stop viewing the streaming conference:

- Close the web browser.

Using Your V700 System as a Computer Monitor

If you have a V700 system, you can save space in your office or conference room by also using the V700 XGA display as your computer monitor.

Typically, you do not need to change the factory defaults for these settings. However, if you do need to access the monitor settings, use the buttons on the front of the V700 monitor. Press **MENU**, then press **SELECT** and **ADJUST** as needed to change the settings.

Before You Begin

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
VGA (720 x 400)	70
SVGA (800 x 600)	56, 60, 72, 75
XGA (1024 x 768)	60, 70, 75
SXGA (1152 x 864)	75
SXGA (1280 x 960)	60
SXGA (1280 x 1024)	60, 75
Macintosh (640 x 480)	67
Macintosh (832 x 624)	75

To use your V700 system as a computer monitor:

1. Connect your computer to the V700 system as shown on the setup sheet that came with the V700 system.
2. Press the **Input** button on the front of the V700 system to toggle between displaying content from the computer and showing video from the video conferencing system.

To answer a call while using the V700 system as a computer monitor:

1. When you hear a ring, press the **Input** button on the front of the system to switch to the video conferencing system.

You must answer within 90 seconds, or the system will automatically reject the call.

2. Press  **Call** on the remote control.



If you use the V700 system 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.

When the system is set up for manual call answering, the system rings to indicate an incoming call. To answer the call, switch to the video conferencing system and answer manually. If you do not answer manually, the call will not connect.

