



iPower Collaboration System Getting Started Guide

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Getting Started Guide

Using This Guide

Before you make your first call with your Polycom® iPower™ collaboration system (iPower 9000, iPower 600, or iPower 900), you may need basic “how-to” information. This *Getting Started Guide* provides you with that type of information. For example:

For information about how to...	See...
Log on to the iPower system	<i>Logging On</i> on page 6
Answer a call manually or automatically	<i>Answering a Call</i> on page 6
Make a call by entering a number or by using the Local, Central, or Personal Directory	<i>Making a Call</i> on page 7
Hang up from a call	<i>Ending a Call</i> on page 17

This *Guide* also includes overview information that you may find helpful when you're just starting to learn about the capabilities of the system or when you have experience, but you need a quick refresher.

The following table lists the sections that include this type of information:

For overview information about...	See...
Accessing the online help	<i>Using the Online Help</i> on page 3
The differences between the keyboards and remote controls and what you can do with the buttons on the iPower keyboard	<i>Using the Keyboard and Remote Control</i> on page 4
The audio, camera, multipoint, and other features available with the iPower system	<i>Using System Features</i> on page 12
How to optimize your video collaboration experience	<i>Collaboration Tips</i> on page 18

The last section of this guide, *Site Info* on page 20, contains a worksheet. You or your system administrator can fill in this worksheet with site information about your particular system, such as the system administrator's name and the system serial number.



Using the Online Help

Once you start using your system for collaboration, you may run into more questions: "How do I share online documents?", "Can I move the picture-in-picture window to a different position on the screen?", and so on. You can find answers to these, and many of your other questions about how the system operates, online. To access the online help, press **F1** on the keyboard.

Using the Keyboard and Remote Control

The iPower system includes both a keyboard and a remote control. Most of the time, you can use whichever you prefer to perform common tasks. However, when you use the administrator applications (such as AdminTools or Hardware Diagnostics) or when you need to type text, use the keyboard.

The keyboards and remotes for the iPower 9000 and the iPower 600 and 900 are similar in appearance and function, though they are not identical. The following table shows an example of one of the differences. (Note that you can upgrade your iPower 600 and 900 keyboard and remote for the iPower 9000 version.)



This button...	Is located on the...
 Zoom	iPower 9000 keyboard and remote control
 Zoom	iPower 600 and 900 remote controls

Note that you can upgrade the iPower 600 and 900 keyboard and remote control to the iPower 9000 version.

iPower Keyboards

Both the iPower 9000 and the iPower 600 and 900 keyboards let you enter text using the standard keyboard character keys and an integrated trackball. The iPower 9000 keyboard also includes buttons that correspond to common user tasks. The buttons on the iPower 9000 keyboard are the same as those on the iPower 9000 remote.

iPower Remote Controls

Both the iPower 9000 and the iPower 600 and 900 remote controls are designed to let you perform meeting tasks, such as making a call and zooming the camera. While you can use both remotes to perform similar functions, not all of the corresponding buttons on the two remotes look exactly the same. A few buttons, such as  **Near/Far** and  **Full Screen**, appear only on the iPower 9000 remote control.

For simplicity, only the buttons for the iPower 9000 keyboard and remote are shown in the Collaboration system online help.

This illustration shows the iPower 9000 keyboard and points out what you can do with each button:



Logging On

Each iPower collaboration system is shipped with automatic logon enabled. With automatic logon, you don't have to do anything to log on to your system.

Sometimes, however, system administrators change the logon process for their company. For example, some administrators require that users log on for security reasons. If you do have to log on, you'll find that you can do so in one of these ways:

- Enter a *default* user name and password.
- Enter your *own* user name and password.

For details on how to log on to your system, ask your system administrator.

After you log on, the system is automatically configured. You'll know the configuration is complete and you're ready to make a call when you see this screen:



Answering a Call

The system administrator configures the system to 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 the system ring.



To answer the call manually:

Press  **Call/Answer** or click **Yes**.

To answer the call when your system is set up to automatically answer calls:

You do not need to do anything. (The call connects automatically.)

Automatically answering calls is convenient, but keep in mind that 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 mute all automatically answered calls.

Note: If you see the near-end audio mute icon  in your status bar, then your system is configured to automatically mute near-end audio when a call comes in. To turn mute off, press  **Mute**.

Making a Call

You can use your system to make a video call in either of these ways:

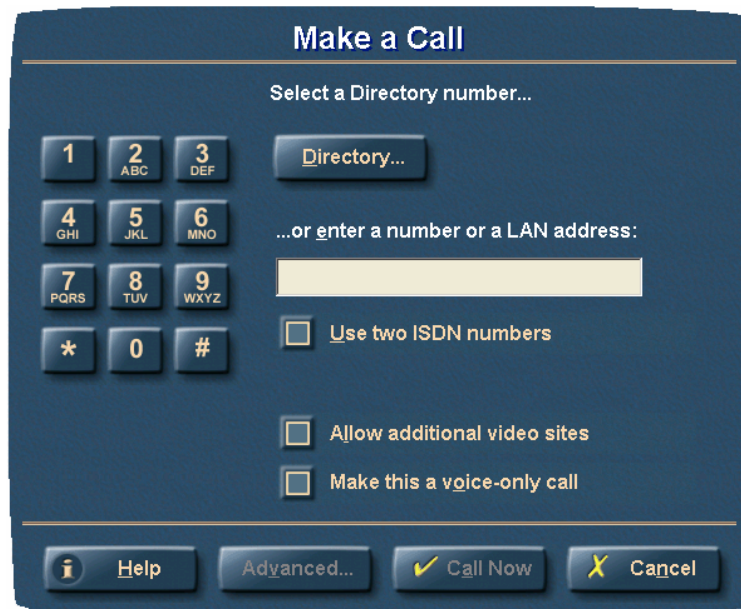
- You can enter a number, which is somewhat like dialing an ordinary telephone.
- You can dial using a Directory, which is like picking a name from a phone book and having the system automatically dial the number for you.

Making a Call by Entering a Number

To make a call by entering a number:

1. Press  **Call/Answer** or click **Make a Call**.

The Make a Call dialog box appears.



2. Enter the number (for example, 19875554321) or the LAN address (for example, 103.32.24.5) of the system you want to call.
3. Enter any additional information needed for the call:
 - If you need to enter a second ISDN number, check **Use two ISDN numbers** and then enter the second number in the field that appears.

Note: Use two ISDN numbers only when the party you're calling has instructed you to do so. Entering a second number sets the call to 2x64 kbps even if your system is capable of higher bandwidth calls.
 - If you want to make a voice-only (non-video) call, check **Make this a voice-only call**.

Note: If the site you're calling has both an ISDN number and a LAN address, use the ISDN number for voice-only calls.
 - If you need to enter a far-end gateway extension, click **Advanced**, enter the extension in the **Far-end gateway extension** field, and then click **OK**.
4. Click **Call Now**.

Making a Call Using the Local Directory

The Local Directory is a list of frequently dialed names that's stored on the collaboration system. Each name appears with its corresponding number, system name, or LAN address.

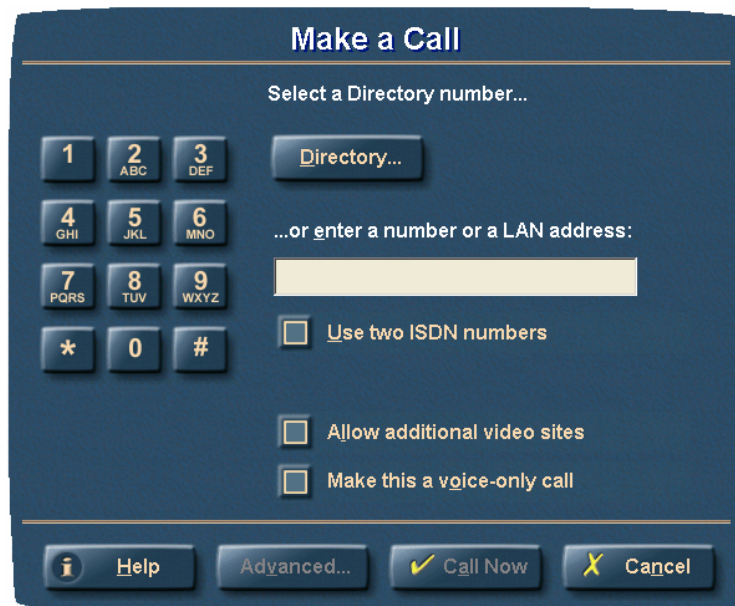
You can save call information to the Local Directory, and any other user of the system can access that call information. Only the system administrator can remove or edit names or dialing information in the Local Directory.

You can dial a call using the Local Directory if your system administrator has configured one for your system. If your system administrator has set up your system to access the Central and Personal Directories instead, see the "Making a Call Using the Central or Personal Directory" section on page 10.

To make a call by using the Local Directory:

1. Press  **Call/Answer** or click **Make a Call**.

The Make a Call dialog box appears.



2. Click **Directory**.

The Local Directory dialog box appears.



3. Enter the name you want to search for or highlight a name on the list.
4. Click **OK**.

The Make a Call dialog box appears, showing the number or LAN address associated with the name you selected (the actual name does not appear). You can change the values displayed by using the keyboard.

5. Click **Call Now**.

Making a Call Using the Central or Personal Directory

Like the Local Directory, the Central and Personal Directories are a list of frequently dialed names with their corresponding numbers, system names, or LAN addresses.

However, unlike the Local Directory, the Central and Personal Directories are stored on a remote server. Only the system administrator can remove or edit names or dialing information from the Central and Personal Directories.

The Central Directory:

- Contains all the names entered by the system administrator. For example, all collaboration systems in your corporation could be listed in the Central Directory.
- Can be accessed only if the system administrator sets up the system for you to do so.
- Is available to everyone in your organization.

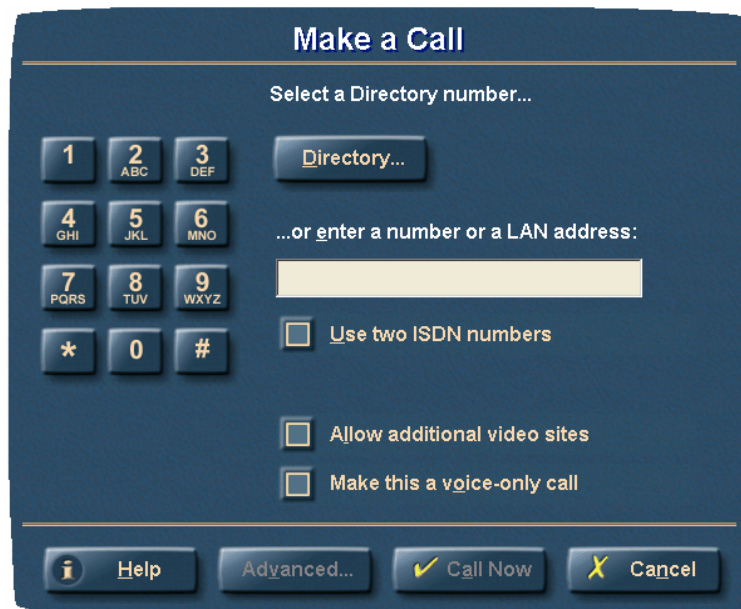
The Personal Directory:

- Allows you to save dialing information from successful calls for your own use.
- Automatically displays the stored list of dialing information of the person who is logged on.
- Is not available for systems configured to use the Polycom Global Directory.

To make a call using the Central or Personal Directory:

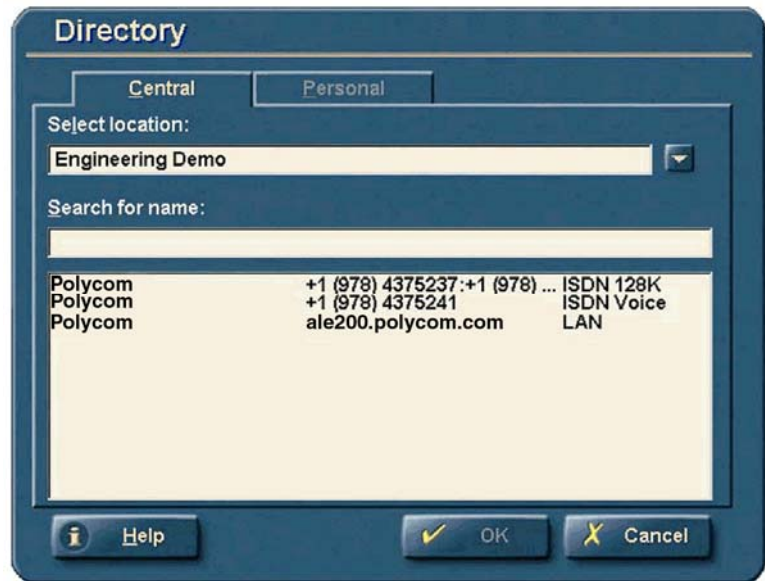
1. Press  **Call/Answer** or click **Make a Call**.

The Make a Call dialog box appears.



2. Click **Directory**.

The Directory dialog box appears.



3. Click the Central tab or the Personal tab.
4. Enter the name you want to search for or highlight a name on the list.

Note: You can search for a name more quickly by selecting the folder in which it is stored from the **Select location** list box.

5. Click **OK**.

The Make a Call dialog box appears, showing the number or LAN address associated with the name you selected (the actual name does not appear).

6. Click **Call Now**.

Using System Features

The following tables list system features that can expand your capabilities while you are conferencing. Many of these features are available through the Options menu.

For complete information about each of these features, see the online help, which you can access by pressing **F1** on your keyboard.

Answering and Calling Features:

What feature is available?	What does this feature let me do?
Change the way calls are answered	Set the system to answer incoming video calls automatically whenever the system is not in a call.
Temporarily refuse incoming calls	Refuse incoming calls for up to 30 minutes if you do not wish to be disturbed.
Choose a Directory	Choose which Directory to use when making a call, if the iPower system has been set up to use a Central Directory.
Add a participant to a call	Add voice or video participants to a call, depending on the type of call in progress.
Redial a call	Redial the last number called.

Audio Features:

What feature is available?	What does this feature let me do?
Adjust the volume	Increase or decrease the volume of the sound you hear during a conference.
Mute the microphone	Stop sending sound from the main and auxiliary microphones.

Camera Features:

What feature is available?	What does this feature let me do?
Aim the camera	Adjust the main and, depending on the camera and system configuration, adjust the auxiliary and far-end camera as well.
Use Automatic Camera Pointing (ACP)	Enable the camera to automatically locate and frame the current speaker(s).

What feature is available?	What does this feature let me do?
Set and use presets	Automatically point a camera at pre-defined locations in a conference room or show a Content source (such as a laptop, a VCR, a document camera, or an auxiliary camera) with the press of a button.
Control the far-end camera	Adjust the far-end cameras, depending on the type of call and the far-end system configuration.
Use a Look-At-Me-Button™ (LAMB)™	Use a LAMB with your system to point the camera at a preset position, move the camera to a view of the whole room, or mute your site's audio.
Adjust the brightness of the main camera	Adjust the brightness of the video that the main camera sends to the iPower system.

Content Features:

What feature is available?	What does this feature let me do?
Share Content	Enable all sites in the conference to see the same document, media, object, or other type of Content.
Collaborate on online documents	Enable all sites in the conference to see a document and to change the content of the document.
Connect a laptop to the iPower system through an ImageShare™	Connect a laptop to the collaboration system using an ImageShare or ImageShare II device so that all sites in the conference can view slide shows, presentations, spreadsheets, and other information from the laptop.

What feature is available?	What does this feature let me do?
Show the Windows® desktop	Use the iPower system as a presentation device to show slides, spreadsheets, and any other type of file.
Use a VCR	Play or record videotapes during conferences.
Control a document camera, VCR, or projector	Control a document camera, VCR, or projector using the controls within the collaboration system, if the iPower system has been set up to use Meeting Tool Assistant.
Use a Document Server	Copy a file that you want to share during a conference to the Document Server so that it is available to the iPower system.
Transfer and receive files	Send the latest copy of a document that you worked on during a conference to all the participants in that conference.
Use Dual Images	See both the People at the far end and any shared Content at the same time, if your call supports Dual Images.

Multipoint Features:

What feature is available?	What does this feature let me do?
Make a multipoint call	Include multiple sites in a call, if the iPower system has been set up to support multipoint calls.
Use chair control	Control which site is seen by all the participants in a multipoint call.
View participants in a multipoint call	Select the site you want to see in a multipoint call.

PIP and Other On-Screen Features:



What feature is available?	What does this feature let me do?
Show or hide the Picture-in-Picture (PIP)	On iPower systems with one monitor, make the PIP appear or disappear from the monitor; on iPower systems with two monitors, make the PIP appear or disappear from the second monitor when the main monitor is being used to show Content.
Move the PIP on single-monitor systems	On iPower systems with one monitor, change the position of the PIP by dragging the PIP to move it.
Move the PIP on dual-monitor systems	On iPower systems with two monitors, change the position of the PIP on the People monitor by moving it to one of several pre-defined positions.
Swap the PIP and the main video	Show far-end People in the PIP and near-end People in the full screen.
Temporarily hide the cursor	Adjust the amount of time the cursor stays visible when it is not in use.
Turn Full-Screen view on or off	Make the video fill the entire screen or view the on-screen controls along with the video.
Show or hide on-screen elements when the system is in Full-Screen view	Hide or show the Status Bar, Control Bar, PIP, or People and Content List when the system is in Full-Screen view.
Choose which readiness messages to display	Specify which messages about potential problems you want to see.

Streaming Features:

What feature is available?	What does this feature let me do?
Stream the conference to the web	Allow users with web browsers to access the conference over the web, if the iPower system has been set up to allow streaming.
Get information about an active stream	See information about the stream (such as the number of sites currently viewing the stream) while the system is streaming the conference to the web.
Record a conference	Make the conference available for viewing by others after the conference ends, if the iPower system has been set up to allow you to record the stream. This feature is an optional upgrade.

Ending a Call

To end a call:

1. Press  **Hang Up**.
2. If multiple video and voice sites are connected, a dialog box appears asking you which call you want to hang up. Highlight the call and click **Yes**.
3. A dialog box appears asking you if you really want to hang up. Press  **Hang Up** again or click **Yes**.
4. If you manually dialed the call, a dialog box appears asking if you want to save the number in a Directory for quicker dialing of future calls. If you want to save the number, enter the system name in the **Directory entry name** field and click **Yes**.

Collaboration Tips

Read through these quick tips for ideas on how to optimize your collaboration experience. You'll find general tips for a better meeting, as well as simple suggestions for improving video and audio quality, and for sharing documents.

Tips for Great Meetings

- Make sure you have the video number(s) of the site you want to call or that the site is listed in a Directory.
- Set your camera presets before you start your call so that you can quickly use them during the call. (You can set up to nine near-end and nine far-end presets.)
- Add peripherals to your system to expand its use. For example, you can add a VCR if you want to show a videotape, or you can connect a laptop or desktop PC if you want to share data. Use the ImageShare or ImageShare II device to easily attach your laptop or desktop PC.

Tips for Great Video

- Avoid wearing bright colors, all-light or all-dark clothing, or very "busy" patterns (such as small checks or narrow stripes). Light pastels and muted colors look the best on the screen.
- If there are windows in the room, close any drapes or blinds. Daylight is a variable light source and can conflict with interior room lighting.
- Use natural gestures when you speak.
- When adjusting your cameras during the meeting, try to fill the screen as much as possible with people rather than with the table, chairs, walls, or the floor.

Tips for Great Audio

- Place the PowerMic™ microphone on the table in front of the people in the meeting. If your room is very large, consider adding another PowerMic.
- Speak in your normal voice without shouting.
- Ask the people at the other site if they can hear you. Have them introduce themselves so you can be sure that you can hear them.
- Since the audio has a very slight delay, you may want to pause briefly for others to answer you or to make comments.
- Don't place papers or other objects on or in the way of the microphone, and don't rustle papers or tap on the microphone or table.
- As with any meeting, try to limit side conversations.
- With an iPower 600 system, attach a headset to your system if you want to keep conversations private.

Tips for Sharing Documents

- Attach a laptop or a desktop PC to your system (use the ImageShare or ImageShare II to attach your laptop or PC). You can then show documents that are stored on that laptop or PC to the other people in the conference.
- Check that your system has the application you need to share your documents, such as Microsoft® PowerPoint®, Project, or Word. If not, talk to your system administrator before installing new applications on your system.
- Before the conference, copy the documents you want to share to your iPower system hard drive, to a Document Server, to a diskette (for iPower 900 systems only), or to a network drive. For more information about the Document Server, see the Document Server Help.

Site Info

Either you or your system administrator can fill in the information below. You may find this information useful if you need help with the system at a future time.

Note: Before calling others for assistance with the system, you may want to check the online help (press **F1** on the keyboard).

System Administrator's Name	Phone Number

Help Desk Number

System Room Location	Room Phone Number

Type of System

System Video Call Number(s)

System Serial Number