



Polycom Converged Management Application™ (CMA™) Desktop for Mac OS X

Help Book

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Getting Started with Polycom CMA Desktop

Welcome to Polycom CMA Desktop for Mac OS X

Polycom CMA Desktop is an easy-to-use video conferencing application that lets you see and hear the people you call. With Polycom CMA Desktop, you can connect to anyone else who is using Polycom CMA Desktop or other types of video conferencing systems. You can chat with Polycom CMA Desktop users who share presence with you. Polycom CMA Desktop Contacts who don't have cameras can still chat and participate in calls.

Related Topics

[Starting Polycom CMA Desktop](#)

[Signing In and Out](#)

[Placing a Call](#)

Starting Polycom CMA Desktop

You can start Polycom CMA Desktop manually when you want to make a call, or you can configure it to start automatically when you start your system. Once Polycom CMA Desktop is running, you can sign in and place or receive calls.

To start Polycom CMA Desktop manually:

>> From Finder, choose **Applications > Polycom CMA Desktop** and click  **Polycom CMA Desktop**.

Tip: For easy access, drag  **Polycom CMA Desktop** to the dock.

To exit from Polycom CMA Desktop:

>> Click the application menu and choose **Quit**.

To configure Polycom CMA Desktop to start and sign you in automatically:

1. Do one of the following:
 - If you're signed in to Polycom CMA Desktop, click the application menu and choose **Sign Out**.
 - Start Polycom CMA Desktop.
2. Click the application menu and choose Preferences > Sign In.
3. Select Automatically start Polycom CMA Desktop when system starts.
4. Select Automatically sign in when Polycom CMA Desktop starts.
5. Click **Apply**, then click **OK**.
6. Enter your Polycom CMA Desktop user name and password.
7. Select **Remember my password**, and then click **Sign In**.

Tip: These settings take effect the next time you restart. You can change these settings any time by clicking **Change my sign-in settings** from the sign-in screen.

Related Topics

[Signing In and Out](#)

[Placing a Call](#)

[Answering a Call](#)

[Using Chat](#)

Signing In and Out

You can choose to enter your user name and password manually, or you can sign in automatically each time you start Polycom CMA Desktop.

To sign in:

1. Enter your Polycom CMA Desktop user name and password.

All Polycom CMA Desktop user names are in the format **YourDomain\YourUserName**. Contact your Polycom CMA Desktop administrator for help with your user name.

Tip: Select **Remember my password** if you want Polycom CMA Desktop to enter your user name and password for you automatically each time you sign in. Note that this might allow others to use your account if you share this computer with others.

2. Click **Sign In**.

To sign in automatically each time Polycom CMA Desktop starts:

1. Enter your Polycom CMA Desktop user name and password.
2. Select **Remember my password**.
3. Select **Automatically sign in**.
4. Click **Sign In**.

To sign out:

>> Click the application menu and choose **Sign Out**.

Solving Sign-in Problems

If you experience problems signing in, try these tips:

- Ensure that you entered your login credentials correctly and your user name is in the format YourDomain\YourUserName.
- Ensure that the Polycom CMA server address is entered correctly. To do this, click **Preferences > Sign in**.
- Ensure that your network cable is securely connected to your computer.
- Ensure that your network adapter is installed and configured correctly.
- Watch the status messages at the bottom of the main window to help identify where the problem occurs.
- Contact your Polycom CMA Desktop administrator.

Related Topics



[Starting Polycom CMA Desktop](#)

[Placing a Call](#)


First Steps with Polycom CMA Desktop

To get started, try these Polycom CMA Desktop tasks. To get more detailed information, use the links to related topics at the bottom of this topic.

Add People to Your Contacts List

1. Click  to open the Directory.
2. Start typing a name:
 - If your administrator has configured your system for automatic searching, you see Contacts that contain the characters you enter as you type.
 - If your administrator has configured your system for manual searching, click  search to start the search.





For example, if you type **and**, your search may find Contacts such as Andrew Jones, Christine Anderson, or Andover Conference Room.
3. From the list of names, click the name of the person you want to add.

4. Click **Add to Contacts**.
5. Polycom CMA Desktop sends an invitation to be on your Contacts list to the person you select, and  appears next to the name on your Contacts list.


Tip: The Directory includes current Polycom CMA Desktop users whom you can call, as well as people whose accounts are not active. A Polycom CMA Desktop account is activated when the person signs in for the first time. If you want to call a person whose account is not activated, tell him or her to activate the account by signing in. You can then locate the user in the Directory and place a call.

Check the Icons

When the Contact accepts your invitation, the icons beside the name show the Contact's availability.

Icon	Description
	Available for chat or a call.
	In a video call and able to accept an additional video call. No chat is available.
	In a video call. Available to chat.
	Unavailable for a call. Available to chat, but currently idle.

Call Someone

1. Do one of the following:
 - Click a name in your Contacts list, your Recent Calls, or the Directory.
 - Type a system name or number.
2. Click  **Call** to start the call.

Related Topics

[About Your Contacts List, the Directory, and Your Recent Calls](#)

[Placing a Call](#)

[Answering a Call](#)

[Seeing Who's Available](#)



Calling and Answering

Placing a Call



You can place a call by choosing a name from your Contacts list, the Directory, or your Recent Calls. You can also call by entering the calling information yourself. Depending on the type of system you're using and the type of system you're calling, you can place a video call, place an audio call, or chat.

To place a call by choosing a name from your Contacts list:

>> Do one of the following:




- Double-click a Contact to place a video call. If the Contact's system does not support video, an audio call starts.
- Select a Contact, and then click  to place a video call or click  to chat.
- Right-click a Contact and choose **Place Call**.

To place a call from the Directory:


1. Click  to open the Directory.
2. Start typing a name:
 - If your administrator has configured your system for automatic searching, you see Contacts that contain the characters you enter as you type.
 - If your administrator has configured your system for manual searching, click  search to start the search.

For example, if you type **and**, your search may find Contacts such as Andrew Jones, Christine Anderson, or Andover Conference Room.
3. Click a name and then click **Call** to start the call.

To place a call from your Recent Calls:


1. From the main window, do one of the following:
 - If your system is configured to include Recent Calls as a Contacts list group, click  to open the Recent Calls group, and select a name.
 - Click in the manual dial box at the bottom of the main window and start typing. If the Polycom CMA Desktop finds the name you want, you can click to select it.
 - In the manual dial box at the bottom of the main window, click , then select a name.
2. Click  **Call** to start the call.

To place a call by entering the calling information:

1. Type the calling information in the field at the bottom of the main window. As you type, the system finds matching Contacts from your Recent Calls. If Polycom CMA Desktop finds the name you want, you can click to select it.
2. Click  **Call** to start the call.

To call a virtual meeting room:

1. Do one of the following:
 - If Polycom CMA Desktop and the virtual meeting room are registered to the same Polycom CMA system, enter the extension (E.164 address).
 - Enter the IP address of the bridge in this format: extension@IP_Address. For example, 1000@11.12.13.14.

- Enter the IP address of the bridge, followed by ## and the virtual meeting room's extension. For example: 11.12.13.14##1000.
2. Click  **Call** to start the call.

Tips for great calls

- While you are in a call, you can open a chat window and exchange messages with the other participant without affecting the call. You may want to do this if you are troubleshooting a problem, for example.

Related Topics

[Searching for a Contact](#)

[Participating in a Multipoint Call](#)

[Answering a Call](#)

[Ending a Call](#)

Answering a Call

When you receive a call, you see a call notification that tells you who is calling. You can configure Polycom CMA Desktop to answer calls automatically after this message appears, or you can configure Polycom CMA Desktop to let you answer calls manually.

Automatically answering video calls is convenient, but keep in mind that an unexpected caller could interrupt you when you're busy or look at your room if you aren't there. To prevent callers from overhearing a conversation not intended for them, you can choose to mute all automatically answered calls.

To answer a call manually:

>> Do one of the following:

- Click **Answer** to accept the call.
- Click **Ignore** to refuse the call.

To set the system to answer calls automatically:

1. From the application menu, choose Preferences > General.
2. Select **Auto-answer incoming calls**.
3. If you want to mute all incoming calls, select **Mute auto-answered calls**.

Related Topics


[Ending a Call](#)

[Placing a Call](#)

Ending a Call

Either participant can end a call. When the call ends, the call window closes automatically.

To end a call:

1. If your video is full screen, move your mouse to display the toolbar.
2. Click  **Hang up call** on the toolbar.

Related Topics

[Placing a Call](#)







[Answering a Call](#)

Seeing Who's Available

You can view details about your Contacts, including the availability and system capability of the Contacts with whom you share presence. Contacts registered with the CMA presence service have icons beside their names indicating whether they are online and able to chat or to receive a call.





Availability for calls

Icons indicate a Contact's availability for a call, as shown in the following table.

Icon	Description
	Available for a video call.
	Available for a video call, but currently idle.
	No presence is available for this video system, but the system can be called.
	In a video call and able to accept an additional video call.
	In a video call or not accepting calls (Do Not Disturb).
	Offline or no video is available.







Availability to chat

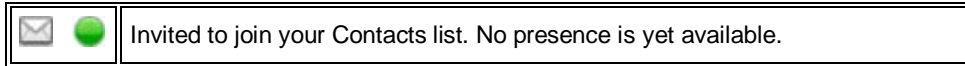
Icons indicate a Contact's availability to chat, as shown in the following table.

Icon	Description
	Available to chat.
	Available to chat, but currently idle.
	Invited to join your Contacts list. No presence is yet available.
	Not accepting messages (Do Not Disturb).

Examples

The following table gives examples of the icons you might see in your Contacts list.

Icon	Description
	Available for chat or a call.
	In a video call and able to accept an additional video call. No chat is available.
	In a video call. Available to chat.
	Unavailable for a call. Available to chat, but currently idle.
	Unavailable for chat or a call (Do Not Disturb)
	Available for a call, but currently idle. No chat is available.



Related Topics

[Managing Your Contacts](#)

[Placing a Call](#)

Participating in a Multipoint Call

You can participate in multipoint calls that are hosted by a virtual meeting room or by a video conferencing system that can host multipoint calls. During a multipoint call, multiple sites can hear each other. Participants using video can also see each other.

For most multipoint calls, you choose someone from your Contacts list or the Directory or enter the calling information, just as you do for any other call. Some types of virtual meeting rooms require you to supply a password, extension, or meeting number after the call connects. You can get this information from the meeting organizer.

Some virtual meeting rooms allow the meeting organizer to specify calling information for all participants before the call starts. In this type of multipoint call, you simply answer the incoming call.

To join a multipoint call:

>> Choose the virtual meeting room number from your Contacts list, the Directory, or your Recent Calls.

To enter a virtual meeting room password, extension, or meeting number:

>> When you hear the prompt, click  **Tone Pad** on the toolbar and enter the required number.

To hang up from a multipoint call:

>> Click  **Hang up call** on the toolbar.

Related Topics

[Placing a Call](#)

[Answering a Call](#)

[Entering a Virtual Meeting Room Password, Extension, or Meeting Number](#)

Entering a Virtual Meeting Room Password, Extension, or Meeting Number

Some types of virtual meeting rooms require you to supply a password, extension, or meeting number after the call connects. You can get this information from the meeting organizer.

To enter a password, extension, or meeting number:

>> When you hear the prompt, click  **Tone Pad** on the toolbar and enter the required number.

Related Topics


[Participating in a Multipoint Call](#)

[Placing a Call](#)

Controlling the Far-End Camera

When the far-end camera supports pan, tilt, and zoom movement, it might be configured to allow you to control it.

To adjust the far-end camera:

1. Click  on the toolbar.
2. Click the arrow buttons to move the camera up, down, left, or right:


3. Click **Zoom +** or **-** to zoom in or out.

Related Topic

[Placing a Call](#)


Using Chat

Using Chat

You can chat with anyone on your Contacts list who displays . You can also chat with multiple Contacts at the same time. Each conversation takes place in a separate chat window.



Polycom CMA Desktop lets you easily use both chat and video with the same Contact. While you are in a video call, you can open a chat window and exchange messages. You may want to do this if you are troubleshooting an audio problem, for example. You can open or close the chat window at any time without affecting the video call. You can also add video or audio while you are chatting, depending on the capabilities of the far-end system.

To send a message:

1. Select a Contact, and then click  to chat..
2. In the chat window, type your message, and then click **Send**.

Tip: You can customize how the Enter key works. To send a message when you press Enter, right-click anywhere in the text area and make sure **Enter Key Sends Message** is enabled. If you want to start a new line when you press Enter, clear this field.

To open the chat window during a video call:

1. If you're viewing full-screen video, click  on the toolbar to reduce the window size.
2. Click  on the toolbar.

To close the chat window:

>> Click the red close button.

Tips

- You can run Polycom CMA Desktop while you are running other chat applications on your computer.
- You can install another video conferencing application on a computer where Polycom CMA Desktop is installed. However, you cannot run Polycom CMA Desktop at the same time as other video conferencing applications.

Related Topics

[Adding a Call to a Chat Session](#)

[Customizing Chat and Call Windows](#)

Customizing the Enter Key

You can configure use of the Enter key when you type messages to work the way you prefer.

To specify how the Enter key works when you chat:

1. From the main window, click **Menu** and choose **Preferences > Messages**.
2. Specify whether pressing the Enter key should send the message or insert a line break.

Related Topics

[Customizing Chat and Call Windows](#)

[Using Chat](#)

[Placing a Call](#)

Adding a Call to a Chat Session

When you are chatting, you can add a video or audio call to your session.

To add a call to your chat session:

1. Click **Add Call**.
2. If your system is configured to show your video preview, verify your video, and adjust your camera if necessary.
Tip: To adjust the camera, click the system menu and then choose **Preferences > General > Preview my video** before placing a call.
3. Click **Call**.
If the far end supports video calls, a video call starts. If not, an audio call starts.

Related Topics

[Using Chat](#)



[Ending a Call](#)

[Placing a Call](#)

Adding Chat to a Call

Polycom CMA Desktop lets you easily use both chat and calling with the same Contact. While you are in a call, you can open a chat window and chat with the other participant. You may want to do this if you are troubleshooting a problem, for example. You can open or close the chat window at any time without affecting the call. You can also add a call while you are chatting.

To open the chat window during a video call:

1. If you're viewing full-screen video, click  on the toolbar to reduce the window size.
2. Click  on the toolbar.

To close the chat window:

>> Click the red close button.

Related Topics

[Adding a Call to a Chat Session](#)

[Customizing Chat and Call Windows](#)

[Customizing the Enter Key](#)

Using the Contacts, Directory, and Recent Calls Lists

About Your Contacts List, the Directory, and Your Recent Calls

You can easily find people and systems to call with Polycom CMA Desktop.



Your Contacts List

Your Contacts list is your personal space for storing information about the people and systems you communicate with most frequently. You can add people to your Contacts list by copying them from the Directory or from your Recent Calls. When you add people whose systems support sharing presence, they receive an invitation to be on your Contacts list. You can also add people and systems outside the network by entering the information manually.

The Directory

The Directory contains information about the people and systems in your organization. This information is refreshed each time you sign in to Polycom CMA Desktop. You can't make changes to the Directory, but you can copy Directory entries to your Contacts list. In the Contacts list, you can change a Contact's display name.

Your Recent Calls

Your Recent Calls list includes the people and systems you have called or received calls from. In the manual dial box at the bottom of the main window, click , and select a name. If your system is configured to include Recent Calls as a Contacts list group, you can click  to open the Recent Calls group, and select a name. You can also search your Recent Calls and your Contacts List. Simply click in the manual dial box at the bottom of the main window, and start typing. If the system finds the name you want, you can click to select it.

Related Topics

[Managing Your Contacts](#)

[Viewing Your Recent Calls](#)



Managing Your Contacts

Your Contacts list is your personal space for storing information about the people and systems you communicate with most frequently. You can add people to your Contacts list by copying them from the Directory or from your Recent Calls. When you add people whose systems support sharing presence, they receive an invitation to be on your Contacts list. You can also add people and systems outside the network by entering the information manually.

From your Contacts list, you can place calls and chat with just a click. Sharing presence lets you each quickly see whether the other is available and what type of call is possible.

Contacts who are available for calls are displayed at the top of your Contacts list.




To invite a person or system in the Directory to your Contacts list:

1. Click  to open the Directory.
2. Start typing a name:
 - If your administrator has configured your system for automatic searching, you see Contacts that contain the characters you enter as you type.
 - If your administrator has configured your system for manual searching, click  search to start the search.

For example, if you type **and**, your search may find Contacts such as Andrew Jones, Christine Anderson, or Andover Conference Room.




3. Click a name, then click **Add to Contacts**.
4. Change the display name (optional) .
5. Click **OK**.

If the person's system supports sharing presence, Polycom CMA Desktop sends them an invitation to be on your Contacts list. Some systems, such as those in conference rooms, may be configured to accept invitations automatically. If the person you invited is not configured to accept invitations automatically, the

name on your Contacts list is identified with the  Invited icon. When the person accepts your invitation, the icons on the Contacts list change to  to show availability for video calls and to  to show availability for chatting.

To invite a recent caller to your Contacts list:

1. From the Recent Calls group in your Contacts list, find the person or system to add.
2. Right-click and choose **Add to Contacts** to add the person or system to your Contacts list.
3. Change the display name (optional).
4. Click **OK**.

If the person's system supports sharing presence, Polycom CMA Desktop sends them an invitation to be on your Contacts list. Some systems, such as those in conference rooms, may be configured to accept invitations automatically. If the person you invited is not configured to accept invitations automatically, the name on your Contacts list is identified with the  Invited icon. When the person accepts your invitation, the icons on the Contacts list change to  to show availability for video calls and to  to show availability for chatting.

To create a new Contact:

1. Right-click a Contact, then choose **Create Contact**.
2. Enter the display name and address, then click **OK**.

To delete a Contact:

>> Right-click the Contact and choose **Delete Contact**.

To change a Contact's display name:

1. Right-click the Contact, and choose **Edit Contact**.
2. In the **New Display Name** field, type the new name using uppercase and lowercase letters, numbers 0 - 9, and the special characters space, dot, hyphen, backslash, and underscore.

The display name appears only on your computer, so it can be any name that's meaningful to you. For example, you might add your friend, whose address is mypresenceID. You might then choose "Christine" as a display name to help you more easily identify her in your Contacts list.

Related Topics

[Searching for a Contact](#)



[Seeing Details About a Contact](#)

[Seeing Who's Available](#)

Using the Directory

The Directory allows you to search for people and systems in your organization. You can call the people you find from the Directory, or you can invite them to your Contacts list. When someone accepts, you can see presence information about one another.

To find a person or system in the Directory:

1. Click  to open the Directory.
2. Start typing a name:
 - If your administrator has configured your system for automatic searching, you see Contacts that contain the characters you enter as you type.
 - If your administrator has configured your system for manual searching, click  search to start the search.

For example, if you type **and**, your search may find Contacts such as Andrew Jones, Christine Anderson, or Andover Conference Room.

Related Topics

[Managing Your Contacts](#)

[Searching for a Contact](#)

[About Your Contacts List, the Directory, and Your Recent Calls](#)




Viewing Your Recent Calls

Polycom CMA Desktop gives you several ways to view your recent calls:




- Your Recent Calls list lets you see the people and systems you've called and those who have called you. You can use this list to place calls and invite people to be on your Contacts list. To make it easier to find a Contact, each Contact is listed once, even if you have participated in multiple calls together.
- The Call Log gives you another view of the calls you've placed and received. Each call is listed, along with information about each call.

About your Recent Calls

Your Recent Calls list shows you whether you placed or received the call and whether the call connected.

Icon	Description
	Outgoing completed call
	Incoming completed call
	Incoming missed call

To place a call from your Recent Calls list:



1. From the main window, do one of the following:
 - If your system is configured to include Recent Calls as a Contacts list group, click  to open the Recent Calls group, and select a name.
 - Click in the manual dial box at the bottom of the main window and start typing. If the Polycom CMA Desktop finds the name you want, you can click to select it.
 - In the manual dial box at the bottom of the main window, click , then select a name.
2. Click  **Call** to start the call.

To display your Recent Calls as a group in your Contacts list:

1. From the main window, click the application menu and choose Preferences > General.
2. Specify whether to show recent calls in the Contacts list.

To view your Call Log:

>> Click the application menu, and choose **Call Log**.

Log entries appear in the list in the order the calls were placed to or received from the person or system. To find a recent call in the call log, click a column heading to sort or scroll through the names. Calls that connected successfully are marked with  and calls that did not connect are marked with .

To delete entries from your Call Log:

1. Click the application menu, and choose **Call Log**.
2. Select one or more entries to delete.
3. Right-click the entries and choose **Delete Selected Entries**.

Related Topics

[Placing a Call](#)

[Seeing Details About a Contact](#)

[Managing Your Contacts](#)


[Searching for a Contact](#)

Searching for a Contact



You can quickly find someone in your Contacts list, the Directory, or your Recent Calls, even when these lists contain many names. Once you find the person you want, click the name to place a call or chat.

Each person listed in the Directory can be registered with a Polycom CMA Desktop account and one or more video conferencing systems. When you place a call from the Directory, you are prompted to choose which system to call. When you invite a person to your Contacts list and they accept, you see separate entries in your Contacts list for each of the person's systems.

To search for a name in your Contacts or Recent Calls lists:

1. Type the calling information in the manual dial box at the bottom of the main window. As you type, the system finds matching Contacts from your Contacts list and your Recent Calls. If the system finds the Contact, you can click to select it.
2. Click  **Call** to start the call.

To search for a name in the Directory:

1. Click  to open the Directory.
2. Start typing a name:
 - If your administrator has configured your system for automatic searching, you see Contacts that contain the characters you enter as you type.
 - If your administrator has configured your system for manual searching, click  search to start the search.

For example, if you type **and**, your search may find Contacts such as Andrew Jones, Christine Anderson, or Andover Conference Room.

3. Click a name and then do one of the following:
 - Click **Call** to place a video call, if both systems support it. If video is not supported, an audio call starts. If the person is registered with a video conferencing system as well as with Polycom CMA Desktop, you are prompted to choose which system to call.
 - Click **Add to Contacts** to add the person or system to your Contacts list.
4. Optionally, change the display name.
5. Click **Close** to return to the main window.

Related Topics

[Placing a Call](#)

Seeing Details About a Contact

You can see information about each of your Contacts, including display name, call addresses, status, Contact groups, title, location, phone number, and email address. You can also view your call history with this Contact.

To see details about a Contacts :

>> Right-click a Contact and choose **Show Details**.

To edit a Contact's details:

>> Right-click a Contact and choose **Edit Contact**.

To close the Details window:

>> Click the red close button in the top left corner of the window.

Related Topics

[Viewing Your Recent Calls](#)

[Managing Your Contacts](#)

[About Your Contacts List, the Directory, and Your Recent Calls](#)



Working with Content

Showing the Desktop

When you show your desktop, all participants see the same content at the same time. You can show slides, spreadsheets, or any other type of file. Everyone sees everything on your desktop, including the cursor. The far end cannot control the cursor or edit the file. Only one participant at a time can show content.


Tip: Before you show your desktop, make sure that your content is ready.

To show the desktop to other participants:

1. Click  on the toolbar.
2. Click  **Send Monitor**.

The other participants see the content the way it appears on your monitor.

To stop showing the desktop:

- Click .
- Close the Show Content window.

Related Topics

[Placing a Call](#)




Customizing Your Polycom CMA Desktop Environment

Showing Others Your Availability

If you will be away from your computer or unavailable to accept calls, you can configure Polycom CMA Desktop to show others that you are not available. You can also configure Polycom CMA Desktop to change your availability icon automatically when your computer is idle for the amount of time you specify.

To change your availability:

>> In the main window, click ▼ below your name, and choose one of the following:

Setting	Presence
Available	 or 
Do Not Disturb	

Tip: When your system is set to Do Not Disturb, you can see presence for others on your Contacts list. You can place calls and send chat messages, but you cannot receive calls or chat messages.

To automatically show others when you are idle:

1. From the application menu, choose **Preferences > Presence**.
2. Select **Show me "Idle" when I'm inactive for:** and specify the number of minutes the system can be idle before others see your name marked as "Idle" in their Contacts lists. The Contact Details window shows your availability as **Idle**.

Related Topics

[Seeing Who's Available](#)

[Placing a Call](#)

Customizing Chat and Call Windows

You can choose how you want to display chat and call windows.

To specify how to display chat and call windows:

1. From the main window, click the application menu and choose **Preferences > Messages**.
2. Specify what should happen when you press Enter when you are typing a message:
 - **Sends a message** lets you send the message immediately, without clicking the **Send** button.
 - **Inserts a new line** lets you keep typing, just as you do in a word processor. Click **Send** to send the message.
3. Specify whether to display the date and time with messages.

Related Topics

[Placing a Call](#)

[Using Chat](#)

Showing and Hiding the PIP

During a call, you can verify the video you're sending to the far end by turning on the Picture-in-Picture window (the PIP). The PIP appears in the corner of the main video window. You can turn it on or off any time during a call.

Tip: The toolbar is automatically hidden when you choose full-screen video. To display the toolbar temporarily, move your mouse.

To show or hide the PIP:

>> Click  on the toolbar.

Related Topics

[Viewing Full-Screen Video](#)

[Customizing Chat and Call Windows](#)

[Hiding and Showing Your Preview Video Window](#)

Configuring Alerts

You can set up Polycom CMA Desktop to use audible alerts to tell you when you receive a call.

To configure alerts:

1. From the application menu, and choose **Preferences > Alerts**.
2. Specify whether you want to hear an audible alert when you receive a call.
3. Specify whether you want to hear just one ring or continue to hear repeated rings for incoming video calls.
 - Select **Ring once** to hear a single ring.
 - Select **Continue ringing** to hear repeated ringing until you answer or the caller hangs up.

Related Topic

[Answering a Call](#)

Viewing Full-Screen Video


When you are in a video call, you can see the video full screen. This gives you a better view of the person you're talking to. You may decide to use a smaller video window when you want to refer to content on your computer during a call or when you're chatting during the call. You can also switch back and forth between the two views during a call.

To view full-screen video:

>> Click  on the toolbar.

To return to a smaller video window:

>> Do one of the following:

- Click  on the toolbar.
- Press **Esc**.

Related Topics

[Placing a Call](#)

[Showing and Hiding the PIP](#)

[Ending a Call](#)

[Adding a Call to a Chat Session](#)

Hiding and Showing Your Preview Video Window

When you're not in a call, the video from your camera is displayed in a window above your Contacts list. You can hide this window, if you prefer.

To hide your video preview window:

>> Click .

To show your video preview window:

>> Click .

Related Topics

[Showing and Hiding the PIP](#)

[Viewing Full-Screen Video](#)

[Customizing Chat and Call Windows](#)

Customizing the Enter Key

You can configure use of the Enter key when you type messages to work the way you prefer.

To specify how the Enter key works when you chat:

1. From the main window, click **Menu** and choose **Preferences > Messages**.
2. Specify whether pressing the Enter key should send the message or insert a line break.

Related Topics

[Customizing Chat and Call Windows](#)

[Using Chat](#)

[Placing a Call](#)

Setting Up Your Camera, Audio, and Network

Choosing a Camera

You may need to use different cameras in different environments. For example, you may use a webcam with your laptop when you work from your office, but you need to use the laptop's built-in camera when you work from home. Instead of reconfiguring your video preferences, you can choose the camera to use before the call.

For information about choosing a webcam or video device for use with Polycom CMA Desktop, refer to the Release Notes, available at www.polycom.com/vidoeodocumentation.

For information about installing your webcam, refer to the documentation that came with your webcam.

To choose a camera for a call:

1. From the application menu, choose **Preferences > Video**.
2. Select the camera to use.

Related Topics

[Placing a Call](#)

[Specifying Camera Preferences](#)

[Adjusting the Camera](#)

[Adjusting the Volume](#)

Specifying Camera Preferences

Setting camera preferences lets you specify the camera to use and how it works with your system.

To specify camera preferences:

1. From the application menu, choose **Preferences > Video**.
2. Select the camera to use:

Setting	Description
None	Use no camera
Automatic	Let the system automatically select a camera
Specify	Choose the camera from a list of installed cameras

- 3.
4. Specify whether to allow video calls when no camera is connected to your computer.

This setting lets you place and receive video calls even when your camera is not connected or when the camera selection is set to None. In this type of call, you see the far-end video, and the far end sees the Polycom CMA Desktop logo.

Related Topics

[Choosing a Camera](#)

[Adjusting the Camera](#)

[Preferences: Video](#)

Adjusting the Camera

Depending on the camera you use, you can adjust your camera by manually opening or closing the lens cover, focusing, and configuring the camera.

To adjust the camera focus:

>> To adjust focus for most cameras, turn the dial on the camera.

Typically, you can turn clockwise to sharpen focus on far objects, and turn counter-clockwise to bring close objects into focus.

Caution: Turning the dial too far either way may damage the camera.

To prevent the far end from seeing you:

>> Close your lens cover if your camera has one.

Related Topics

[Choosing a Camera](#)

[Specifying Camera Preferences](#)

Specifying Audio Preferences

Setting audio preferences lets you specify how your system handles audio.

To specify audio preferences:

1. From the application menu, choose **Preferences > Audio**.
2. Choose the audio input device to use. Typically, the audio input device is a microphone or headset. Choose **Auto** to use the default audio device.
3. Choose the audio output device to use for video calls. Typically, the audio output device is speakers or a headset. Choose **Auto** to use the default audio device.

Related Topics

[Testing Audio Devices](#)

[Adjusting the Volume](#)

[Specifying Camera Preferences](#)

[Configuring Alerts](#)

[Preferences: Audio](#)

Adjusting the Volume

Polycom CMA Desktop lets you adjust the volume in a number of ways. For example, you can increase or decrease the volume, and you can mute the microphone manually or automatically.

For best results, set the volume level of your computer to one-half the maximum volume before adjusting the volume level.

Tip: The toolbar is automatically hidden when you choose full-screen video. To display the toolbar temporarily, move your mouse.

To increase or decrease the volume:

>> Move  on the toolbar.

To mute the microphone:

>> To mute the microphone manually, click  on the toolbar.


The sound you send to the far end is muted.

To unmute the microphone:

>>Click  on the toolbar.

To mute the microphone automatically:

1. From the application menu, choose **Preferences > General**.
2. Enable **Mute auto-answered calls**.

When your microphone is muted during a call, the Mute icon  appears on the screen, and the mute button on the toolbar is highlighted.

Related Topics

[Placing a Call](#)

[Solving Audio and Video Problems](#)

Specifying Your Network Preferences

Polycom CMA Desktop automatically adjusts to give you the best call quality for your connection type. You can allow Polycom CMA Desktop to automatically determine your connection type, or you can specify it yourself. If your administrator has set a call rate limit, this rate determines the rate used for calls.

Note: You cannot change your network settings during a call.

To specify your network type:

1. From the application menu, choose **Preferences > Network**.
2. Select the type of network connection you have:

Network Type	Network Limit (all traffic)	Call Rate Limit	Video	Content	Audio	Chat
Enterprise Network	10 Mbps	No limit	yes	yes	yes	yes
Premium Broadband	768 kbps or greater	768 kbps	yes	yes	yes	yes
Fast Broadband	512 kbps	512 kbps	yes	yes	yes	yes
Standard Broadband	384 kbps	384 kbps	yes	yes	yes	yes
Basic Broadband	256 kbps	256 kbps	yes	yes	yes	yes
Minimum Broadband	128 kbps	128 kbps	yes	yes	yes	yes
Dialup	Less than 128 kbps	64 kbps	no	no	yes	yes



Related Topic

[Preferences: Network](#)

Solving Problems

Solving Audio and Video Problems

Symptom	Corrective Action
Video	
My camera is not listed in the device selection list.	<p>Ensure that the camera is not in use by another application. Restart Polycom CMA Desktop.</p> <p>Reinstall your video device using the installation CD provided by the device's manufacturer, and then restart Polycom CMA Desktop.</p>
Others don't see my video.	<p>Ensure that your camera cable is connected securely. Restart Polycom CMA Desktop.</p> <p>Reinstall your video device using the installation CD provided by the device's manufacturer, and then restart Polycom CMA Desktop.</p> <p>Verify your camera settings. To do this, click the application menu, and then choose Preferences > Video.</p> <p>If you are using a third party personal firewall on your computer, you may need to add Polycom CMA Desktop to the firewall's exception list. Consult your firewall documentation for more information.</p>
My video preview window shows blue video.	<p>Ensure that the camera is not in use by another application. Ensure that your camera cable is connected securely. Restart Polycom CMA Desktop.</p> <p>Reinstall your video device using the installation CD provided by the device's manufacturer, and then restart Polycom CMA Desktop.</p>
My video preview window shows the Polycom CMA Desktop logo.	<p>This is normal for systems that are configured to allow calls without a camera. A logo is shown in place of local video when the camera is not available.</p> <p>If you have a camera connected to your computer, ensure that your camera cable is connected securely.</p>
My local video looks grainy.	<p>To make sure you send the best quality video, try the following:</p> <ul style="list-style-type: none"> • Try turning on more lights in the room, and use natural or incandescent lighting instead of fluorescent lights. • Ensure that your camera is configured correctly. For more information, see Specifying Camera Preferences.
Call quality is not good on my laptop.	<p>Ensure that your laptop is connected to a power source. Running on battery power can reduce the laptop's performance.</p>
It takes a long time to display video after the call starts.	<p>Network problems can slow down the call connection. You may want to try the call again later</p>
Audio	
My microphone is not listed in the device selection list.	<p>Reinstall your audio device using the installation CD provided by the device's manufacturer, and then restart Polycom CMA</p>

	Desktop.
Others don't hear my audio.	<p>Ensure that your audio is not muted. If your audio is muted, you see  on the screen and  is highlighted on the toolbar.</p> <p>Ensure your microphone cable is connected securely.</p> <p>Reinstall your audio device using the installation CD provided by the device's manufacturer, and then restart Polycom CMA Desktop.</p> <p>Verify your audio settings. To do this, click the application menu, and then choose Preferences > Audio. After you make a change, click Test Audio Devices to test the audio devices.</p>
Far-end participants hear an echo.	<p>Reduce the volume on your system.</p> <p>Place the microphone and speakers as far apart as possible.</p> <p>Use earphones instead of speakers.</p> <p>Use a headset instead of microphone and speakers.</p>
Far-end participants hear poor audio	<p>Place the microphone farther from the person speaking. Speaking too close to the microphone can cause poor audio quality.</p>
I don't hear audio from others.	<p>Ensure that the far-end audio is not muted.</p> <p>Ensure that your volume is set to an audible level.</p> <p>Ensure that your speaker cable is connected securely.</p> <p>Reinstall your audio device using the installation CD provided by the device's manufacturer, and then restart Polycom CMA Desktop.</p>
Online Help	
My online help doesn't display correctly.	<p>Ensure that your computer's web browser is configured to allow active content. Refer to your browser's documentation for information about how to adjust this setting.</p>

Related Topics

[Testing Audio Devices](#)

Testing Audio Devices

To ensure that your audio devices are functioning correctly, you can test the audio devices used for making video calls and playing alerts.

To test audio devices:

1. From the application menu, choose **Preferences > Audio**.
2. Click **Test Audio Devices**.
3. Speak into your microphone in a normal voice.

When you speak, the indicator shows that the microphone is picking up your voice. For best results, try to speak so that the color bar shows green most of the time. You may need to move the microphone farther away to do this.

4. To test the device used for audio in a call, click **Start**, and then click **Stop** to finish.

Related Topics

[Specifying Audio Preferences](#)

[Adjusting the Volume](#)

Saving Logs

If you need to report a problem, you may be asked to supply information about your system. .

To collect Polycom CMA Desktop Diagnostics:

1. From the main window, click the application menu and choose **Preferences >**
2. **Click Save Logs.**
3. **Specify where you want to save the file.**

To collect the Macintosh system profile:

1. From the applications folder, click **Utilities > System Profiler.**
2. Choose **File > Save As** and specify where you want to save the file.

Related Topics

[Preferences: Save Logs](#)

Preference Pages

Preferences: General

Auto-answer incoming calls

Allows the system to answer calls automatically.

Mute auto-answered calls

Allows the system to answer calls without turning on the microphone. If you enabled **Auto-answer incoming calls**, you may want to enable this setting to prevent callers from hearing your private conversations.

Preview my video before placing a call

Lets you verify your local video before you place a call. If you clear this option, the video call is placed immediately when you double-click a Contact's name.

Show recent calls in Contacts list

Adds the calls you've recently placed and received to your Contacts list. These calls appear in a separate Recent Calls group.

Related Topics

[Placing a Video Call](#)

[Answering a Video Call](#)

[Ending a Video Call](#)

Preferences: Sign In

Specify provisioning server

Specifies the provisioning server that supplies configuration settings for the system. Choose **Automatic** to let the system locate the provisioning server, or choose **Specify** to enter the server name or IP address.

Automatically start Polycom CMA Desktop when system starts

Starts automatically when you start your computer.

The video window automatically displays when you receive a call.

Automatically sign in when Polycom CMA Desktop starts

Signs you in automatically when you start Polycom CMA Desktop. Note that the system must be configured to remember your password if you want to sign in automatically. To do this, restart Polycom CMA Desktop, then select **Remember my password** after you enter your password.

Related Topics

[Placing a Video Call](#)

[Answering a Video Call](#)

[Ending a Video Call](#)

Preferences: Video

Select camera

Specifies which camera you want to use. Choose one of the following options:

Setting	Description
None	Use no camera
Automatic	Let the system automatically select a camera
Specify	Choose the camera from a list of installed cameras

Enable calls without a camera

Lets you place and receive calls even when your camera is not connected or when the camera selection is set to **None**. When you use this setting with video calls, you see the other person's video, and they see the Polycom CMA Desktop logo.

Related Topics

[Choosing a Camera](#)

[Specifying Camera Preferences](#)

[Adjusting the Camera](#)

Preferences: Audio

Audio input device (microphone)

Specifies which microphone or other audio input device to use. Choose **Auto** to use the default audio device.

Test Audio Devices

Lets you verify the audio input and output devices you've specified.

Audio output device (speakers)

Specifies which speakers, headphones, or other audio output device to use. Choose **Auto** to use the default audio device.

Related Topics

[Adjusting the Volume](#)

[Specifying Audio Preferences](#)

[Testing Audio Devices](#)

Preferences: Audio Test

Microphone indicator

When you speak, the indicator shows that the microphone is picking up your voice. For best results, try to speak so that the color bar shows green most of the time. You may need to move the microphone farther away to do this.

Test the device used for audio in a call

Click **Start** to begin the test, and then click **Stop** to finish.

Related Topics

[Solving Audio and Video Problems](#)

Preferences: Network

Select the type of internet connection you have

Specifies how you connect to the network. Your connection type determines the call rate limit, as well as the call features you can use. If your system is provisioned with a call rate limit, the provisioned rate determines the rate used for called.

Network Type	Network Limit (all traffic)	Call Rate Limit	Video	Content	Audio	Chat
Enterprise Network	10 Mbps	No limit	yes	yes	yes	yes
Premium Broadband	768 kbps or greater	768 kbps	yes	yes	yes	yes
Fast Broadband	512 kbps	512 kbps	yes	yes	yes	yes
Standard Broadband	384 kbps	384 kbps	yes	yes	yes	yes
Basic Broadband	256 kbps	256 kbps	yes	yes	yes	yes
Minimum Broadband	128 kbps	128 kbps	yes	yes	yes	yes
Dialup	Less than 128 kbps	64 kbps	no	no	yes	yes

Note: You cannot change your network settings during a call.

Related Topics

[Placing a Video Call](#)

[Using Chat](#)

Preferences: Alerts

Alert me when

Lets you choose how Polycom CMA Desktop should notify you when you receive a call.

Note that visible alerts are hidden when you are viewing full-screen video.

You can also specify whether you want to receive repeated alerts for incoming video calls.

- Select **Ring once** to hear a single ring.
- Select **Continue ringing** to hear repeated ringing until you answer or the caller hangs up.

Related Topics

[Configuring Alerts](#)

[Answering a Call](#)

Preferences: Presence

Automatically change my presence when I'm idle

Automatically shows others whether you are available or unavailable for a call.

Show me "Idle" when I'm inactive for:

Sets the number of minutes the system can be idle before others see your name marked as "Idle" in their Contacts lists. The Contact Details window shows your availability as **Idle**. Your presence icon changes back to **Available** when you move your mouse.

Always show my presence as:

Shows others the presence you select, regardless of whether you are at your computer.

Automatically accept an invitation to be added to a Contacts list

Lets others add you and see your availability immediately.

Related Topics

[Showing Others Your Availability](#)

[Seeing Who's Available](#)

Preferences: Messages

Pressing Enter in a message

Specifies what happens when you press Enter when you are typing a message. Choose one of the following:

- **Sends a message** lets you send the message immediately, without clicking the **Send** button.
- **Inserts a new line** lets you keep typing, just as you do in a word processor. Click **Send** to send the message.

Display date and time with messages

Shows the date and time for each message.

Related Topics

[Using Chat](#)

Preferences: Processor

Detected Processor

Shows details about your computer.

Related Topic

[Preferences: Configuration](#)

Preferences: Configuration

This page shows the configuration settings that are automatically supplied to Polycom CMA Desktop from the Polycom CMA system.

Related Topic

[Preferences: General](#)

Preferences: Call Statistics

Remote System ID

The type of video conferencing system at the far end and its software version.

Call Rate

The negotiated speed (bandwidth) for the call, which is usually the combined video and audio speeds in the call.

Packets Lost

Number of video, audio, and call data packets lost during the call, including transmitted packets and incoming packets. Packet loss indicates congestion or other problems on the network. The Dynamic Bandwidth option on the Bandwidth tab of the Network Setup page allows the system to reduce the call bandwidth to prevent packet loss.

Packet Loss

Total packet loss as a percentage of the total number of packets transmitted by your system and those transmitted by the far end.

Time in Last Call

Duration of the call most recently completed, in hours, minutes, and seconds.

Total Time in Calls

Total duration of all calls connected since installation or since the last software update.

Calls Placed

Total number of calls placed from your system since installation or since the last software update. This includes calls that did not connect successfully.

Calls Received

Total number of calls that your system has successfully answered since installation or since the last software update.

Calls Connected

Total number of calls that your system has successfully placed since installation or since the last software update.

Related Topics

[Preferences: Media Statistics](#)

[Specifying Your Network Preferences](#)

Preferences: Media Statistics

People Tx

Statistics about the People video being transmitted.

People Rx

Statistics about the People video being received.

Content Tx

Statistics about the Content being transmitted.

Content Rx

Statistics about the Content being received.

Video Protocol

The ITU-C video algorithm and annexes used in the current call. The video protocol used depends on the capabilities of the system at the far end as well as on your system's configuration.

Video Rate

Bandwidth specified for the video portion of the call. The proportion of the video rate to the audio rate depends on the protocol used.

Video Rate Used

Actual bandwidth being used for the video portion of the call. This is a real-time measurement, which normally fluctuates. The Dynamic Bandwidth option on the Bandwidth tab of the Network Setup page affects this value.

Video Frame Rate

Rate your system uses to update the picture seen at the far end. The system can send up to 30 frames per second. If the camera picks up large, continuous, or frequent motions, the software takes longer to assemble the data into video frames, and the frame rate drops. Changes in lighting also reduce the frame rate.

Video Packets Lost

Number of video data packets lost in a call. Packet loss indicates congestion or other problems on the network.

Video Jitter

Percentage of variation in the video transmission rate.

Video Format

The picture size currently in use.

Audio Protocol

The audio algorithm and annexes used in the current call. The audio protocol used depends on the capabilities of the system at the far end as well as on your system's configuration.

Audio Rate

Bandwidth specified for the audio portion of the call. The proportion of the audio rate to the video rate depends on the protocol used.

Audio Packets Lost

Number of audio data packets lost in a call. Packet loss indicates congestion or other problems on the network. The Dynamic Bandwidth option on the Bandwidth tab of the Network Setup page allows the system to reduce the call bandwidth to prevent packet loss.

Audio Jitter

Percentage of variation in the audio transmission rate.

Related Topics

[Preferences: Call Statistics](#)

[Specifying Your Network Preferences](#)

Preferences: Log Statistics**Collect Logs**

Lets you create a file containing the Polycom CMA Desktop Log and information about your system.

Related Topics

[Saving Logs](#)

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log4j

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