



For support contact the ITD Service Desk at 701.328.4470 or 1.877.328.4470

Place a video call using	Receive a video call	End a video call
<p>1. Alias Name or IP Number dialing. In the dialing field enter the Alias Name (ie. ltd3.bismarck or IP Address 165.234.136.105) and press  Call to place the call.</p>	<p>A ringing sound alerts users of an incoming call followed by a message identifying the number of the location of the caller. To answer a call select Answer or press  Call on your remote control.</p>	<p>To disconnect a call press  or  Call-Hang Up on the remote control. Confirm you want to end the call. If you fail to confirm hang up, the system disconnects the call automatically after 60 seconds.</p>
<p>2. Contacts or Speed Dial list (if available). Select Speed Dial or Contacts from the Place a Call screen. Scroll to the entry you wish to call and press  Call to place the call.</p>	<p>Follow the process as indicated above.</p>	<p>Follow the process as indicated above.</p>
<p>3. The Directory. Press directory or navigate to Address Book with the remote, locate the entry and press  Call to place the call.</p>	<p>Follow the process as indicated above.</p>	<p>Follow the process as indicated above.</p>
<p>4. Recent Call Lists. Select Recent Calls from Place a Call screen. Scroll to the entry you wish to call and press  Call to place the call.</p>	<p>Follow the process as indicated above.</p>	<p>Follow the process as indicated above.</p>
<p>Mute. If you see this icon  on your screen, your system may be configured to automatically mute near-end audio for incoming calls. To un-mute your system, press  Mute on the remote control or the red mic button  on your tabletop microphone. When the red light turns green or no longer displays red, you may begin speaking.</p>		

Camera controls and presets. Adjusting the camera allows the user to control what conference participants should be seeing. Cameras may be adjusted before the meeting starts and while the meeting is in progress. Users have the ability to adjust the pan, tilt and zoom of local and far end cameras during a point-to-point call provided both systems are Polycom units (other brands may not be compatible). Your system's main camera also supports "near" preset positions and are available on many Polycom systems. Presets remain in effect until you delete or change them.

Showing content and video sources. Users may have the option to share the following content/video sources to far sites depending on the Polycom system: Any information stored on a laptop or PC, a paper document or object placed on a document camera, videotape or DVD. Systems that support Dual Monitor Emulation allows user to see both people at the far site and any content or shared video source at the same time.

Troubleshooting tips:

No Audio Sent or Received?

- Make sure monitor volume is turned up
- Make sure microphone pod is not muted
- Turn up volume on remote control
- Check to make sure external microphone connections are secure.

Audio Feedback?

- Confirm your site is muted when not speaking to avoid feedback
- Avoid setting microphone pod too close to TV monitor speakers
- Recommend video conferencing unit (codec) volume to be set to approximately 50%.

Video Problems - No Video, Interference or Freeze-ups?

- Make sure monitor is turned on and the right video input is selected
- Make sure correct camera source is selected
- Make sure connections are secure on back of system
- Disconnect and re-dial the far end site
- Reboot the video unit

Other Tips

- Check and replace the batteries in the remote control periodically
- Look for the "green" **IP** and **GK** icons when booting up the video unit. If they are not there, reboot and try again.
- Ensure your room is equipped with some type of communication ie. a desk or cell phone in the event outside technical support is needed. Be sure to share this number with the instructor in the event he/she may need to reach you.
- If all else fails, contact the ITD Service Desk at **1.877.328.4470** or **701.328.4470**. *Support is available 24 X 7.*