Polycom® CX5000 User's Guide

OPTIMIZED FOR

Microsoft®
Office Communicator

January 2010 Edition

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Contents

Regulatory Information

Regulatory information for the countries in which thePolycom ® CX5000 is approved for use can be found in the *Polycom ® CX5000 Regulatory Manual*, which is shipped with the Polycom CX5000 product and is also available online at http://www.polycom.com/global/documents/support/user/products/voice/Polycom_CX5000_Regulatory_Manual_All_Languages.pdf .

Introduction

When you want to meet with people who are geographically separated, video conferencing gives you a greater sense of immediacy than a conventional telephone conference call. The Polycom® CX5000 Unified Conference Station is a next generation video conferencing system that provides a comprehensive conferencing experience through the use of 360 degree video and active speaker detection.

Polycom CX5000 Documentation

The following documentation is available for the Polycom CX5000. You can find the documents provided inside the Polycom CX5000 package or visit the Polycom Web site.

- *Polycom CX5000 Release Notes*   Covers product limitations and workarounds.

- *Polycom CX5000 Quick Reference Card*   Provides quick visual reference to the tasks most commonly performed with the Polycom CX5000 (provided inside the Polycom CX5000 package).

- *Polycom CX5000 Setup Guide*   Designed for getting the device out of the box and running: explains how to install, configure, and begin using the Polycom CX5000 (provided inside the Polycom CX5000 package).

- *Polycom CX5000 Deployment Guide*   Covers Polycom CX5000 settings, as well as information about how to implement automatic updates to the device.

System Requirements

The following are the minimum system requirements for Polycom CX5000 hardware and software:

- Computer running the Windows XP™ operating system (SP2 or later, 32-bit only) or Windows Vista™ operating system (32-bit and 64-bit).

- Computer with 2.0 gigahertz or higher processor.

- Recommended 2.0 gigabyte (GB) of RAM or higher.

- 1.5 gigabytes (GB) of available hard disk space.

- Video card with 128 MB of RAM or higher.

- Super VGA (1280 × 1024) or higher-resolution video adapter and monitor.

- Keyboard and mouse, or compatible pointing device.

- Ethernet network adapter appropriate for the type of local-area or wide-area network to which you will connect. Your computer requires an active wired Ethernet connection for running Polycom CX5000.

- Graphics hardware running in full hardware acceleration mode.

- An analog PSTN phone line if necessary.

How the Polycom CX5000 Works

The Polycom CX5000, when used with Microsoft® Office Live Meeting 2007 or Microsoft® Office Communicator 2007, is a video conferencing device. Video conferencing is a set of interactive telecommunication technologies that allow two or more locations to interact using video and audio transmissions simultaneously. It has also been called visual collaboration.

With the Polycom CX5000, you can do any of the following:

- Place an outgoing phone call.
- Answer an incoming phone call.
- Conduct an audio-only session.
- Conduct an audio/video conference.

The Polycom CX5000 is placed in the center of your conference table and connected to a computer, computer network, public switched telephone network (PSTN) analog phone line, and power data box. The Polycom CX5000 cameras capture the entire panoramic view of your conference room, as well as the voices coming from any location around the table, as shown in Figure 1 below.

Figure 1. A Polycom CX5000 conference in session

Polycom CX5000 Device

Inspect the Polycom CX5000 device and become familiar with its components, as shown below in Figure 2.
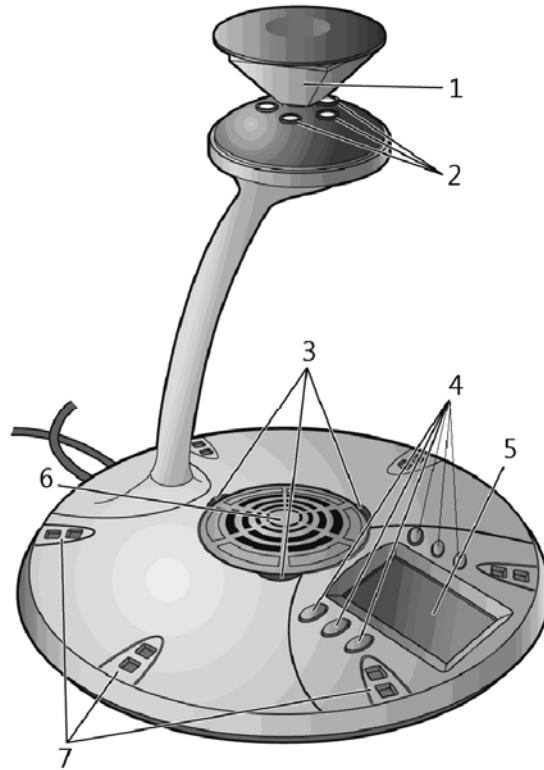
Figure 2.   Polycom CX5000 device

1. **Mirrors**. Five mirrors reflect the light into the cameras.

2. **Cameras**. Five small cameras capture the images from around the room.

3. **Light-emitting diode (LED) status lights**. Three status lights indicate phone connection, audio/video activity, mute, and incoming calls.

4. **Control buttons**. Six buttons control speaker volume, mute, phone on/off hook, flash, and information.

5. **Liquid crystal display (LCD) touch screen**. The LCD dial pad works just like your phone pad for ease of dialing and quick view of call status.

6. **Loudspeaker**. A centrally located loudspeaker provides the audio received from the remote conference.

7. **Microphones**. Six microphones located every 60° around the device pick up the audio in the room.

Touch-Screen Display

The Polycom CX5000 touch-screen display provides a keypad for entering phone commands, as well as buttons for adjusting the volume and other functions, as shown in Figure 3 below.
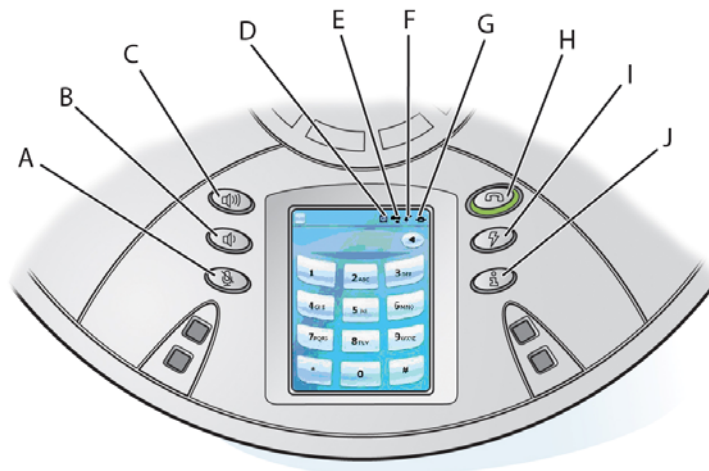
Figure 3.   Polycom CX5000 touch-screen and buttons

A.   **Privacy/Mute button.**   Audio and video input is halted or resumed.

B.   **Volume down button.**   Decreases the volume for the ringer and the speaker.

C.   **Volume up button.**   Increases the volume for the ringer and the speaker.

D.   **External Dial-pad button.**   Indicates whether the external dial-pad is connected to the device.

E.   **USB Status indicator.**   Indicates whether the Polycom CX5000 device is connected to your computer.

F.   **Phone Status indicator.**   Indicates whether the telephone connection is active.

G.   **Network Status indicator.**   Indicates whether the Polycom CX5000 device is connected to the network.

H.   **On/Off Hook button.**   Opens and closes a connection to a PSTN network.

I.   **Flash/Conference button.**   Allows a phone session to be on hold so that another phone number can be dialed or a conference initiated.

J.   **Information button.**   Provides additional information about the Polycom CX5000 device to be viewed in the keypad area.
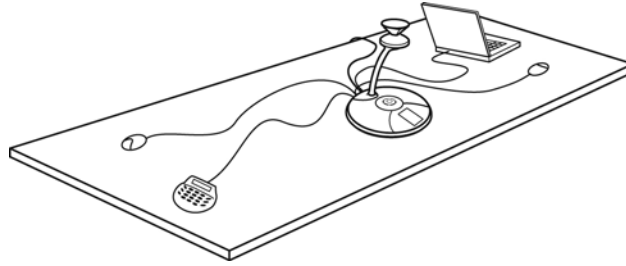
External dial pad and satellite microphones

An external dial pad and satellite microphones are provided for accommodating the needs of a larger meeting room where people may be further from the Polycom CX5000 device than in a conventional meeting environment.

Figure 4 below shows how the external dial pad and microphones can be positioned to enhance the Polycom CX5000 device in a larger conference rooms.


Figure 4.   External dial pad and satellite microphones

Using the Polycom CX5000 as a Conference Phone

If the Polycom CX5000 device is not connected to your computer, it still works as a standard conference telephone. This section describes how you can use the Polycom CX5000 device to send and receive phone calls and conference calls. This section covers only the audio functions for the Polycom CX5000 device and does not require the installation of Microsoft Office Live Meeting 2007 or Microsoft Office Communicator 2007.

Adjusting the ringer and speaker volume

The **Volume Up** and the **Volume Down** buttons control ringer and speaker volume. What the buttons control depends on the state of the device. The volume levels that you set are retained from one meeting to the next until you change them. Table 1 below summarizes the modes for volume settings.

Table1. Ringer and speaker volume

State of device	Volume mode	Description
Not connected to computer, and phone is on hook	Adjusts the ringer volume	Adjust the **Volume Up** and the **Volume Down** buttons to desired ringer volume level. While the device is ringing, adjust the **Volume Up** and the **Volume Down** buttons to desired volume level.
Device not connected to computer, and phone is off hook	Adjusts the speaker volume	Press the **Volume Up** or the **Volume Down** button to view the **Call Volume** screen on the touch screen display. During a phone conversation, adjust the **Volume Up** and the **Volume Down** buttons to the desired speaker volume.
Connected to computer and phone is either on hook or off hook	Simultaneously adjusts both the ringer and the speaker volume	Press the **Volume Up** or the **Volume Down** button to view the **Call Volume** screen on the touch screen display. During a phone conversation, adjust the **Volume Up** and the **Volume Down** buttons to the desired volume level for the call and the ringer.

Using the Touch-Screen and Control Button Tutorial

The Polycom CX5000 provides a brief on-device tutorial for the following common call scenarios:

- Answering a call.

- Making a three-way call.

- Using call waiting.

The following procedure guides you to the **Touch-Screen and Control button** on-device tutorial.

1. Press the **Information** button 🛈.

2. Select **Info** from the **Information** screen.

3. Select **Tutorial**.

4. Select **LCD Touch-Screen & Control Buttons**.

5. Following the arrow at the bottom of the screen to complete the tutorial.

Sending and receiving phone calls

The Polycom CX5000 loudspeaker and microphones allow for conversations as with any telephony device. The Polycom CX5000 keypad functions the same as a conventional phone, and you can correct errors in the number entry by using the backspace key.

Incoming calls are displayed in the phone status display. The length of the call is displayed in the uppermost status section of the LCD display. At any point during a phone conversation you can push the **Mute** button to suspend audio transmission to the device.

▷ **To send an outgoing phone call while the Polycom CX5000 device is on hook**

1. Press the On/Off hook button 📞 and listen for the dial-tone. The green LED status lights will appear.

2. Enter the phone number using the LCD dialing pad. The numbers appear in the phone number field.

3. Upon entry of the final digit, the Polycom CX5000 device will dial the number and place the call.

▷ **To send an outgoing phone call while the Polycom CX5000 device is off hook**

1. Enter the phone number using the LCD dialing pad. The numbers appear in the phone number field. Use the backspace key to correct an entry.

2. Press the On/Off hook button 📞 and listen for the dial-tone. The green LED status lights will light and the number will dial.

▷ **To answer an incoming phone call**

- To answer an incoming call to the Polycom CX5000 device press the On/Off hook button 📞.

Conference calls

You can dial directly into a conference or, if necessary, dial into a conference bridge that facilitates telephone conferencing.

If your conference requires connecting to a conference bridge, dial the conference bridge phone number on the Polycom CX5000 keypad using the on-hook or off-hook methods described previously. After connecting to the conference bridge, follow the prompts for entering the conference ID and password. At any time during the conference, you can suspend audio transmission using your Polycom CX5000 device.

> ☑ | **Note**
> You must use a phone system that supports multiple phone lines to place conference calls.

▶ **To place a phone conference call to a conference bridge**

1. Press the On/Off hook button ☎ and listen for the dial-tone. The green LED status lights will light.

2. Enter the conference bridge phone number using the LCD dialing pad. The numbers appear in the phone number field.

3. Upon entry of the final digit, the Polycom CX5000 device will dial the number and place the call.

4. Enter the required conference call information (for example, conference ID and password) to enter the conference call.

Three-way calls

A three-way call is when you need to interrupt an existing conference call to call someone who might have an answer to a question or advice for a situation. In this case, the conference call is temporarily suspended and a third party is called but not joined to the conference. After the three-way call is placed, the third party rings off and the conference call is reinstated.

> ☑ | **Note**
> You must use a phone system that supports multiple phone lines to place three-way calls.

▶ **To place a three-way call during an existing conference call**

1. Place a call from the Polycom CX5000 device.

2. Within an existing conference call, press the **Flash** button ⚡.

3. Enter the phone number or extension of the party you want to consult.

4. After the party has answered the call, begin your discussion. When finished, press the **Flash** button ⚡ to rejoin the conference call.

▶ **To add an additional phone to an existing conference call (three-way call)**

1. Place a call from the Polycom CX5000 device.

2. Within an existing conference call, press the **Flash** button ⚡.

3. Enter the phone number or extension of the party you are inviting to the conference call.

4. After the party has answered the call, press the **Flash** button ⚡ again to connect the newly joined party to the conference call.

Call waiting

During an existing conference call, someone may call into the conference, resulting in a call-waiting tone broadcast from the Polycom CX5000 device speaker. This could be someone wanting to join the conference, or simply someone with a quick question or relevant piece of information. You can accept the call and get back to your conference quickly by using call waiting. Or, you can choose to ignore the call and continue with your conference.

➤ **To accept a call during a conference**

1. To answer a call-waiting tone during an existing conference call, push the **Flash** button ⚡ to talk to the incoming caller.

2. Press **Flash** button ⚡ again to terminate the call and continue with the existing conference call.

Getting Started with Unified Communications Conferencing

With Microsoft Office Communicator 2007 and Microsoft Office Live Meeting, you can add a variety of communication modes to conference sessions, including phone, video, and even full Web conferencing and data sharing with Live Meeting.

The conferencing capabilities described below require you to have conferencing capabilities enabled in your organization. If you are not sure whether conferencing capabilities are enabled, contact your system administrator.

When to Use Communicator and When to Use Live Meeting

Microsoft Unified Communications offers a variety of possibilities for conducting conferences. For example, for everyday informal communications, you can conduct conferences with your closest co-workers using Microsoft Office Communicator 2007. For more formal presentations that require you to present Web slides, or that require application sharing, you can schedule a more formal Live Meeting conference. Table 2 below helps you decide which conferencing method to use.

Table 2   Conferencing scenarios and recommended methods

If you need to:	Use this method of conferencing
Conduct unscheduled multi-party conferences – for example, you need to make a quick decision among co-workers.	Use the conferencing capabilities of Office Communicator. See *Using Microsoft Office Communicator 2007* later in this document.
Make an unscheduled conference call	Use Office Communicator. See *Using Microsoft Office Communicator 2007* later in this document.
Present slides, share web pages, or perform desktop or application sharing during an unscheduled conference call	Use Office Live Meeting or use Office Communicator to start the conference and escalate to a Live Meeting Conference, if required. See *Using Microsoft Office Live Meeting 2007* later in this document.
Schedule a conference call to get on everyone's calendar	Use Office Live Meeting. See *Using Microsoft Office Live Meeting 2007* later in this document.
Schedule a Web conference where you present Slides, Share Web Pages, or Perform Desktop or Application Sharing	Use Office Live Meeting. See *Using Microsoft Office Live Meeting 2007* later in this document.

Using Microsoft Office Live Meeting 2007

This section is written for people who use Microsoft® Office Live Meeting with Polycom CX5000 together.

Microsoft Office Live Meeting is an online meeting space that your organization subscribes to or that your organization hosts on its own internal servers. With Microsoft Office Live Meeting, you can meet with your colleagues online, which allows you to collaborate in real time, even over long distances. The Microsoft Office Live Meeting client software installs on your computer, allowing you to connect to meetings (whether they are hosted on your organization's servers or on the Microsoft Office Live Meeting service).

Some organizations host meetings on their internal servers, and others subscribe to the Microsoft Office Live Meeting service. Your administrator will give you the information you need to configure Live Meeting for your internal servers. You can leave the Service section blank if it does not apply to you.

Attending a Meeting

When you receive an e-mail invitation to Microsoft Office Live Meeting, you can easily join the meeting by clicking the link in the invitation. The e-mail invitation also contains information about installing the meeting client on your computer.

When you are connected to a meeting, you have several ways that you can view the meeting and participate. This section talks about the following tasks:

*   Joining a meeting

*   Starting voice and video

*   Using the Microsoft Office Live Meeting client

*   Scheduling a Meeting in Advance

What You Should Do First

Before you get started, make sure you have Microsoft Office Live Meeting 2007 installed on your computer and Polycom CX5000 configured and connected to your computer.

Joining a Meeting

You can join a meeting directly from the e-mail invitation. The invitation contains a **Join the meeting** link that automatically starts the Microsoft Office Live Meeting client and connects you to the meeting.

➤ **To join a meeting**

*   Do one of the following:

    *   In your e-mail inbox, open the meeting invitation.

    *   Or, in your calendar, open the meeting item.

In the e-mail invitation or the calendar item, click the **Join the meeting** link, as shown in Figure 5 below. Microsoft Office Live Meeting automatically opens and joins you to the meeting. If you do not have the client installed on your computer, the invitation will contain instructions on how to install it.

Figure 5.   Link for joining the meeting

If you are unable to connect to the meeting, open the Microsoft Office Live Meeting client by clicking **Start**, clicking **All Programs**, clicking **Microsoft Office Live Meeting 2007**, and then clicking **Microsoft Office Live Meeting 2007**. Enter the **Meeting ID**, **Entry Code**, and **Location** listed in the e-mail invitation or calendar item.

Starting Voice and Video

Depending on how the meeting organizer has set up the meeting, you can communicate with the other attendees either through your computer or through a telephone conference call. Polycom CX5000 video also allows other attendees to see you.

- If the meeting uses **Computer Audio**, you can connect to the meeting and listen to it through your Polycom CX5000 device.

- If the meeting uses **Telephone Conferencing**, you can have the conferencing service call you or you can use your Polycom CX5000 device to dial into the conferencing service.

In the e-mail invitation, read the **Audio Information** section to find out whether the meeting uses computer audio or telephone conferencing. Then take the appropriate action below.

> **Tip**
>
> To ensure that your Polycom CX5000 audio and video work properly, use **Set Up Audio and Video** after you first connect to the meeting. Press **CTRL + T.** (You can also access the setup options in the **Voice & Video** pane by clicking the More button (**>>**) if necessary, clicking **Options**, and then clicking **Set Up Audio and Video**.) Follow the instructions in the wizard to specify and test your speakers, microphone, and Web camera.

▶ **To connect to audio**

1. Connect the Polycom CX5000 device to your computer to listen to the meeting.

2. Audio should be on by default. If audio is not on, click **Voice & Video** to open the **Voice & Video** pane, and then click **Join Audio**.

▶ **To connect to telephone conferencing by having the conferencing service call you**

> **Note**
>
> The first time you join a meeting that uses only telephone conferencing; a dialog box appears allowing you to enter a phone number that the conferencing service should use to call you.

1. Click **Voice & Video t**o open the **Voice & Video** pane.

2. Do one of the following:

- If you are already connected to audio, click the down arrow next to the **End Call** button, and then click **End computer call and connect with my phone**.

- If you are not connected to audio, click the down arrow next to the **Join Audio** button, and then click **Call Me**.

3. If this is the first time you have joined a telephone conference, the **New Phone Number** dialog box will appear. Type your area code and your phone number, and then click **OK**.

4. In the **Enable Call Controls** dialog box, if you are a participant, click **Join**. If you are the conference leader, select the Leader radio button, type the leader or PIN code, and then click **Join**.

► **To connect to telephone conferencing by dialing into the service**

1. Click **Voice & Video** to open the **Voice & Video** pane.

2. Click the down arrow next to **Join Audio**.

3. Click **View Call-In Details**, and then use your telephone to dial the numbers listed.

► **To connect to video**

1. If the main video is not visible, click **Voice & Video** to open the **Voice & Video** pane, click the down arrow next to the Web camera icon, and then click **Show Main Video**,

2. If you want to stream video, click the **Voice & Video** pane, click the Web camera icon, and then click **Start My Video**.

3. For Polycom CX5000 panoramic video, click **Voice & Video**. In the **Voice & Video** pane, click the Web camera icon.

Using the Microsoft Office Live Meeting Client

During the meeting, you can adjust the volume of the Polycom CX5000 device using the volume buttons on the device. You can also interact with others during the meeting through chat, or you can ask the presenter a question.

The topmost element in the Microsoft Office Live Meeting client window is the Menu Bar, which contains menu items. Figure 6 below shows the Menu Bar menu items and icons.

✐ | **Note**
Depending on how the meeting is set up and whether you have permissions
to use certain features, some of these menu items may not be available.
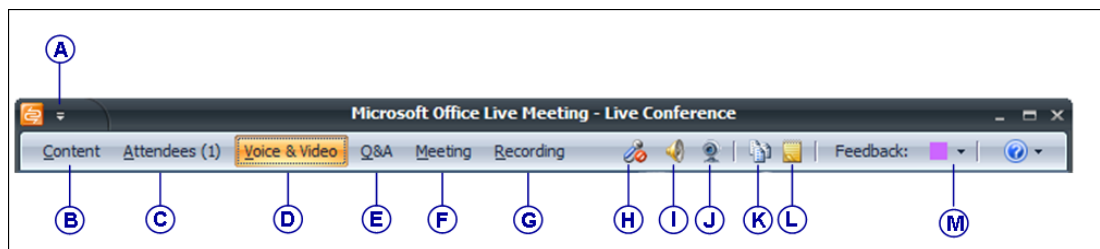
A **Menu button.** You can configure your account information and set your contact card options.

B **Content menu.** Presenters can share documents, applications, or their desktop with attendees.

C **Attendees menu.** You can view the list of attendees or the seating chart. Presenters can invite other attendees, mute the other attendees, or set attendee permissions.

D **Voice & Video menu.** You can start and stop your audio and video, mute your speakers or microphone, or adjust the volume of your speakers or microphone.

E **Q&A pane.** You can type questions for the presenter and presenters can type answers.

F   **Meeting pane**.   Shows meeting details, including meeting ID and entry code.

G   **Recording menu**.   Presenters can start, pause, or stop a recording of the meeting, including audio.

H   **Microphone mute icon**.   Click to mute or unmute your microphone. For the Polycom CX5000 you must use the on-device microphone mute button.

I   **Speaker mute icon**.   Click to mute or unmute your speakers. For the Polycom CX5000 you must use the on-device speaker mute button.

J   **Web Camera icon**.   Click to start or stop your video.

K   **Handouts pane**.   You can download handouts that the presenter has added to the meeting.

L   **Shared Notes pane**.   You can create and save notes that all attendees can see.

M   **Feedback menu**.   You can change your feedback status; for example, to signal to the presenter to slow down.

Figure 6. Menu Bar Menu items and icons

The menu items in the meeting client are moveable panes. You can click a menu item, and then drag the title bar anywhere on your screen. For example, to open the **Voice & Video** pane, click **Voice & Video**, and then drag the title bar to the middle of the Live Meeting client window, as shown in Figure 7 below.
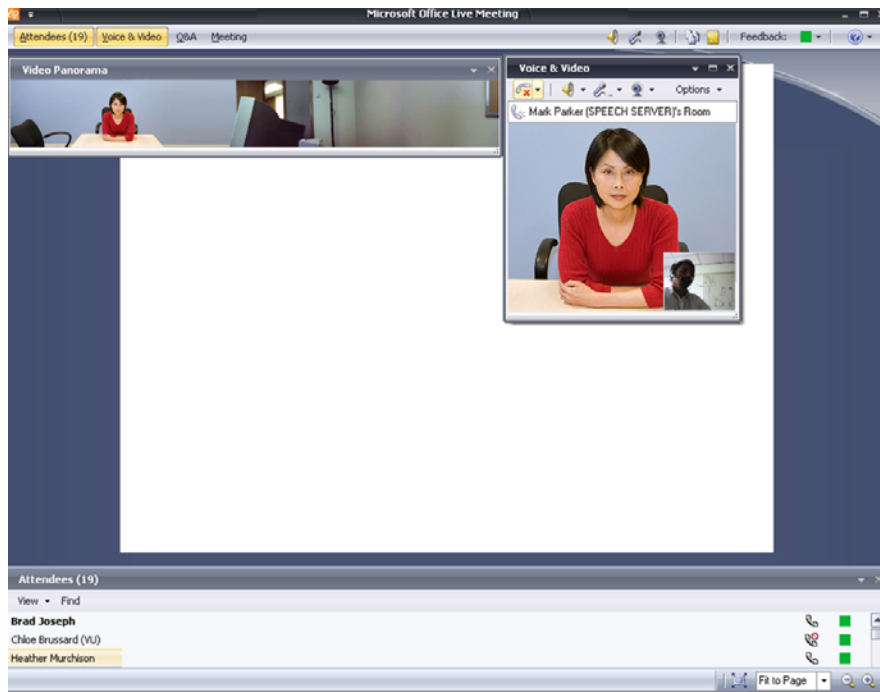
Figure 7. Microsoft Office Live Meeting client

Scheduling a Meeting in Advance

You can schedule meetings using the Conferencing Add-in for Microsoft® Office Outlook® messaging and collaboration client.

►   **To configure the Conferencing Add-in for Outlook**

1. Install the Conferencing Add-in for Outlook on your computer according to your administrator's instructions.

2. In your Outlook Calendar, click **Conferencing**, and then click **User Accounts**.

3. In the **User Accounts** dialog box, under **Office Communications Server**, in the **Sign-in name** text box, type your sign-in name.

4. If necessary, click **Advanced**. In the **Advanced Connection Settings** dialog box, click **Use these servers**. In the **Internal Server name or IP address** or the **External Server name or IP address** text box, type the server name or the IP address of the Microsoft Office Communications 2007 Server to which you will connect.

5. To verify your login information, click **Test Connection**.

6. Click **OK**.

➤ **To schedule a meeting using the Conferencing Add-in for Outlook**

1. In your Outlook calendar, click **Schedule a Live Meeting**.

2. On the **Appointment** tab, in the **Subject** text box, type a description of your meeting. In the **To** text box, enter the e-mail addresses for your invitees, separating each address with a semi-colon.

3. To designate presenters, click **Attendees/Presenters**. In the **Attendees** list, click a name, and then click **Add**. Click **OK**.

4. Click **Audio**. Do one of the following:

   • Click **Dial in to the meeting using a telephone conference service** and then fill in the audio information.

   • Or, to enable participants to connect using a computer with a headset or microphone and speakers, click **Connect to the meeting using computer audio**.

Using Microsoft Office Communicator 2007

Microsoft Office Communicator 2007 offers phone and video capabilities to improve your everyday communication. With Microsoft Office Communicator 2007, you can:

• Make one-click phone calls by clicking a contact in your contact list.

• Make group conference calls by right-clicking a group name, pointing **to Start a Conference Call**, and then selecting a conference calling option.*

About Phone Number Formats

Microsoft Office Communicator 2007 provides a variety of places for entering phone numbers. If you are entering a phone number to call in the Search box, Communicator allows you to enter digits or alphabetical characters. For example, you can enter a number such as 1-555-555-0101 or a 1-800 number such as 1-800-EXAMPLE.

If you are entering a phone number for call forwarding or to publish one of your phone numbers, you should need to follow use the International Number Format. Enter the country code, followed by the local number. As a best practice, the phone numbers you enter should contain only the digits 0123456789. Communicator will automatically add the formatting to the phone number for you. Do not include the international dialing prefix—for example 011 (in the United States) and 00 (in Europe and South America).

What You Should Do First

Before you get started, make sure you have either Microsoft Office Communicator 2007 or Microsoft Office Communicator 2007 R2 installed on your computer and the Polycom CX5000 configured and connected to your computer.

Make a Quick Phone Call

With the phone capabilities of Communicator, you can make outbound PSTN calls, answer inbound PSTN calls, and make computer-to-computer calls. To get started, try making a few calls with Communicator and Polycom CX5000.

► **Call a contact in your Contact List**

- In the Communicator contact list, click a contact's Call button to the right of the contact name as seen below in Figure 8.
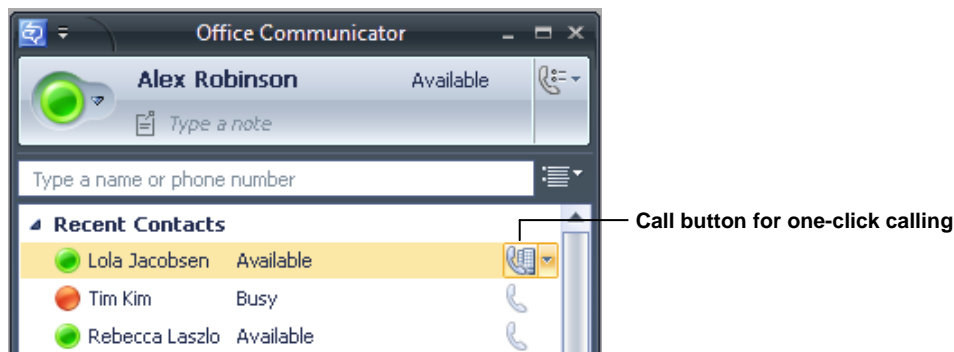
Figure 8. Call button for a contact

► **Call an outside number**

1. In the Communicator window, enter a number (could be your home number) in the Search box (**Type a name or phone number**). You don't need to format the number.

2. Double-click the Call button for the number in the Search Results pane to dial the number.

Make and Receive Phone Calls

The Polycom CX5000 paired with Microsoft Office Communicator offers a rich phone communication experience that extends beyond traditional phone capabilities.

The section below shows you how to use the Polycom CX5000 and Microsoft Office Communicator to perform tasks traditionally associated with your desktop phone. To this end, we will show you how to:

- Place calls with one-click calling from your Contact List.

- Find optional phone numbers, including mobile phone, for contacts.

- Make calls by typing a new call number in the Search box.

- Answer an incoming phone call.

- Use Call Controls to place calls on hold or transfer calls.

- Add video to a phone call.

Make a One-Click Phone Call

Each contact in your Contact List has a number that you can call by clicking the Call button associated with the contact. The number is the contact's work number by default, but can change based on the number most recently used to call the contact. The Call button is shown below in Figure 9.
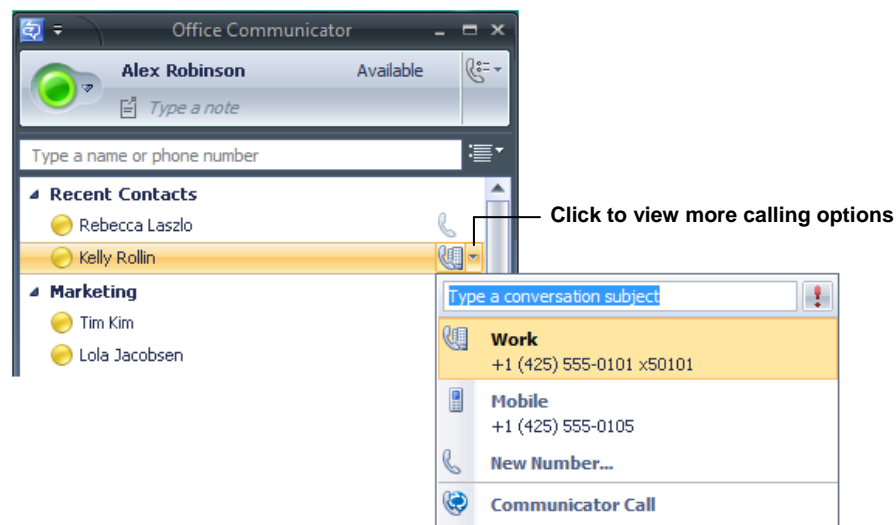

Figure 9. **The Call button in the Contact List**

▷ **To make a one-click audio call**

- In the Contact List, click the Call button to the right of the contact you want to call.

Call Additional Numbers

Microsoft Office Communicator users can publish additional phone numbers, such as their mobile or home phone numbers. To call an additional phone number, you click the arrow next to the Call button, as shown below in Figure 10.

Figure 10. **Call options for a contact**

▷ **To view call options for a contact**

1. In the Contact List, click the arrow to the right of the **Call** button associated with the contact.

2. In the Call options menu, click the name or number you want to call or click New Number and then enter the number you want to call.

## Type a New Number to Call

In addition to one-click calling and using Call options, you can type the number you want to call in the Search box in the Microsoft Office Communicator window, as shown below in Figure 13.

➤ **To type a new number and call it**

1. In the Microsoft Office Communicator window, in the Search box, enter the number you want to call. Use the International Phone number format. Enter the country code, followed by the local phone number. For example, for a United States number: 15555555555. For example, (011) in the United States and (00) in Europe. You can also use alphabetical characters for 1-800 numbers. For example, you can type: 1-800-EXAMPLE.

2. In the Search Results pane, click the Call button to the right of the phone number you entered. You can also press the ENTER key to place the call.

Answer a Phone Call

When you receive a phone call from another Microsoft Office Communicator contact, a Call alert appears in the bottom-right corner of your computer screen. From the alert, you can accept the call, ignore the call, or redirect the call to another number, as shown below in Figure 11.
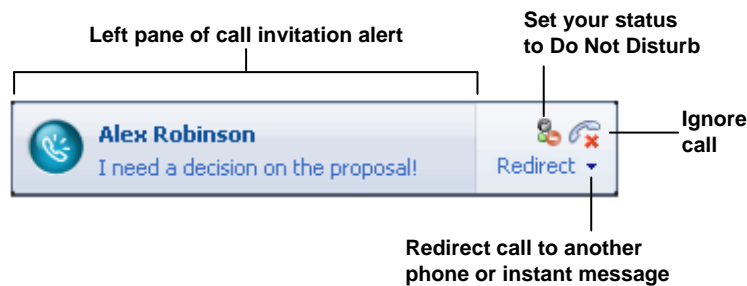
Figure 11. Audio call invitation alert

➤ **To answer a phone call**

• Click the left pane of the Call invitation alert.

➤ **To ignore a call**

• Click the **Ignore Call** button in the Call invitation alert.

➤ **To redirect a call**

• Click the **Redirect call to another phone or instant message** button, and then select an option from the menu. You can redirect a call to any of the phone numbers that you have published, including your mobile, home, or other phone number. If you choose to redirect a call to an instant message, the call is ignored and the **Conversation** window opens so that you can send the contact an instant message.

Using Call Controls

When you answer a phone call from a Microsoft Office Communicator contact, the **Conversation** window opens. The **Conversation** window offers a variety of call controls that you can use to transfer a call, put a call on hold, or adjust your speaker or microphone volume.

Table 3 below shows the call controls and gives a brief description of what each one does.

Table 3. Call controls

Control	Function
End Call icon	End Call.
Hold icon	Put call on hold.
Conference ▾	Mute your line during a conference call
Transfer icon ▾	Transfer call to: another person another one of your devices (such as your cell phone).
Dial pad icon	Display the dial pad. The dial pad is used to enter input to access voice mail and to enter pass code for conferences.
Toggle audio icon	Toggle audio from a call between the USB telephony device and other speakers. This control only appears if you have a USB telephony device attached to your PC and you have configured your audio device to play call audio on a separate device from your USB telephony device.
Speaker icon ▾	Mute speakers. Click the Menu button to adjust the audio volume.
Microphone icon	Mute microphone
Audio level indicator	Audio level indicator.
0:00:10	Time elapsed.

Place and Receive Video Calls

If you have a Polycom CX5000 connected to your computer, you can place a video call to a contact. When the contact answers the call, she can see your video feed, even if she does not have a webcam. If the contact has a webcam connected to his or her computer, then you can see the video feed for that person in your **Conversation** window.

Place a Video Call

You can add video to an existing instant messaging session or phone call, or you can start a video call from the Microsoft Office Communicator window.

► **To start a video call from the Contact List**

- In the Contact List, right-click a contact and then click **Start a Video Call**, as shown below in Figure 12. After the video call is accepted, the **Conversation** window expands to display the video.


Figure 12. A video call started in the Contact List

Receive a Video Call

A contact is not required to have a Polycom CX5000 or a webcam to accept a video call. If a contact does not have a Polycom CX5000 or a webcam, they will be able to view caller's video feed, but the caller will see a video icon placeholder for contact's video feed.

►

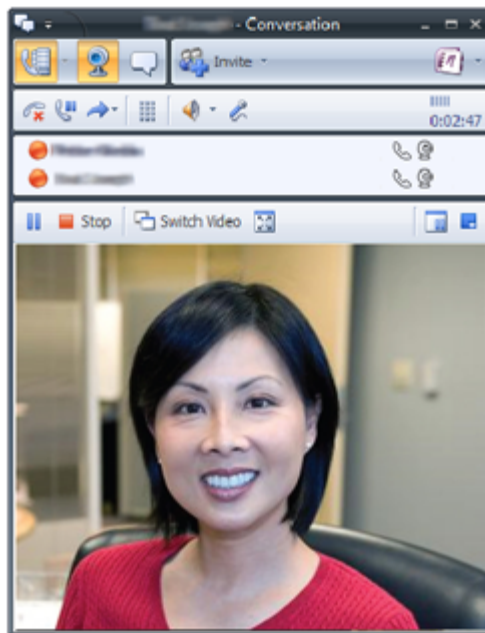## To receive an audio/video call

- Click the left pane of the Video Call invitation alert, as shown below in Figure 13.
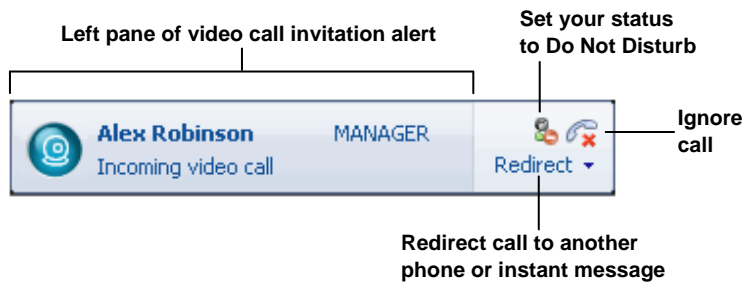
Figure 13. The Video Call invitation alert

When you accept a Video Call invitation, the Microsoft Office Communicator **Conversation** window opens and shows the caller's video stream, as shown below in Figure 14.

Figure 14. The Conversation window with the video stream

Appendix A: Performance Tips

Below are a few performance tips for getting the most from your Polycom CX5000 device.

Tips for audio performance

Review the following tips for getting the best audio quality during your phone session.

- Place the Polycom CX5000 device in the center of the meeting table. If your room is large, consider seating the most active participants nearest to the device.

- Encourage attendees to speak in their normal voice. Speaking loudly or shouting may result in uneven audio performance.

- Ask the people located at the remote site if they can hear you. Have them introduce themselves so that you are certain to hear them.

- Because there may be a slight audio delay, you may need to pause briefly for others to answer or make comments.

- Avoid rustling papers or tapping solid objects near the microphones.

Tips for video performance

Review the following tips for getting the best video quality for your conference.

- Place the Polycom CX5000 device in the center of the meeting table. If your room is large, consider seating the most active participants nearest to the device.

- Distribute the lighting in your conference room evenly. Daylight is a variable light source and can conflict with interior room lighting, so consider closing drapes or blinds.

- Because there is a slight delay in sending and receiving video signals, avoid rapid movements and use natural gestures.

- When adjusting your Polycom CX5000 device prior to the meeting, try to populate the screen with meeting participants rather than with the table, chairs, or walls.

- Ideal lighting would be a room with white fluorescent light.

- Echoes in a room degrade speaker detection for the device; avoid rooms that allow audio to echo back.

- Have those presenting in the meeting talk directly towards the device. If their back is turned towards the device, the sound capture is degraded.

Support

Polycom® Customer Support

(800)POLYCOM (765-9266)

Visit: http://www.polycom.com/support/

Online Documentation

Visit: http://www.polycom.com/support/voicedocumentation/

> **Tip**
> Type *CX5000* to search the Knowledge Base.

Available documentation:

- Polycom® CX5000 Users Guide
- Polycom® CX5000 Deployment Guide
- Polycom® CX5000 Release Notes
- Polycom® CX5000 Quick Reference Card
- Polycom® CX5000 Manuals
- Setup Guide
- Regulatory Information