INTEGRATOR REFERENCE GUIDE

6.1.0 | February 2017 | 3725-63708-009A

Polycom® RealPresence® Group Series

Contents

Before You Begin

This guide is for system integrators who need to configure, customize, manage, and troubleshoot Polycom®
RealPresence® Group Series systems.

Get Help

For more information about installing, configuring, and administering Polycom products, refer to
Documents and Downloads at Polycom Support.

Polycom and Partner Resources

To find all Polycom partner solutions, see Strategic Global Partner Solutions.

The Polycom Community

The Polycom Community gives you access to the latest developer and support information. Participate in
discussion forums to share ideas and solve problems with your colleagues. To register with the Polycom
Community, simply create a Polycom online account. When logged in, you can access Polycom support
personnel and participate in developer and support forums to find the latest information on hardware,
software, and partner solutions topics.

Room Integration

Set Up a Room for Video Conferencing

This section provides information about how to set up a room for video conferencing using Polycom RealPresence Group systems and other Polycom products.

For detailed information about setting up a room for video conferencing, refer to Room Design and Layout.

Room Layout Examples

RealPresence Group Series 700 System Installation Precaution

Room Layout Examples

Use the following diagrams as examples for setting up a conference room with Polycom RealPresence Group systems. Polycom recommends that you contract an experienced contractor to ensure all the components operate as a single cohesive system.

Small Conference Room

Ref. Number	Description
1	Polycom RealPresence Group System Media Center with dual 42" displays and Polycom EagleEye Director or Polycom EagleEye Director II
2	Polycom RealPresence Group Microphone
3	Acoustic panels
4	Whiteboard
5	Polycom touch device (RealPresence Touch or Polycom Touch Control) Note: You may experience a low signal strength when connecting a touchscreen monitor with a USB cable that is longer than five feet. Polycom recommends that you use an externally powered USB hub or a USB cable that is shorter than five feet.
6	Acoustic-quality drapes

Large Conference Room

Ref. Number	Description
1	Acoustic panels
2	Polycom SoundStation IP 7000 phone or RealPresence Trio
3	Ceiling microphone
4	Polycom touch device (RealPresence Touch or Polycom Touch Control) Note: You may experience a low signal strength when connecting a touchscreen monitor with a USB cable that is longer than five feet. Polycom recommends that you use an externally powered USB hub or a USB cable that is shorter than five feet.
5	Power outlets
6	Network outlets
7	Polycom RealPresence Group System Media Center with dual 65" displays and Polycom EagleEye Director or Polycom EagleEye Director II

Ref. Number	Description
1	Acoustic panels
2	Polycom SoundStation IP 7000 phone or RealPresence Trio
3	Ceiling microphone
4	Polycom touch device (RealPresence Touch or Polycom Touch Control) Note: You may experience a low signal strength when connecting a touchscreen monitor with a USB cable that is longer than five feet. Polycom recommends that you use an externally powered USB hub or a USB cable that is shorter than five feet.
5	Power outlets
6	Network outlets
7	Polycom RealPresence Group System Media Center with dual 65" displays and Polycom EagleEye Director or Polycom EagleEye Director II

Classroom

Ref. Number	Description
1	Teacher's podium
2	Polycom touch device Note: You may experience a low signal strength when connecting a touchscreen monitor with a USB cable that is longer than five feet. Polycom recommends that you use an externally powered USB hub or a USB cable that is shorter than five feet
3	Computer

Ref. Number	Description
4	Ceiling microphone
5	Document camera
6	Polycom RealPresence Group Media Center with dual displays, EagleEye Director or EagleEye Director II, and Polycom SoundStructure
7	Wall-mounted displays with EagleEye camera

RealPresence Group Series 700 System Installation Precaution

If you place the RealPresence Group system in a cart or credenza, make sure there is proper ventilation for maintaining an ambient temperature of 40°C or lower. Polycom recommends ventilation gaps of at least 4 inches (101.60 mm) on the left and right of the system, as shown in the following figure, with appropriate access to fresh air.
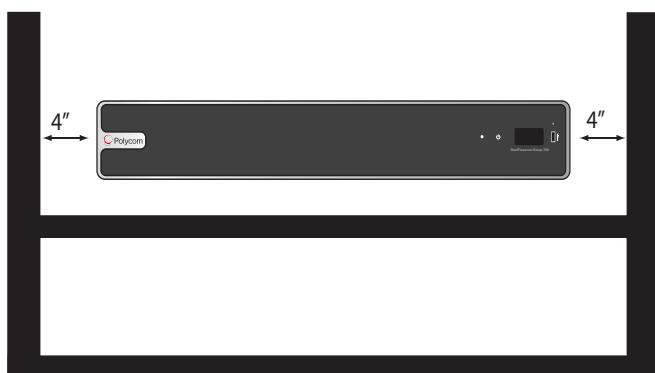
Video Integration

The following sections describe how to connect cameras to RealPresence Group Series systems. After you connect a camera to a system, refer to the *Polycom RealPresence Group Series Administrator Guide* for information about configuring the camera options in the user interface.

Connect Polycom Cameras

You can connect RealPresence Group systems to a Polycom EagleEye Producer or one of the following cameras: Polycom EagleEye Acoustic, Polycom EagleEye IV, Polycom EagleEye III, Polycom EagleEye Director, Polycom EagleEye Director II, Polycom EagleEye HD, Polycom EagleEye 1080, Polycom EagleEye View, or Polycom EagleEye II. Refer to the release notes for the software release installed on the system for a list of supported PTZ cameras.

Use the Polycom EagleEye Acoustic Camera as the Main Camera

You can connect a Polycom EagleEye Acoustic camera (part number 2624-65058-001) to a RealPresence Group system as the main camera.

Connect a Polycom EagleEye Acoustic Camera as the Main Camera to a RealPresence Group 300 System:
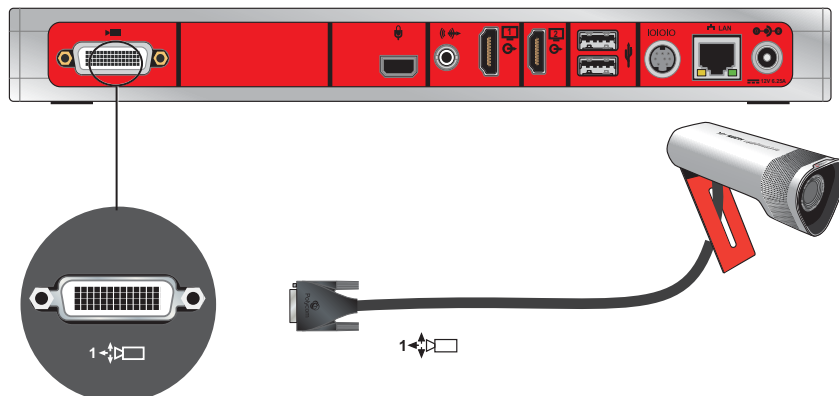
Connect a Polycom EagleEye Acoustic Camera as the Main Camera to a RealPresence Group 310 or 500 System:
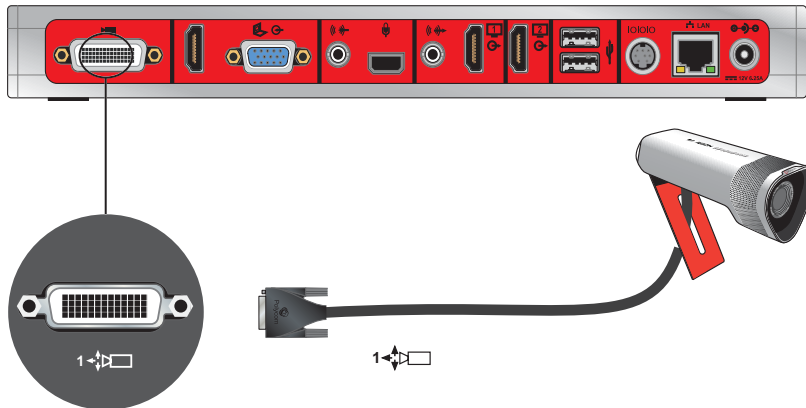
Connect a Polycom EagleEye Acoustic Camera as the Main Camera to a RealPresence Group 700 System:
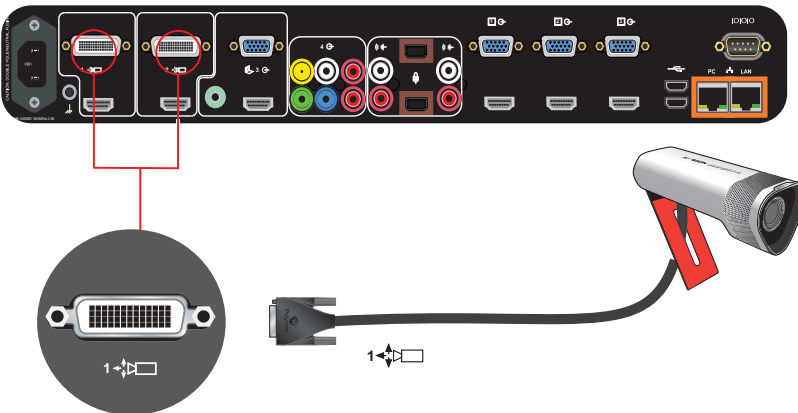
Use the Polycom EagleEye III Camera as the Main Camera

You can connect a Polycom EagleEye III camera (part number 1624-08283-002, 8200-63730-001 or 8200-63740-001) to a Polycom RealPresence Group Series system as the main camera using:

Option 1

- HDCI Analog Camera Cable
- Power supply. Power supply is only required if you want to use the IR remote to wake the system when it is in sleep mode on RealPresence Group 700 systems. Use only the approved power supply from Polycom (part number 1465-52748-040). Do not exceed 12 Volts at 3 Amps. Verify the polarity of the power supply as shown on the Polycom camera next to the power supply input.

Connect a Polycom EagleEye III Camera to a Polycom RealPresence Group 300 System as the Main Camera (Option 1):

Connect a Polycom EagleEye III Camera to a Polycom RealPresence Group 310 or 500 System as the Main Camera (Option 1):

Connect a Polycom EagleEye III Camera to a Polycom RealPresence Group 700 System as the Main Camera (Option 1):
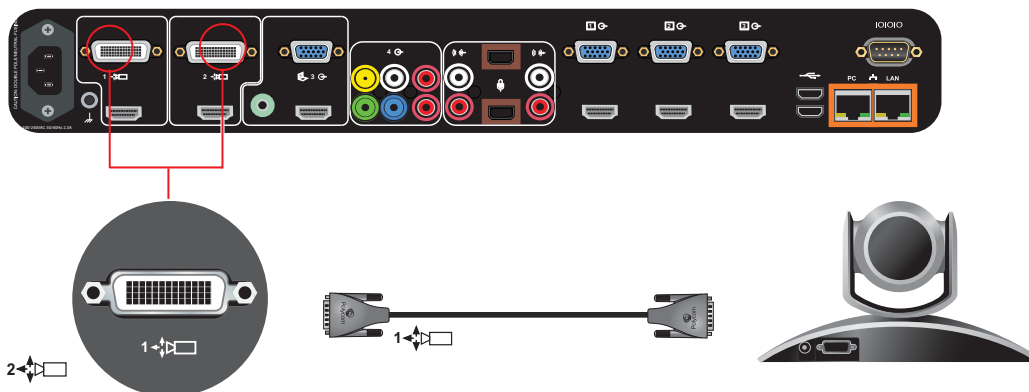
Option 2

- A—HDCI Camera Break-Out Analog CableHDCI Camera Break-Out Analog Cable
- B—Coaxial analog video cables
- C—DB-9 serial cable
- Power supply. Power supply is required when the camera is not connected directly to the RealPresence Group Series system using HDCI, or when the HDCI cable is longer than 10 meters. Use only the approved power supply from Polycom (part number 1465-52748-040). Do not exceed 12 Volts at 3 Amps. Verify the polarity of the power supply as shown on the Polycom camera next to the power supply input.

> **Note:** Polycom recommends this configuration when a custom cable length is required. The BNC and serial cables can be built to custom lengths.

Connect a Polycom EagleEye III Camera to a Polycom RealPresence Group 300 System as the Main Camera (Option 2):

Use Polycom Power Supply Only

DC IN 12V

Part Number: 1465-52748-040

Optional, up to 100 ft

Connect a Polycom EagleEye III Camera to a Polycom RealPresence Group 310 or 500 System as the Main Camera (Option 2):

Use Polycom Power Supply Only

DC IN 12V

Part Number: 1465-52748-040

Optional, up to 100 ft

Connect a Polycom EagleEye III Camera to a Polycom RealPresence Group 700 System as the Main Camera (Option 2):

Use Polycom Power Supply Only

DC IN 12V

Part Number: 1465-52748-040

Optional, up to 100 ft
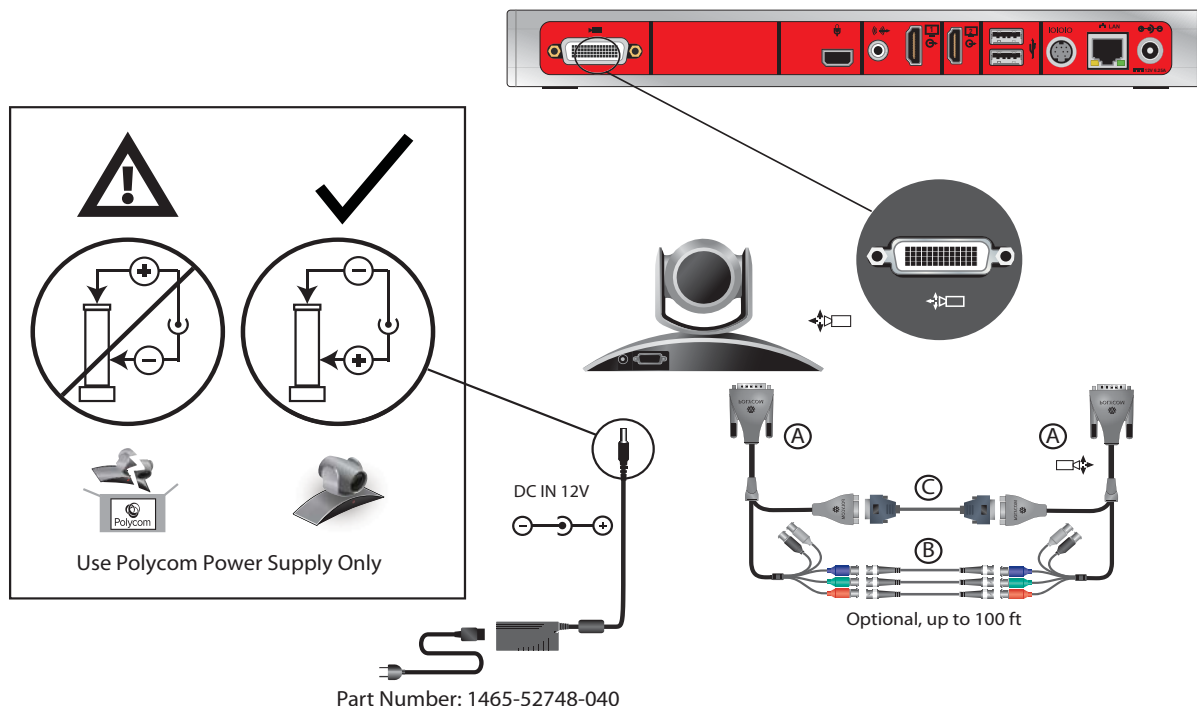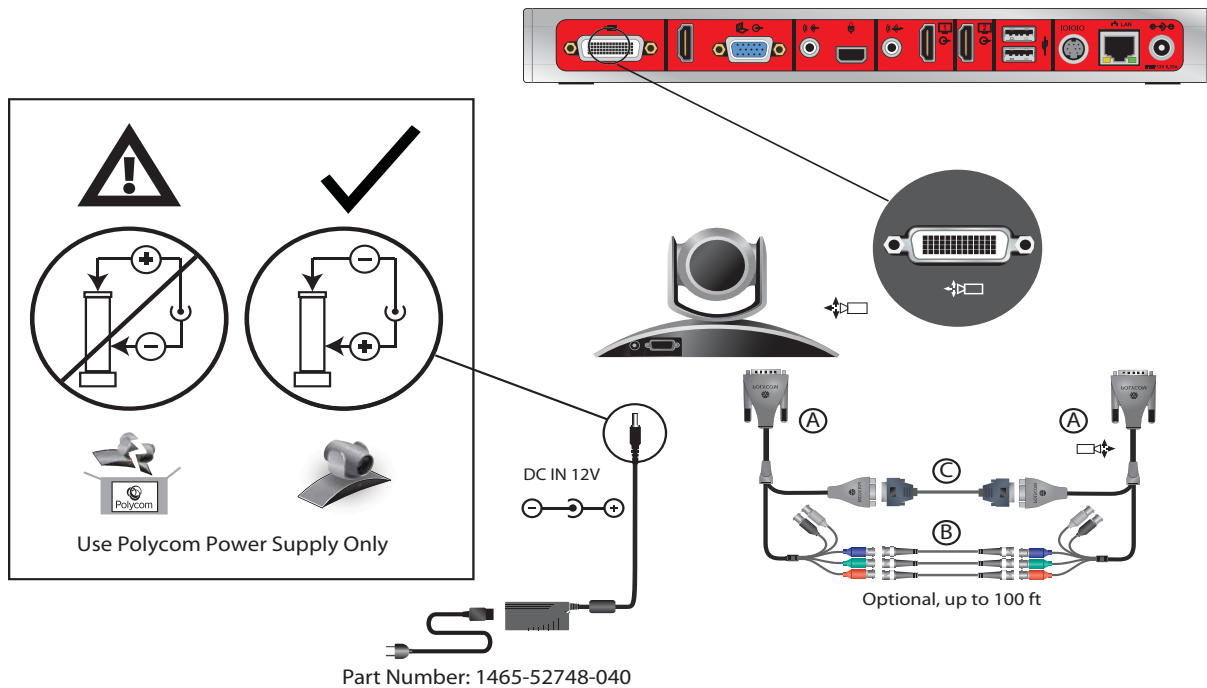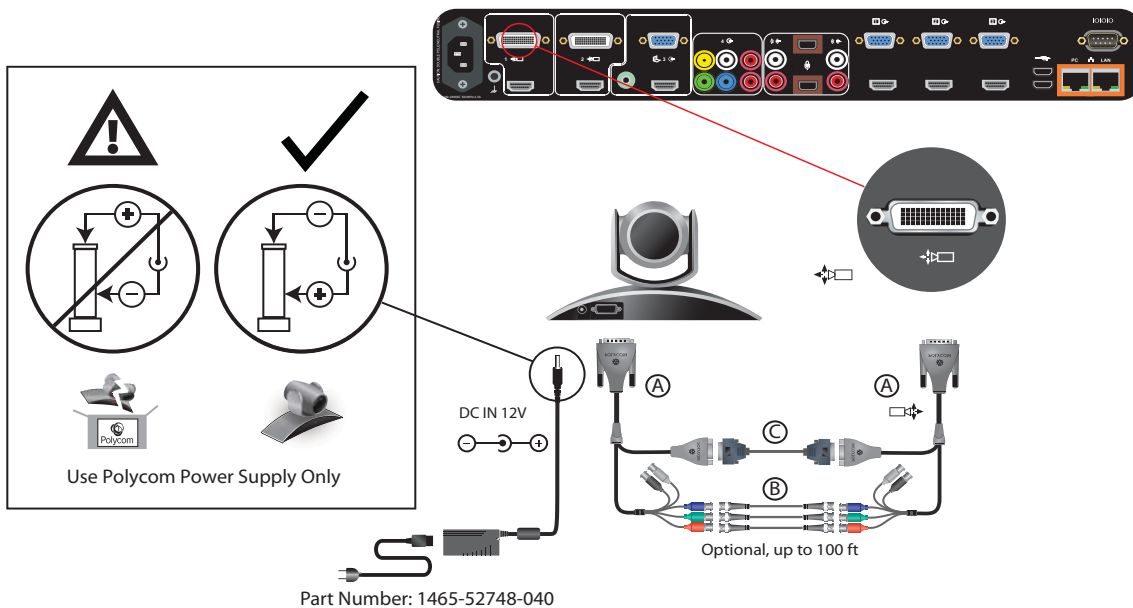
Polycom EagleEye III Camera as the Second Camera

You can connect a Polycom EagleEye III camera (part number 1624-08283-002, 8200-63730-001, or 8200-63740-001) to a Polycom RealPresence Group 700 system as the second camera.

Option 1

● HDCI Analog Camera Cable

● Power supply. Power supply is required when the camera is not connected directly to the RealPresence Group Series system using HDCI, or when the HDCI cable is longer than 10 meters. Use only the approved power supply from Polycom (part number 1465-52748-040). Do not exceed 12 Volts at 3 Amps. Verify the polarity of the power supply as shown on the Polycom camera next to the power supply input.

Connect to a Polycom EagleEye III Camera to a Polycom RealPresence Group 700 System as a Second Camera (Option 1):
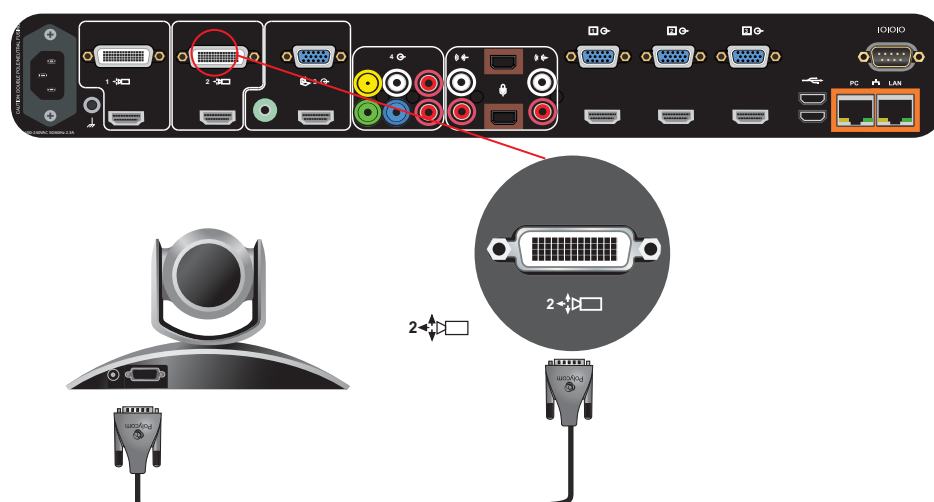
Option 2

● A—Two HDCI Camera Break-Out Analog Cable

● B—Coaxial analog video cables

● C—DB-9 serial cable

● Power supply. Power supply is required when the camera is not connected directly to the RealPresence Group Series system using HDCI, or when the HDCI cable is longer than 10 meters. Use only the approved power supply from Polycom (part number 1465-52748-040). Do not exceed 12 Volts at 3 Amps. Verify the polarity of the power supply as shown on the Polycom camera next to the power supply input.

Connect a Polycom EagleEye III Camera to a Polycom RealPresence Group 700 System a Second Camera (Option 2):
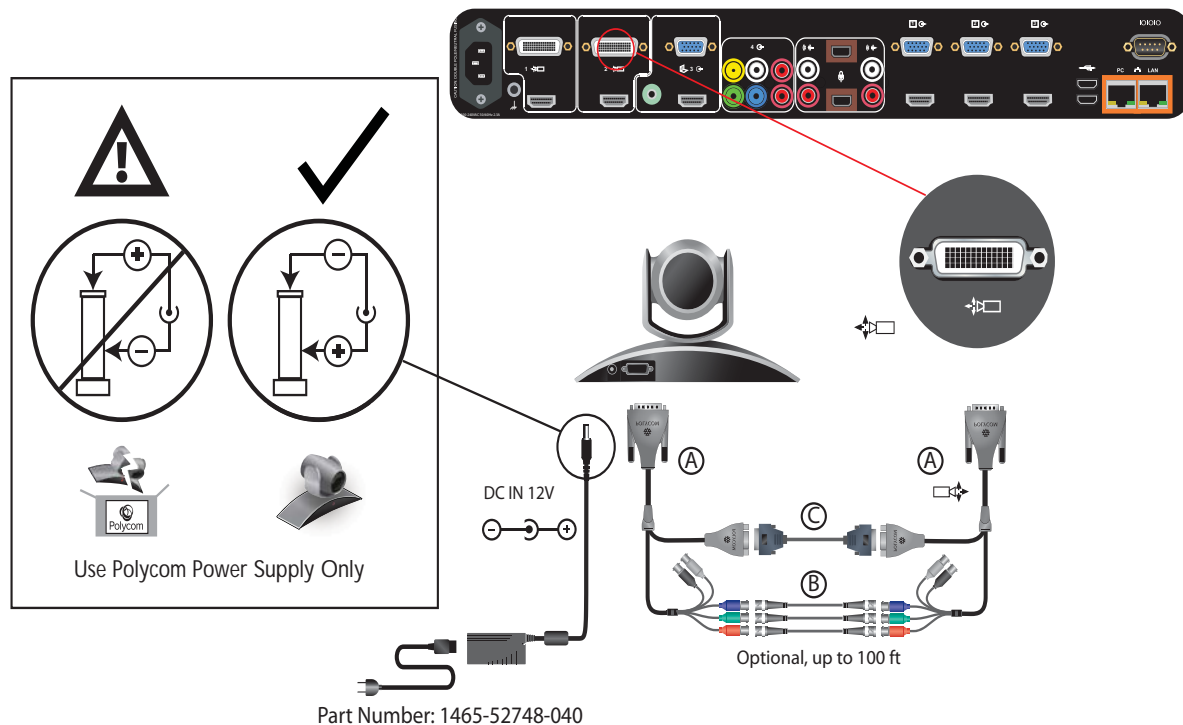
Use Polycom Power Supply Only

DC IN 12V

Part Number: 1465-52748-040

Optional, up to 100 ft

Polycom EagleEye IV Camera as the Main Camera

You can connect a Polycom EagleEye IV camera (part number 1624-66057-001 or 1624-66061-001) to a RealPresence Group system as the main camera.

Option 1

● HDCI Polycom EagleEye IV Digital Camera Cable
● Power supply. Power supply is required only if you want to use the IR remote to wake the system when it is in sleep mode on RealPresence Group 700 systems. Use only the approved power supply from Polycom (part number 1465-52748-040). Do not exceed 12 Volts at 3 Amps. Verify the polarity of the power supply as shown on the Polycom camera next to the power supply input.

Connect a Polycom EagleEye IV Camera to a Polycom RealPresence Group 300 System as the Main Camera (Option 1):

Connect a Polycom EagleEye IV Camera to a Polycom RealPresence Group 310 or 500 System as the Main Camera (Option 1):

Connect a Polycom EagleEye IV Camera to a Polycom RealPresence Group 700 System as the Main Camera (Option 1):
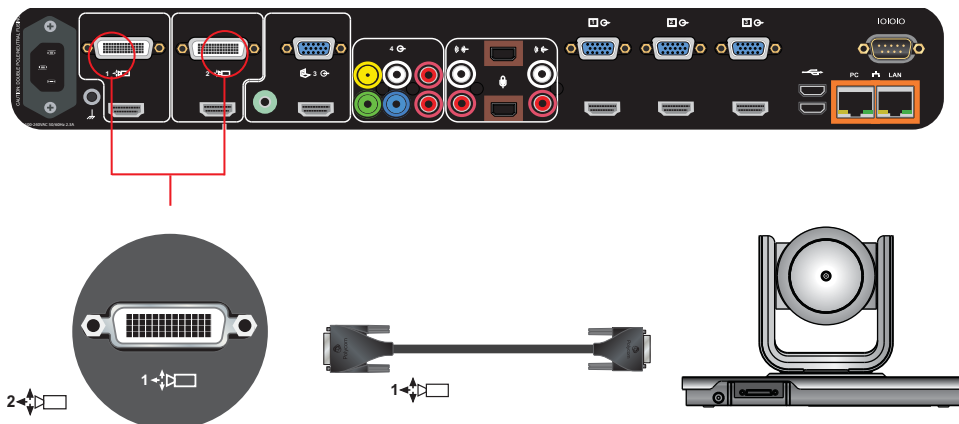
Option 2

For installations requiring distances of farther than 10m between the camera and system, use the Polycom EagleEye Digital Extender. The EagleEye Digital Extender (part number 2215-64200-001) supports distances from 3m to 100m.

Connect the camera and system using the following cables:

- Polycom EagleEye Digital Extender (includes a 1m HDCI Polycom EagleEye IV Digital Camera Cable and a power source)
- HDCI Polycom EagleEye IV Digital Camera Cable
- A user-supplied CAT 5e/6a or better solid conductor LAN Cable. See http://hdbaset.org/cables for recommended cables. For optimal performance, use a high quality shielded CAT6A cable (CAT 6A F/UTP). This cable must be terminated according to the TIA/EIA T 568B wiring standard.

For EagleEye Digital Extender installation recommendations and precautions, see Install the EagleEye Digital Extender.

Another application is to use the Digital Breakout Adapter (DBA) with an HDCI Polycom EagleEye IV Digital Camera Cable to connect the EagleEye IV camera to the codec. See Option 3.

Connect a Polycom EagleEye IV Camera to a Polycom RealPresence Group 300 System as the Main Camera (Option 2):

3m

3m-100m

1m

DC IN 48V

Connect a Polycom EagleEye IV Camera to a Polycom RealPresence Group 310 or 500 System as the Main Camera (Option 2):

3m

3m-100m

1m

DC IN 48V

Connect a Polycom EagleEye IV Camera to a Polycom RealPresence Group 700 System as the Main Camera (Option 2):

Option 3

For installations where the use of HDMI cables is preferred, the Polycom Digital Breakout Adapter (DBA) is recommended. There are two versions of this adapter. One version is for use at the codec. The other version is for use at the camera, which requires a power transformer.

You can use the DBA with a standard HDMI cable and a DB9 cable to connect the camera with a DBA to another DBA at the codec. Instead of an HDMI cable, the configuration can include HDMI switchers between the DBAs. Use the following cables to connect the DBA:

- HDCI Polycom EagleEye IV Digital Camera Cable to connect the EagleEye IV to a DBA, and another HDCI Polycom EagleEye IV Digital Camera Cable at the codec to the DBA. The EagleEye Acoustic has a captured cable and can directly connect to the DBA.

- User-supplied HDCI and DB9 cables would be used between the DBAs and/or user-supplied equipment

Another application allows the HDCI to be broken out to HDMI, and if needed DB9, to connect the HDMI sources on the codec or the input of another device.

For additional configurations of the DBA, including the DB9 connector, see Polycom RealPresence Digital Brkout, Codec Adapter or Polycom RealPresence Digital Brkout, Camera Adapter in the Cables section of this guide.

Use an EagleEye Director as the Main Camera or Second Camera

EagleEye Director can be connected to Polycom RealPresence systems as the main camera. Polycom EagleEye Director can be connected to a Polycom RealPresence Group 700 system as the main camera or second camera.

Connect an EagleEye Director (part number 7200-82632-001, 7200-82631-001, or 2200-82559-001) to RealPresence Group system as the main camera using:

- A—HDCI Analog Camera Cable. Both the 3m and 10m cables are supported.
- B—Polycom EagleEye Director Audio Feedback Phoenix to RCA Cable

Connect a Polycom EagleEye Director to a Polycom RealPresence Group 300 System as the Main Camera:
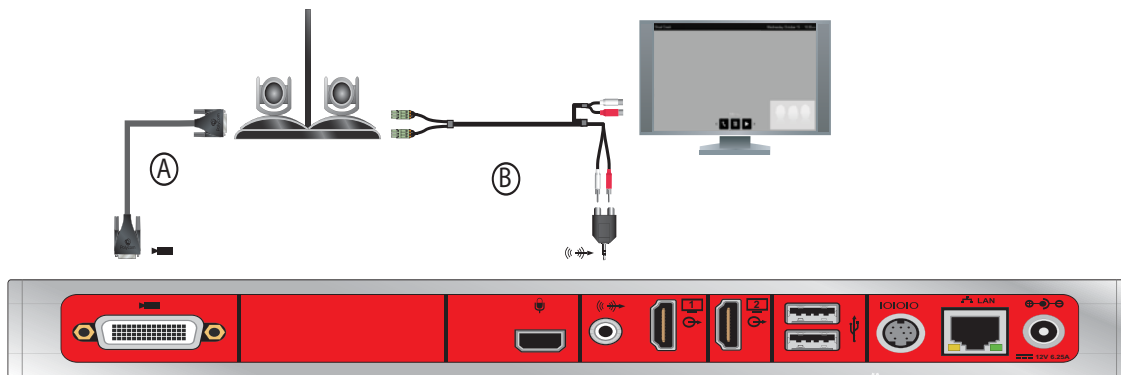
Connect a Polycom EagleEye Director to a Polycom RealPresence Group 310 or 500 System as the Main Camera:
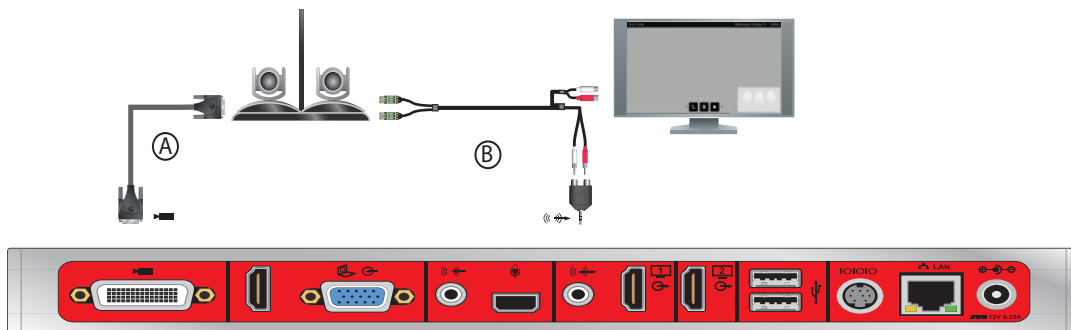
Connect a Polycom EagleEye Director to a Polycom RealPresence Group 700 System as the Main Camera:
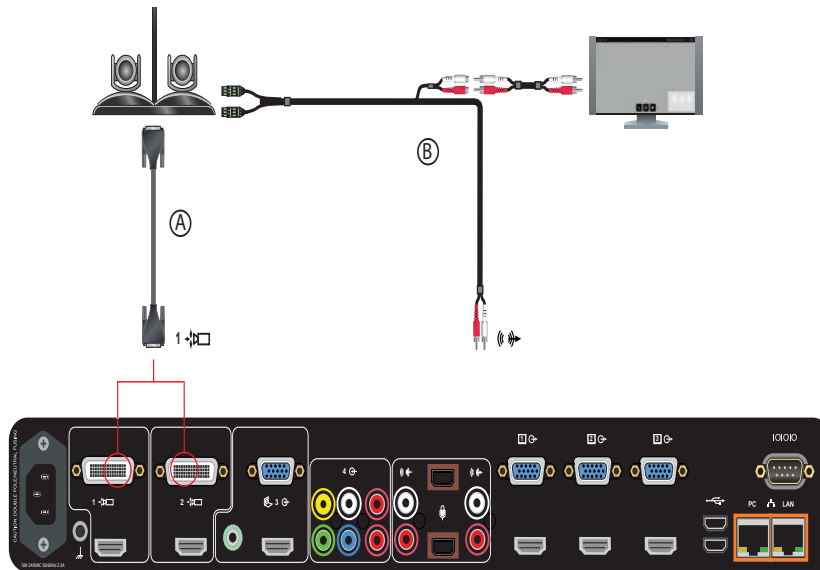
Note: The RealPresence Group Series 700 system can support only one EagleEye Director.

Use the EagleEye Director II as the Main Camera

You can connect a Polycom EagleEye Director II camera (part number 2215-69572-001) to a Polycom RealPresence Group Series system as the main camera.

Connect an EagleEye Director II (part number 2215-69572-001) to a RealPresence Group system as the main camera using:

- A—HDCI Polycom EagleEye IV Digital Camera Cable (3m or 10m)
- B—Polycom EagleEye Director II RCA Audio Breakout Cable (part number 2457-69476-001)
- C—Polycom EagleEye Director II Dual Stereo Camera Adapter (part number 1517-09350-001). Use this adapter to connect the Polycom EagleEye Director II RCA Audio Breakout Cable to a RealPresence Group 300 or 310 system 3.5 mm line out (stereo) connector and convert it to RCA.
- D—Power supply. Use only the approved power supply from Polycom (part number 1465-09479-001)). Do not exceed 12 Volts at 5Amps. Verify the polarity of the power supply as shown on the Polycom camera next to the power supply input.
- E—Customer-supplied stereo RCA to stereo RCA audio cable

Connect a Polycom EagleEye Director II to a Polycom RealPresence Group 300 System as the Main Camera:
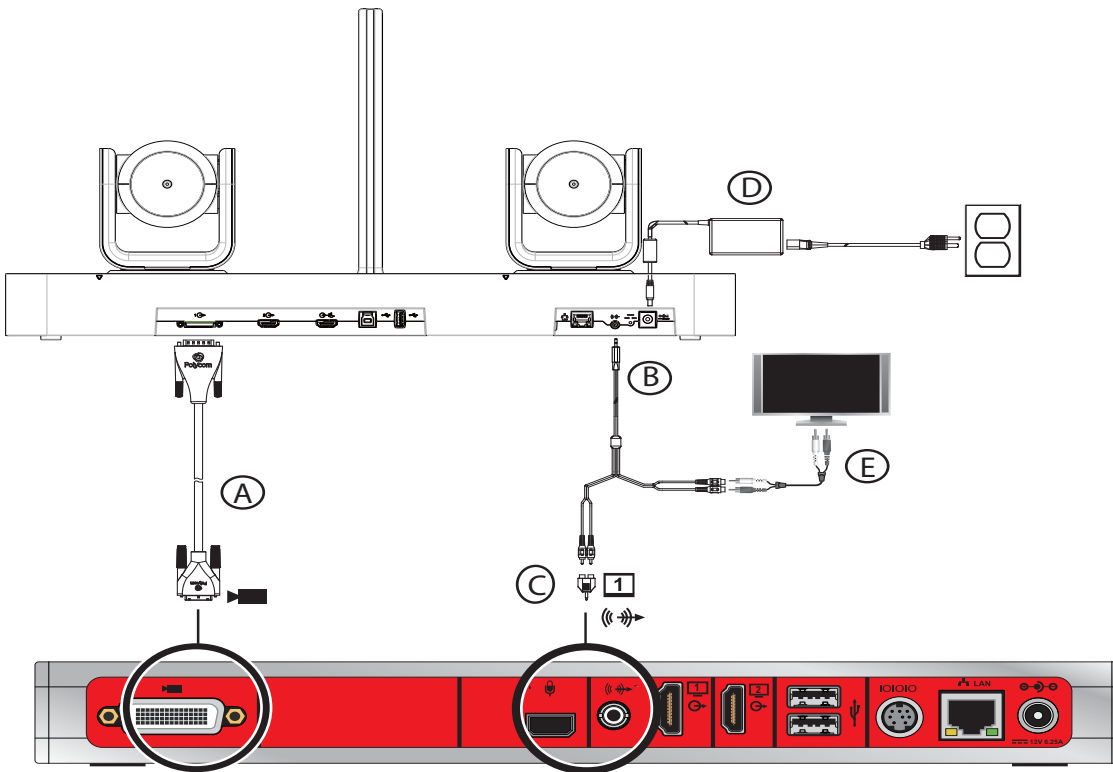
Connect a Polycom EagleEye Director II to a Polycom RealPresence Group 310 or 500 System as the Main Camera:
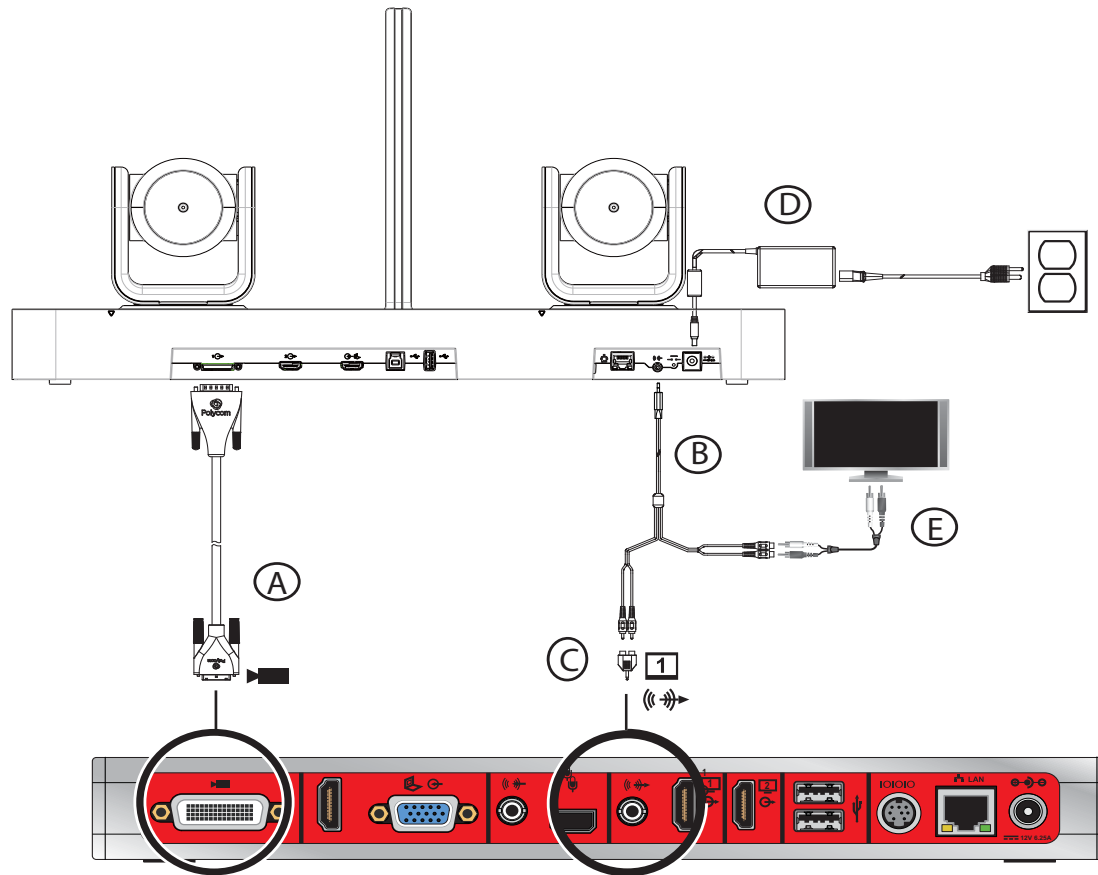
Connect a Polycom EagleEye Director II to a Polycom RealPresence Group 700 System as the Main Camera:
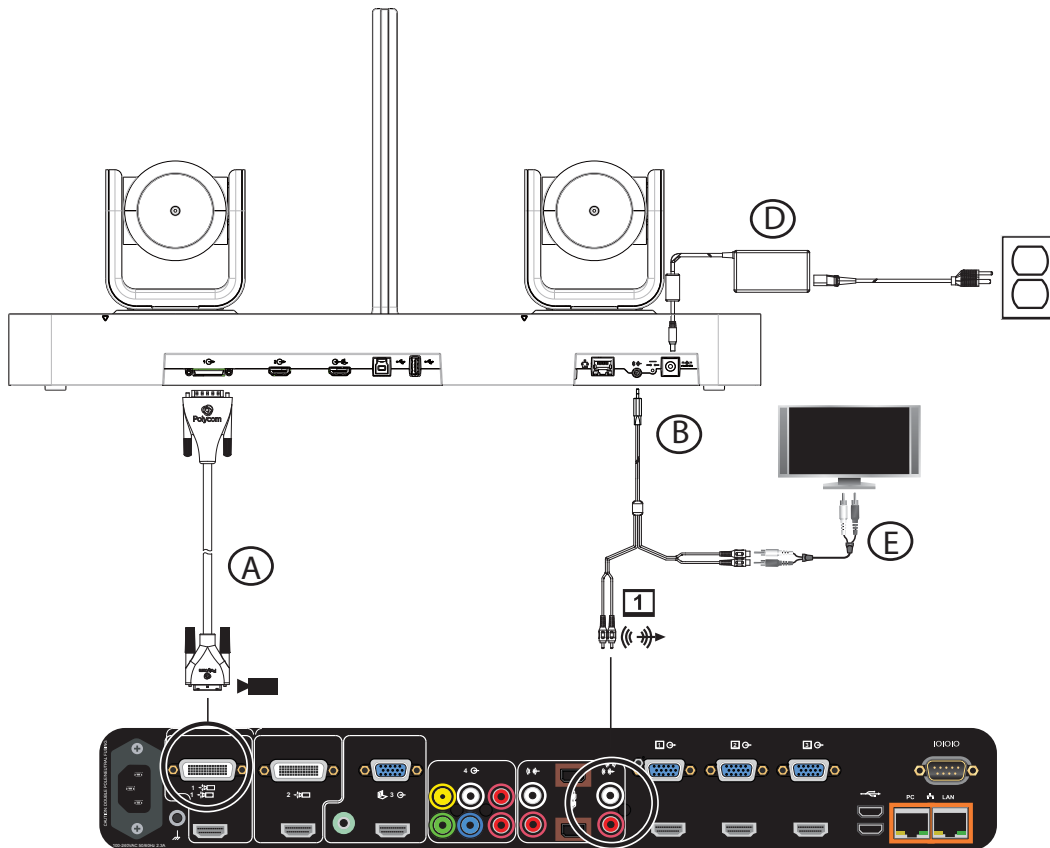
Polycom EagleEye Producer

An EagleEye Producer can be connected to one Polycom RealPresence Group system as the main camera. EagleEye Producer supports the EagleEye III camera (part number 1624-08283-002, 8200-63730-001, or 8200-63740-001). It also supports the EagleEye IV camera part number 1624-66057-001 (12x zoom) or 1624-66061-001 (4x zoom).

> **Note:** The Polycom EagleEye Producer Ethernet port is reserved for future use and is not enabled.

Connect a Polycom EagleEye Producer with Polycom EagleEye III to a Polycom RealPresence Group system using:

● HDCI Analog Camera Cable. Both the 3m and 10m cables are supported.

Connect a Polycom EagleEye Producer with a Polycom EagleEye III Camera to a Polycom RealPresence Group 300 System:

3m
(Supplied with camera)

Connect a Polycom EagleEye Producer with a Polycom EagleEye III Camera to a Polycom RealPresence Group 310 or 500 System:

3m
(Supplied with camera)

Connect a Polycom EagleEye Producer with a Polycom EagleEye III camera to a Polycom RealPresence Group 700 system:

3m
(Supplied with camera)
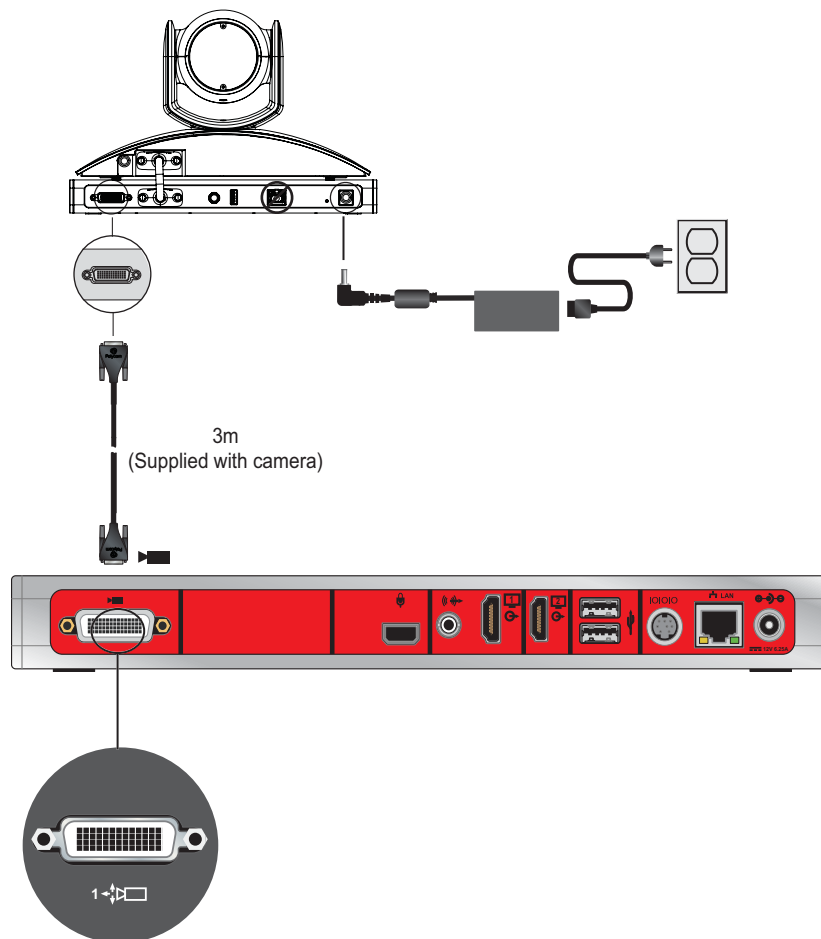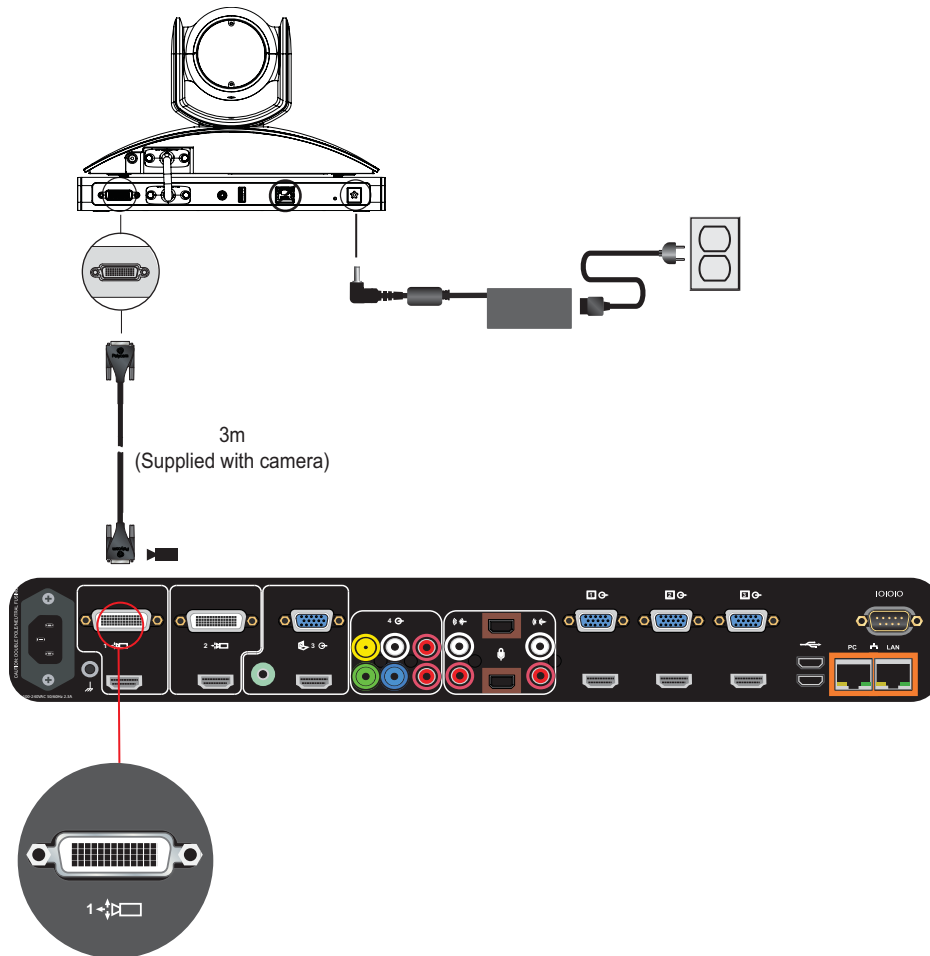
Connect a Polycom EagleEye Producer with Polycom EagleEye IV camera to a Polycom RealPresence Group system using:

Option 1

● A—HDCI Polycom EagleEye Producer Camera Digital Cable Adapter

● B—HDCI Polycom EagleEye IV Digital Camera Cable

Caution: Using an analog HDCI cable to connect a Polycom EagleEye Producer and Polycom EagleEye IV camera to a RealPresence Group system is not supported and may produce unexpected results. \

Connect a Polycom EagleEye Producer with a Polycom EagleEye IV Camera to a Polycom RealPresence Group 300 System (Option 1):
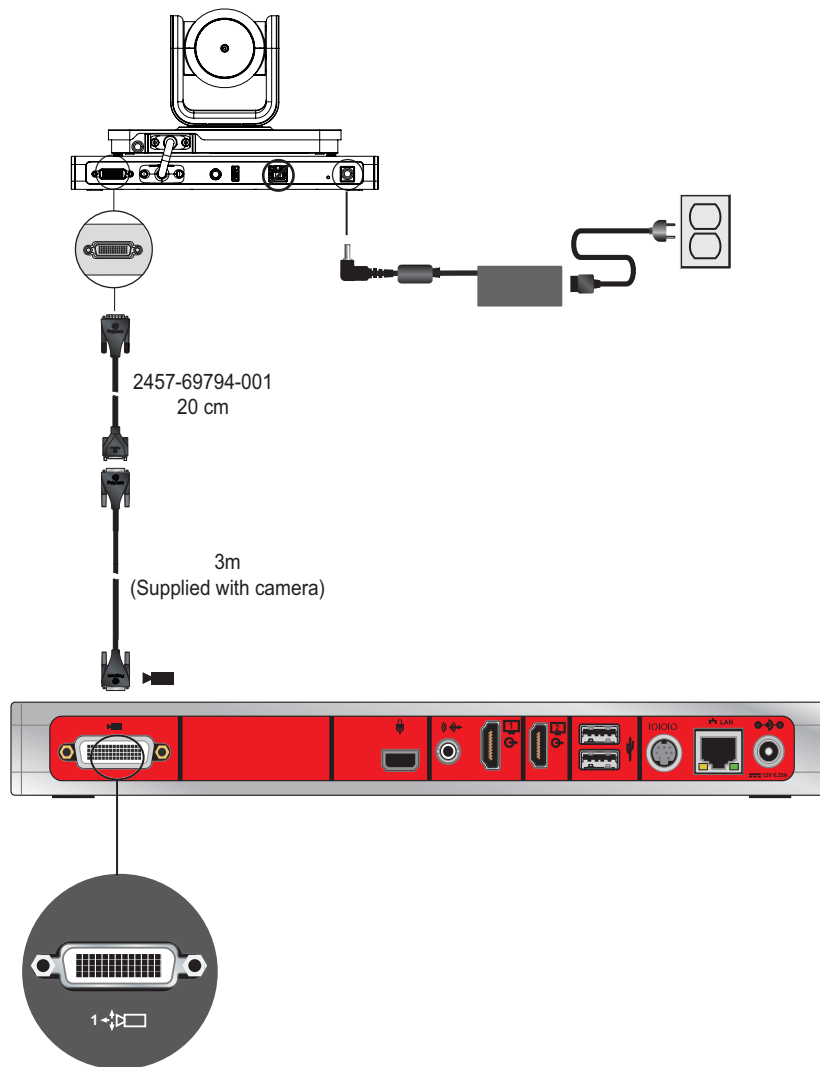
2457-69794-001
20 cm

3m
(Supplied with camera)

1

Connect a Polycom EagleEye Producer with a Polycom EagleEye IV Camera to a Polycom RealPresence Group 310 or 500 System (Option 1):

2457-69794-001
20 cm

3m
(Supplied with camera)
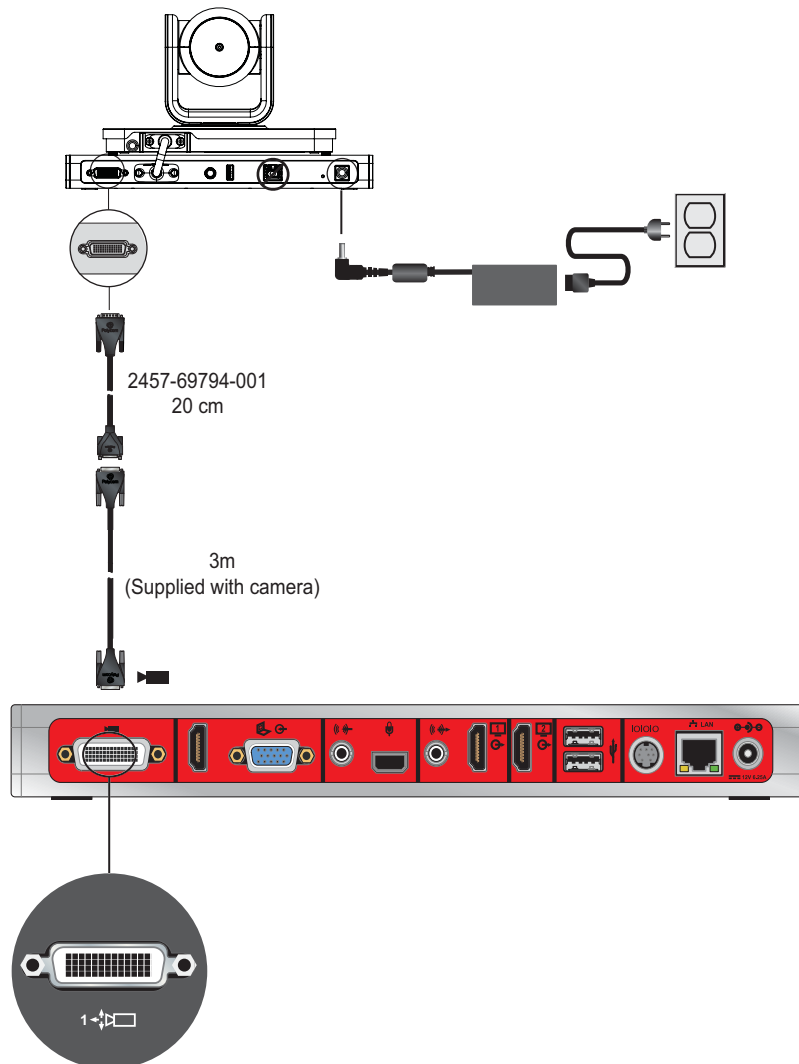
Connect a Polycom EagleEye Producer with a Polycom EagleEye IV Camera to a Polycom RealPresence Group 700 System (Option 1):
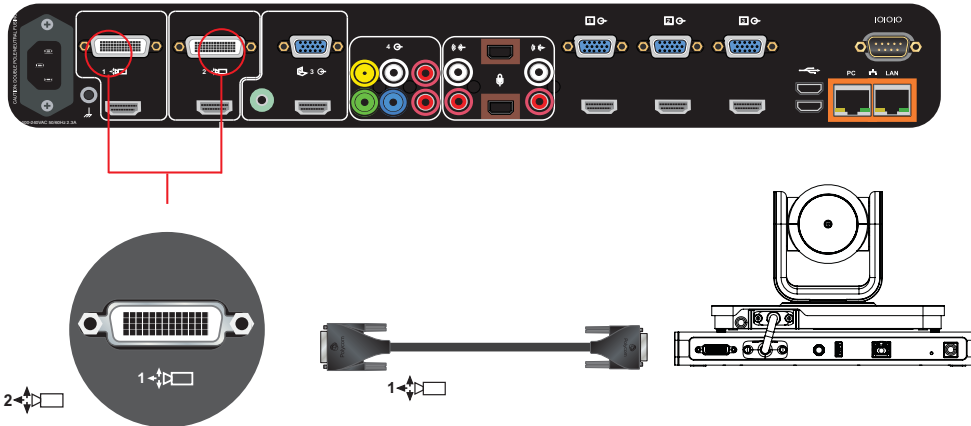
Option 2

For installations requiring distances of farther than 10m between the EagleEye Producer and the system, use the Polycom EagleEye Digital Extender. The EagleEye Digital Extender (part number 2215-64200-001) supports distances from 3m to 100m.

Connect the camera and system using the following cables:

- Polycom EagleEye Digital Extender (includes a 1m HDCI Polycom EagleEye IV Digital Camera Cable and a power source)

- HDCI Polycom EagleEye IV Digital Camera Cable

- A user-supplied CAT 5e or 6e or better solid conductor LAN cable. See http://hdbaset.org/cables for recommended cables. For optional performance, CAT6A cable (CAT 6A F/UTP). This cable must be terminated according to the TIA/ETAT 568B wiring standard. For EagleEye Digital Extender installation recommendations and precautions, see Install the EagleEye Digital Extender.

- Another application is to use the Digital Breakout Adapter (DBA) with an HDCI Polycom EagleEye IV Digital Camera Cable to connect the EagleEye IV camera to the codec. See Option 3.

Connect a Polycom EagleEye Producer with a Polycom EagleEye IV Camera to a Polycom RealPresence Group 300 System (Option 2):
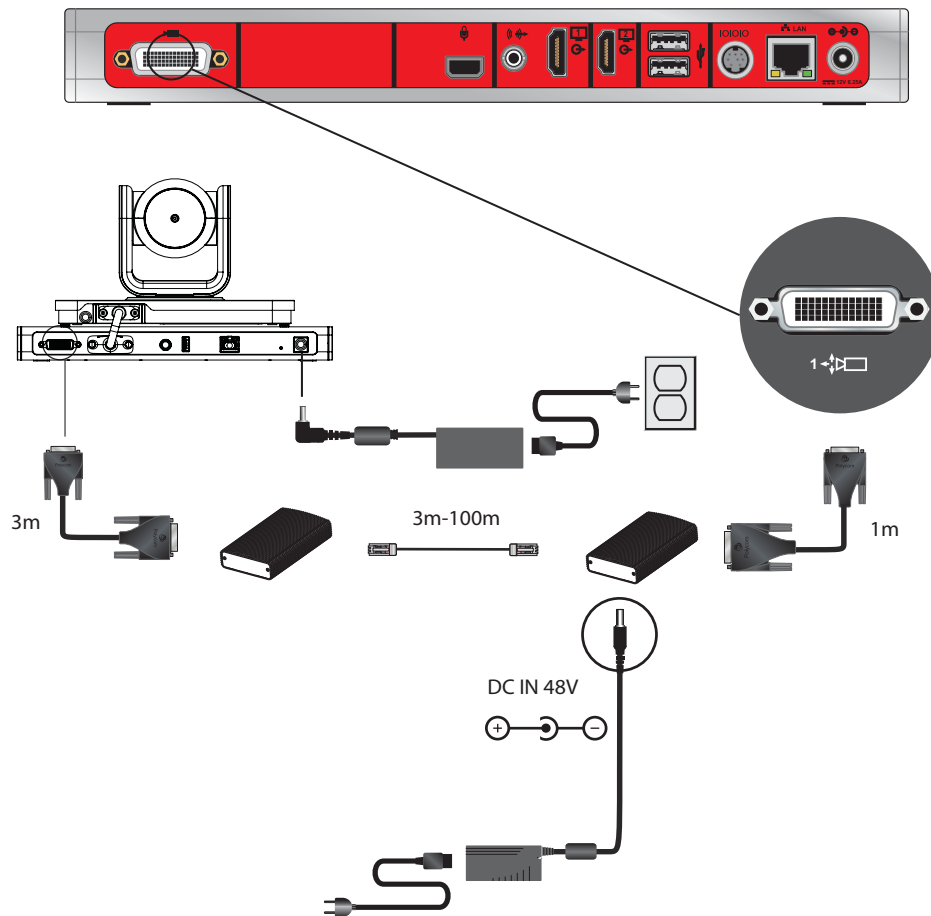
DC IN 48V

Connect a Polycom EagleEye Producer with a Polycom EagleEye IV Camera to a Polycom RealPresence Group 310 or 500 System (Option 2):
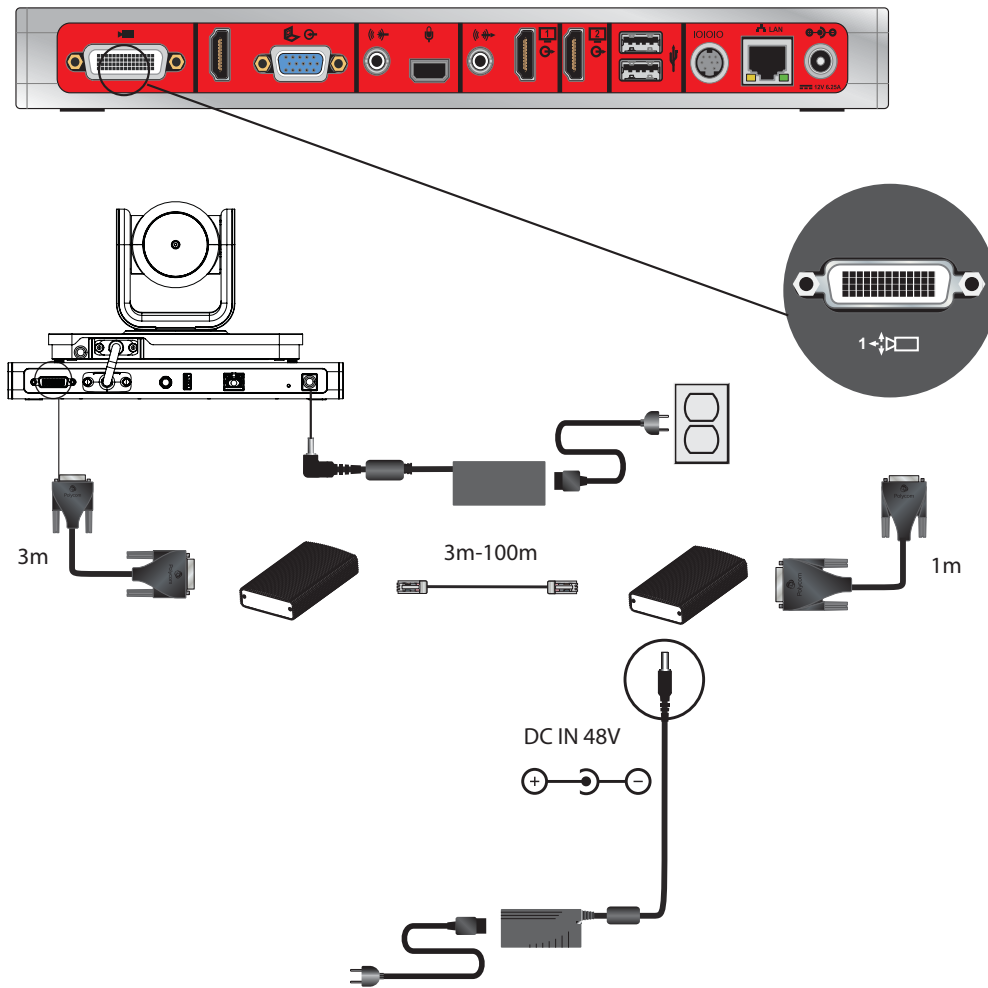
Connect a Polycom EagleEye Producer with a Polycom EagleEye IV Camera to a Polycom RealPresence Group 700 System (Option 2)
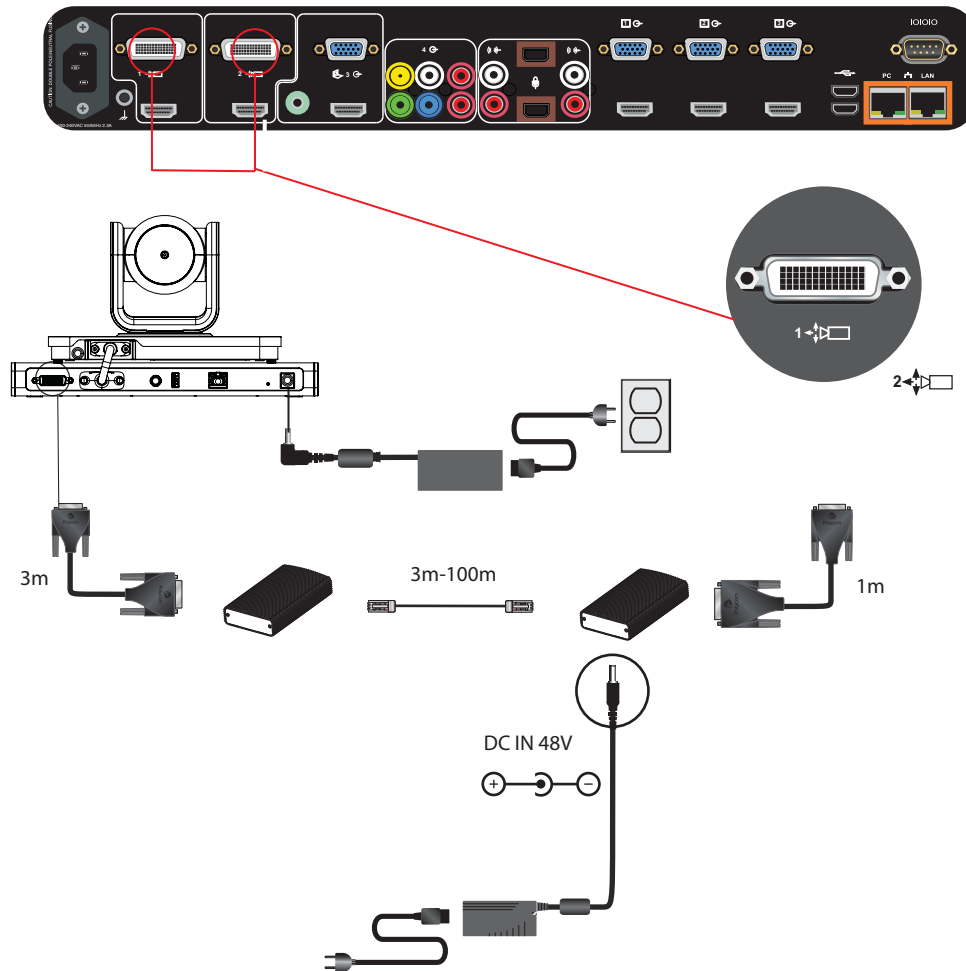
Option 3

For installations where the use of HDMI cables is preferred, the Polycom Digital Breakout Adapter (DBA) is recommended. There are two versions of this adapter. One version is for use at the camera and requires a power transformer. The other version is for use at the codec, which does not require additional power. You can use the DBA with a standard HDMI cable and a DB9 cable to connect the EagleEye Producer with a DBA to another DBA at the codec. Instead of an HDMI cable, the configuration can include HDMI switchers between the DBAs. Use one of the following cables to connect the DBA:

- Cable 2457-69794-001 and an HDCI Polycom EagleEye IV Digital Camera Cable to connect to a DBA, and another HDCI Polycom EagleEye IV Digital Camera Cable to a DBA
- User-supplied HDCI and DB9 cables would be used between the DBAs and/or user-supplied equipment

Another application allows the HDCI to be broken out to HDMI, and if needed DB9, to connect the HDMI sources on the codec or the input of another device.

For additional configurations of the DBA, including the DB9 connector, see Polycom RealPresence Digital Brkout, Codec Adapter or Polycom RealPresence Digital Brkout, Camera Adapter in the Cables section of this guide.

Install the EagleEye Digital Extender

For installations requiring distances of farther than 10m between the Polycom EagleEye Producer and EagleEye IV camera and RealPresence Group system, use the Polycom EagleEye Digital Extender. See option 2 under Polycom EagleEye IV Camera as the Main Camera for an example of a configuration that uses the EagleEye Digital Extender.

Use the guidelines and recommendations in this section when installing the EagleEye Digital Extender.

Maximum cable length The maximum cable length for the user provided cable for the Polycom EagleEye Digital Extender is 100 meters. This maximum length refers to the length between the two Polycom EagleEye Digital Extender boxes.

EagleEye Digital Extender three segment installation
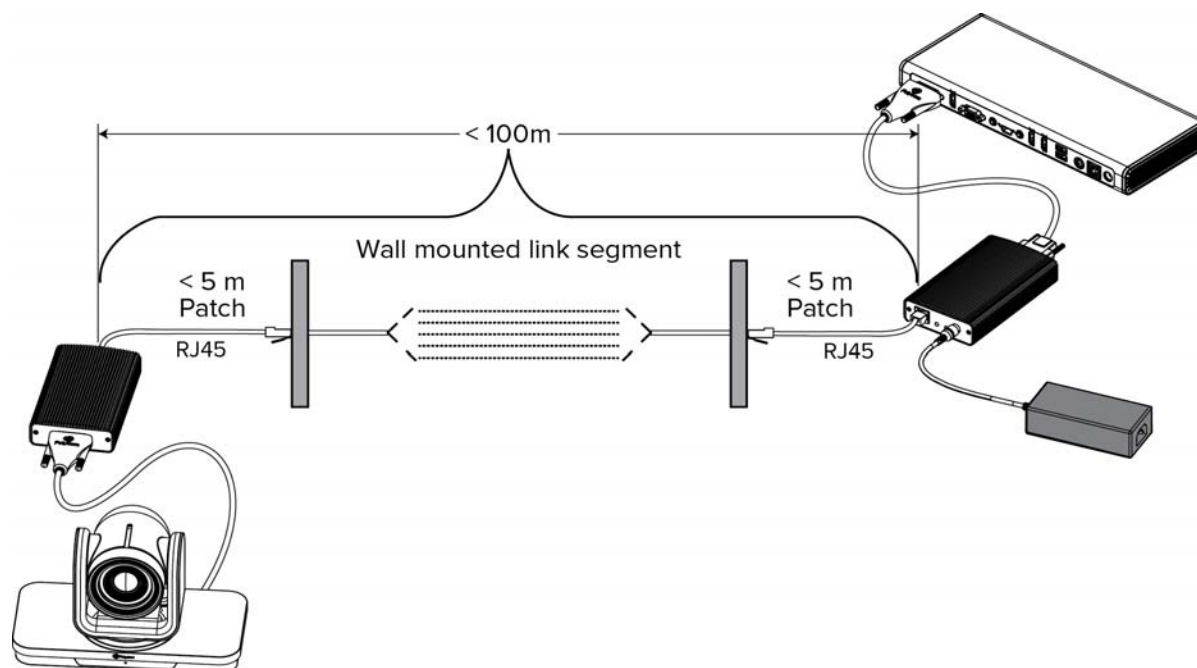
Cable Bundling   Polycom EagleEye Digital Extender is based on HDBaseT technology, which limits how many data cables can be bundled together. The following table shows the maximum number of data cables permitted in a bundle.

Maximum number of cables per bundle

Type of Cable	30m	50m	70m	100m
CAT 5e/6	6	4	2	1
CAT 6a/7	6	6	6	6

Recommended Cable Polycom EagleEye Digital Extender is based on HDBaseT technology. Cat 5e cable was used for all FCC and CE regulatory testing. For best performance, use HDBaseT recommended Cat 6A solid conductor shielded cable (CAT 6A F/UTP) found at http://hdbaset.org/cables.

EagleEye Digital Extender Installation Best Practices When installing the EagleEye Digital Extender, follow these installation recommendations:

Notes:
- Augmented Cat6a F/UTP (sometimes referred to as ScTp) or Cat7 S/FTP (fully shielded) cabling systems.
- Augmented Cat6a UTP systems, such as those with cable diameter design enhancements that increase cable-to-cable separation.

- Do not loop excess cable.
- Do not comb or pinstripe cables in the first 20m.
- Separate path and equipment cords in the first 20m.
- Avoid tie-wraps.
- Use horizontal wire management techniques, such as routing odd ports to upper management and even ports to lower management.
- Loosely place cables in vertical wire management.
- Reduce maximum conduit fill density to 40%.
- Avoid routing or bundling the CATx cable close to any high noise source cable; for example, the power cable of a fluorescent lamp, the power line of an air conditioner or a wifi access router
- Avoid routing the CATx cable close to high noise source equipment such as fluorescent lamps, air conditioners or wifi access points.

Supported Third Party Cameras

The following table lists third-party cameras supported with Polycom RealPresence Group Series systems and shows the types of connectors the cameras use.

Supported Third-Party Camera

Camera	Video Output Connector
Sony BRC-H700	VGA (RGB or Component)
Sony BRC-Z330	VGA (RGB or Component)
Sony EVI-D70 (SD camera)	S-Video, Composite **Note:** Use only the Composite connector and use the connector only with the RealPresence Group 700 system.
Sony EVI-H100S	HD-SDI
Sony EVI-HD1	VGA (Component)
Sony EVI-HD7	DVI (RGB or Component)
Vaddio ClearVIEW HD-19	VGA/BNC

Connect a Camera through the RS-232 Serial Port

Camera control through the RS-232 serial port is supported for third-party cameras.

To configure these cameras, go to the RealPresence Group system web interface and select **Admin Settings > Audio/Video > Video Inputs**. For more information about configuring cameras, refer to the *Polycom RealPresence Group Series Administrator Guide*.

If your camera has a breakout cable that allows the video to be connected to the HDCI port, you can use the external serial port to get the serial data to and from the camera:

1 On the system's back panel, connect the camera to the serial port.

2 In the web interface, select **Admin Settings > General Settings > Serial Ports**.

3 For the **RS-232 Mode** setting, select **Camera Control** to enable the external serial port.

You can use the external serial port with any one of the following video inputs:

RealPresence Group System	Video Input 1	Video Input 2	Video Input 3	Video Input 4
RealPresence Group 500 System	Yes	Yes	N/A	N/A
RealPresence Group 700 System	Yes	Yes	Yes	Yes

Audio and Content Integration

The following sections describe how to connect equipment to RealPresence Group Series systems to enable audio and content sharing capabilities.

Connect a Polycom RealPresence Group Microphone to a Polycom RealPresence Group System

You can connect a Polycom RealPresence Group Series microphone to a Polycom RealPresence Group system using the RealPresence Group Microphone Array Walta-Walta Cable.

> **Caution:** Be very careful to plug in the microphone array with the correct plug orientation. If while plugging in the connector you feel undue pressure or that you need to "force" the cable for it to connect, the cable is likely being inserted in an incorrect manner. This is a serious issue because an improper connection causes the current to flow in a reverse polarity manner leading to high current that can result in severe damage to the RealPresence Group system. For the correct cable orientation, refer to the graphics below and the setup sheet that shipped with your system.

When connecting a Polycom RealPresence Group Series microphone to a Polycom RealPresence Group Series system, ensure that the cable is inserted correctly. When connecting the cable to a microphone, the

icon must be facing up. When connecting the cable to a RealPresence Group Series system or

Polycom SoundStation IP 7000 phone, the 🎤 icon must be facing up.

Connect a RealPresence Group Series Microphone to a RealPresence Group 300 System:
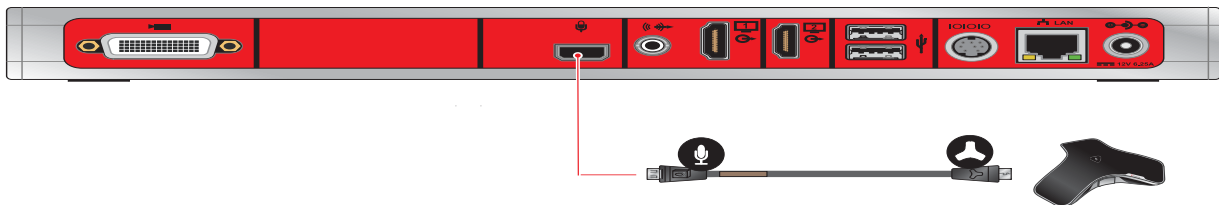
Connect a RealPresence Group Series Microphone to a RealPresence Group 310 System:
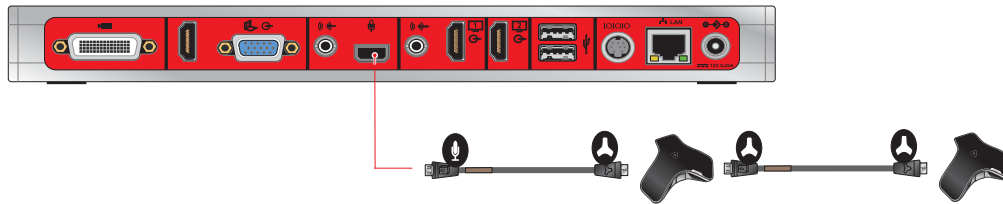
Connect a RealPresence Group Series Microphone to a RealPresence Group 500 System:
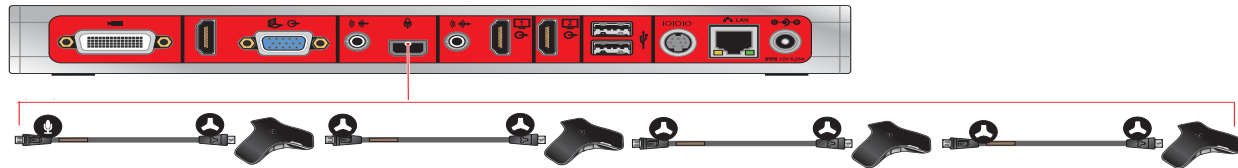
Connect a RealPresence Group Series Microphone to a RealPresence Group 700 System:
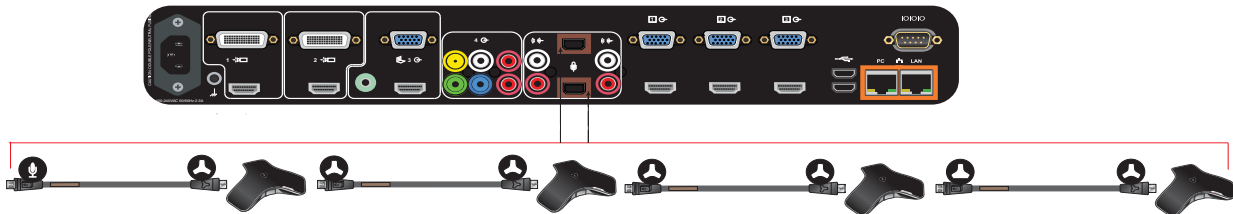
Connect a Computer to a Polycom RealPresence Group System

You can connect Polycom RealPresence Group series 310, 500, and 700 systems to a computer with an HDMI or VGA connection, or using the People+Content IP software application to share content. Polycom RealPresence Group 300 systems use only People+Content IP to share content.

Option 1

● A—HDMI Monitor Cable

Connect a Computer to a RealPresence Group 500 System (Option 1):
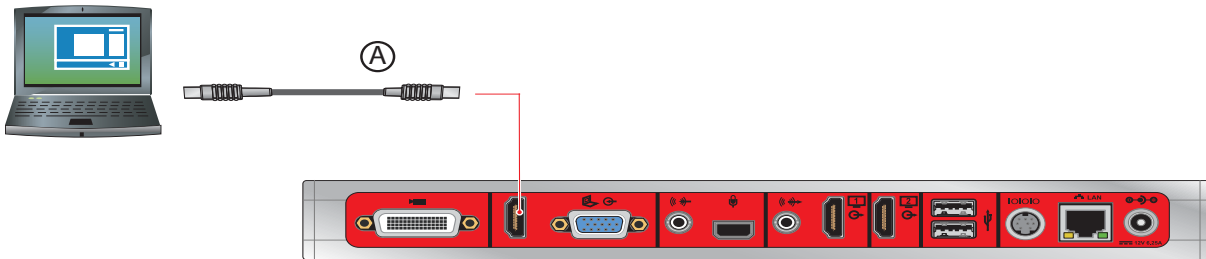
Connect a computer to a RealPresence Group 700 system (Option 1):
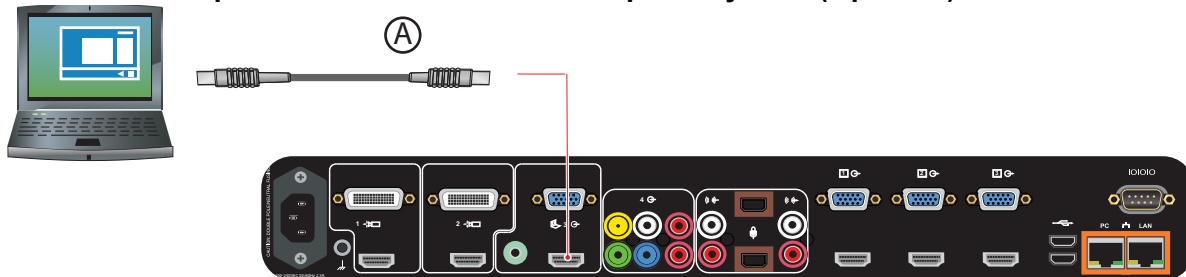
Option 2:

- A—3.5mm stereo male to 3.5mm stereo male
- B—VGA male to VGA male cable

Connect a computer to a RealPresence Group 500 system (Option 2):
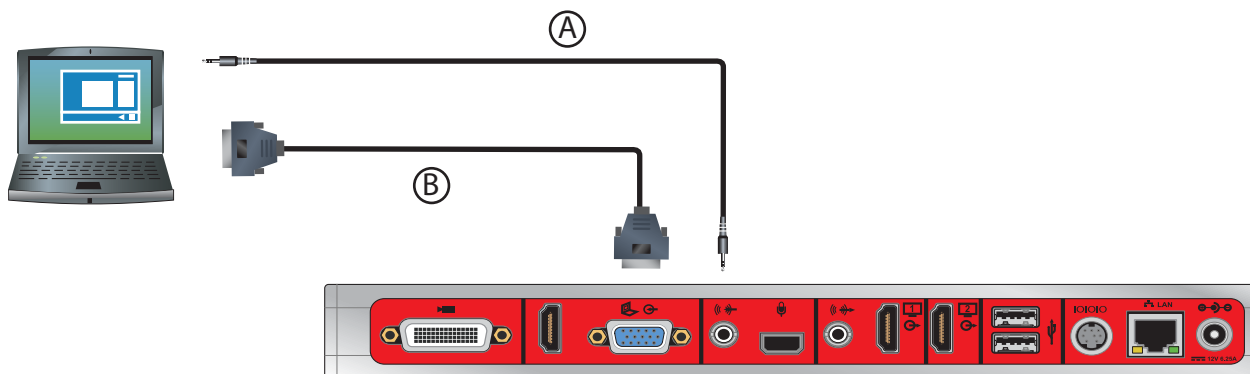
Connect a computer to a RealPresence Group 700 system (Option 2):
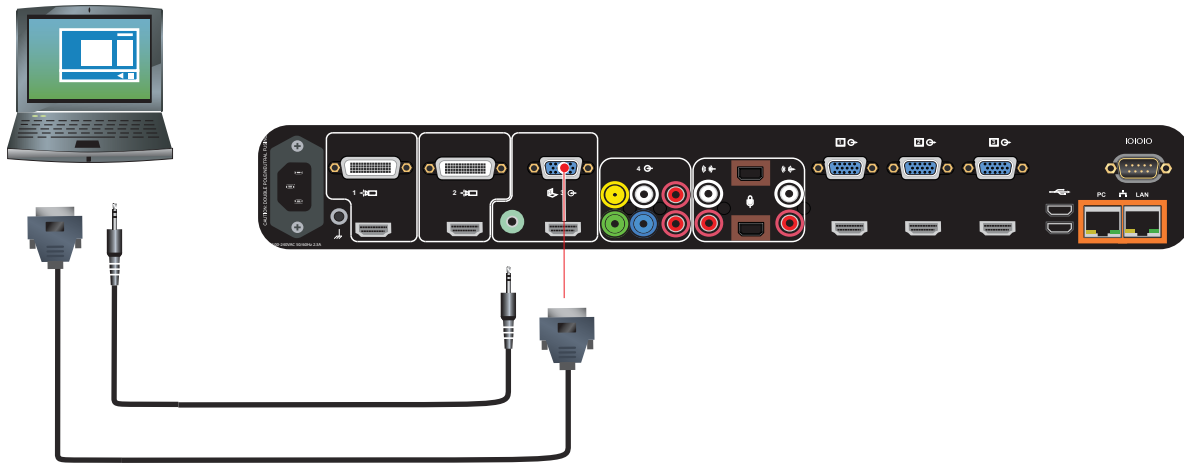
Cables

This section includes information about cables that can be used with a RealPresence Group system. Please note that drawings and part numbers are provided for reference only. Compliance information is provided for the Restriction of certain Hazardous Substances Directive (RoHS).

Network Cables

CAT 5e LAN Cable

This cable connects RealPresence Group a system to the LAN. It has orange RJ-45 connectors on both ends. It meets category 5e requirements and is wired according to EIA/TIA-568B. The maximum approved length for this cable is 328 ft (100 m) on an 802 network.

Length	Part Number	RoHS Compliant
12 ft (3.6 m)	2457-23537-001	Yes
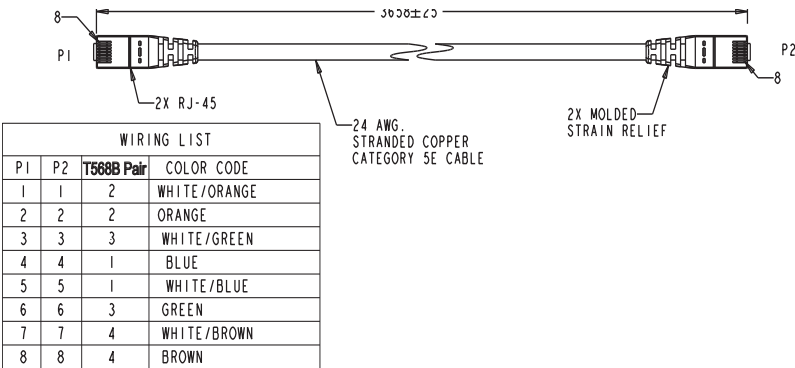
WIRING LIST			
PI	P2	T568B Pair	COLOR CODE
I	I	2	WHITE/ORANGE
2	2	2	ORANGE
3	3	3	WHITE/GREEN
4	4	I	BLUE
5	5	I	WHITE/BLUE
6	6	3	GREEN
7	7	4	WHITE/BROWN
8	8	4	BROWN

Note: Drawings and part numbers are provided for reference only. Polycom claims no responsibility or liability for the quality, performance, or reliability of cables based on these reference drawings, other than cables provided by Polycom. Contact your Polycom distributor or Polycom Custom/Vertical Products to order cables that meet the appropriate manufacturing tolerances, quality, and performance parameters for your application.

LAN Cable

This cable connects a RealPresence Group system to the LAN. It has orange RJ-45 connectors on both ends and is used with all systems. The maximum approved length for this cable is 100 ft (30 m).

Length	Part Number	RoHS Compliant
12 ft (3.6 m)	2457-08343-001	Yes
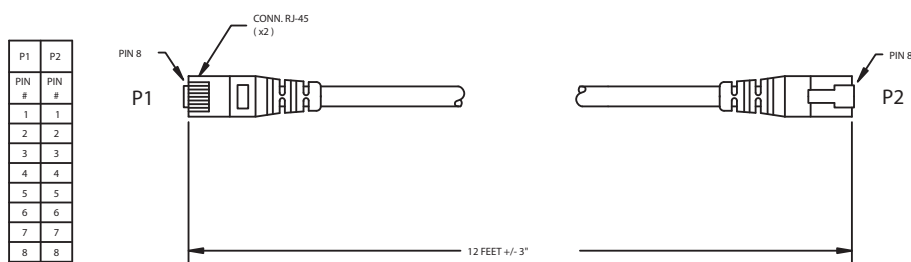
Note: Drawings and part numbers are provided for reference only. Polycom claims no responsibility or liability for the quality, performance, or reliability of cables based on these reference drawings, other than cables provided by Polycom. Contact your Polycom distributor or Polycom Custom/Vertical Products to order cables that meet the appropriate manufacturing tolerances, quality, and performance parameters for your application.

Polycom Touch Device LAN Cable

This cable connects a Polycom® RealPresence® Touch Device or Polycom® Touch Control to the LAN.

Length	Part Number	RoHS Compliant
25 ft (7.62 m)	2457-26994-001	Yes
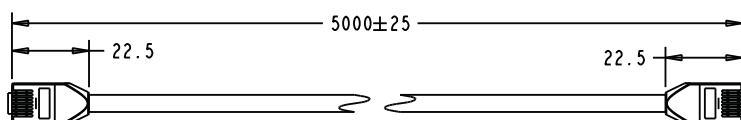

```
           WIRING LIST
  PI │ P2 │  COLOR CODE
  I  │ I  │ WHITE/ORANGE
  2  │ 2  │ ORANGE/WHITE
  3  │ 3  │ WHITE/GREEN
  4  │ 4  │ BLUE/WHITE
  5  │ 5  │ WHITE/BLUE
  6  │ 6  │ GREEN/WHITE
  7  │ 7  │ WHITE/BROWN
  8  │ 8  │ BROWN/WHITE
```

Note: Drawings and part numbers are provided for reference only. Polycom claims no responsibility or liability for the quality, performance, or reliability of cables based on these reference drawings, other than cables provided by Polycom. Contact your Polycom distributor or Polycom Custom/Vertical Products to order cables that meet the appropriate manufacturing tolerances, quality, and performance parameters for your application.

Polycom Touch Device Power Adapter

This adapter connects the Polycom RealPresence Touch Device or Polycom Touch Control to the LAN and a power supply (part number 2200-42740-001) for rooms that do not have Power over Ethernet (PoE)

Length	Part Number	RoHS Compliant
2.1 ft (0.61m)	2457-40054-001	Yes
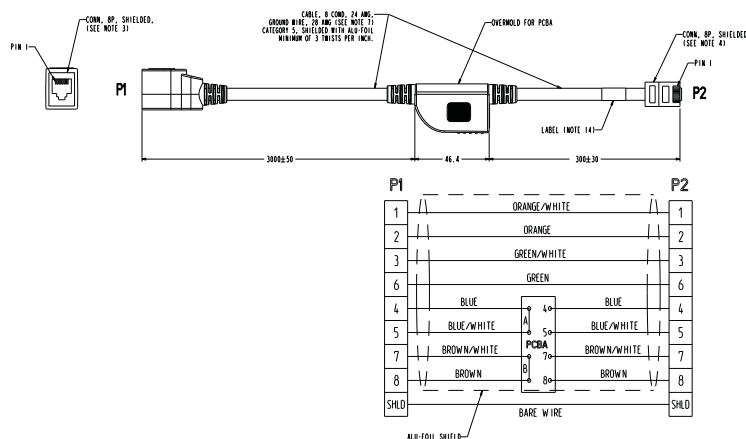
Note: Drawings and part numbers are provided for reference only. Polycom claims no responsibility or liability for the quality, performance, or reliability of cables based on these reference drawings, other than cables provided by Polycom. Contact your Polycom distributor or Polycom Custom/Vertical Products to order cables that meet the appropriate manufacturing tolerances, quality, and performance parameters for your application.

Video and Camera Cables

HDMI Monitor Cable

This cable connects the RealPresence Group system HDMI output to an HDMI monitor. It is HDMI to male HDMI.

Length	Part Number	RoHS Compliant
6 ft (1.8 m)	2457-28808-004	Yes
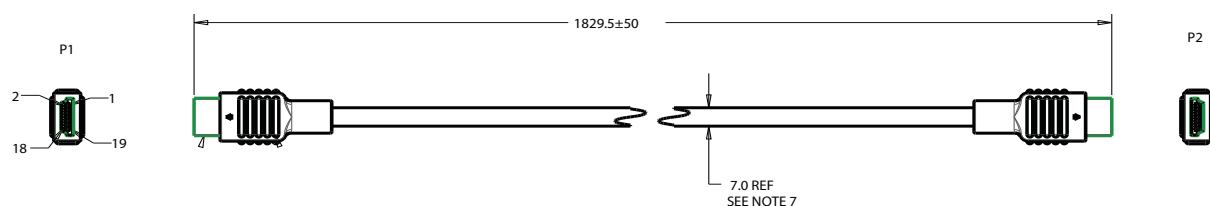
WIRING LIST				
SIGNAL	P1	P2	CABLE UNIT	CONDUCTOR
TMDS Data2+	1	1	D1	TIP
TMDS Data2 Shield	2	2		DRAIN
TMDS Data2-	3	3		RING
TMDS Data1+	4	4	D2	TIP
TMDS Data1 Shield	5	5		DRAIN
TMDS Data1-	6	6		RING
TMDS Data0+	7	7	D3	TIP
TMDS Data0 Shield	8	8		DRAIN
TMDS Data0-	9	9		RING
TMDS Clock+	10	10	D4	TIP
TMDS Clock Shield	11	11		DRAIN
TMDS Clock-	12	12		RING
CEC	13	13	E1	——
RESERVED	14	14	E2	——
SCL	15	15	F	TIP
SDA	16	16		RING
DDC/CEC GROUND	17	17	E3	——
+5 Volts	18	18	E4	——
Hot Plug Detect	19	19	E5	——
Cable Shield	SHELL	SHELL	B	——
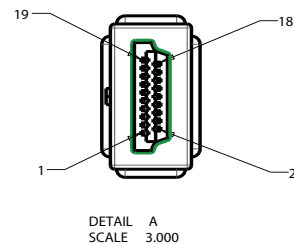
DETAIL   A
SCALE   3.000

Note: Drawings and part numbers are provided for reference only. Polycom claims no responsibility or liability for the quality, performance, or reliability of cables based on these reference drawings, other than cables provided by Polycom. Contact your Polycom distributor or Polycom Custom/Vertical Products to order cables that meet the appropriate manufacturing tolerances, quality, and performance parameters for your application.

HDCI Analog Camera Cable

This cable connects a RealPresence Group Series system to a Polycom EagleEye HD, Polycom EagleEye II, Polycom EagleEye III, or Polycom EagleEye Director (3 m and 10 m lengths only) or Polycom EagleEye Director II. This cable can be connected to the EagleEye View camera, but does not support audio. It has male HDCI connectors on both ends. The over-mold connectors of the 2457-27453-001 and 2457-27454-001 cables are black.

Length	Part Number	RoHS Compliant
9 ft 10 in (3 m)	2457-23180-003	Yes
9 ft 10 in (3 m)	2457-65015-003	Yes
33 ft (10 m)	2457-65015-010	Yes
33 ft (10 m)	2457-23180-010	Yes
50 ft (15 m)	2457-23180-015	Yes
100 ft (30 m)	2457-23180-030	Yes

WIRING LIST					
SIGNAL NAME	P1 PIN#	P2 PIN#	CABLE UNIT	CONDUCTOR	COLOR
Y	47	47	D1	CENTER	
Y SHIELD	46	46		SHIELD	
Pb	13	13	D2	CENTER	
Pb SHIELD	12	12		SHIELD	
Pr	14	14	D3	CENTER	
Pr SHIELD	15	15		SHIELD	
+12 VDC	4	4	E1	-	
+12 VDC	5	5	E2	-	
+12 VDC	10	10	E3	-	
+12 VDC	11	11	E4	-	
GND	7	7	E5	-	
GND	8	8	E6	-	
GND	48	48	E7	-	
GND	58	58	E8	-	
Rx	1	1	E9	-	
Tx	2	2	E10	-	

Note: Drawings and part numbers are provided for reference only. Polycom claims no responsibility or liability for the quality, performance, or reliability of cables based on these reference drawings, other than cables provided by Polycom. Contact your Polycom distributor or Polycom Custom/Vertical Products to order cables that meet the appropriate manufacturing tolerances, quality, and performance parameters for your application.

HDCI Polycom EagleEye IV Digital Camera Cable

This cable, also referred to as a mini-HDCI, is a male HDCI to male mini HDCI. It connects a system to a Polycom EagleEye IV camera. It also connects an EagleEye Producer that is used with an EagleEye IV camera or an EagleEye Digital Extender to a system.

Length	Part Number	RoHS Compliant
1 ft (0.3m)	2457-64356-030	Yes
1.5 ft (0.457m)	2457-64359-018	Yes
3 ft 7 in (1m)	2457-64356-100	Yes
9 ft 10 in (3m)	2457-64356-001	Yes
32 ft 9.7 in (10m)	2457-64356-101	Yes
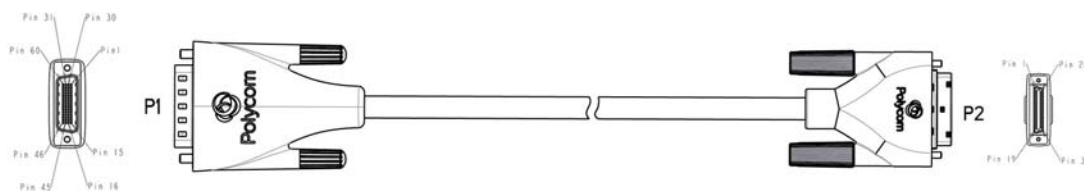
P1	Wire Run			Cable	P2
N/C	DDC_P5V			N	N/C
N/C	HPD/HEAC-			N	N/C
N/C	DDC_GND/HEAC_shield	30 awg 100 ? STP	100 Mbps ethernet	N	N/C
N/C	Utility/HEAC+			N	N/C
N/C					N/C
N/C	DDC_SDA		I2C	N	N/C
N/C	DDC_SCL		I2C	N	N/C
1	232Rx	28 awg wire	RS232	Y	23
2	232Tx	28 awg wire	RS232	Y	5
3	IR/CEC	28 awg wire		Y	24
7	GND	28 awg wire		Y	6
29	TMDS-1 CLK-			Y	25
33	TMDS-1 CLK shield	30 awg 100 ? STP	TMDS-HDMI up to 1080P60(148.5Mhz)	Y	7
30	TMDS-1 CLK+			Y	26
8	GND	28 awg wire		Y	8
31	TMDS-1 Data0-			Y	27
57	TMDS-1 Data0 shield	30 awg 100 ? STP	TMDS-HDMI up to 1080P60(1.48 Gbps)	Y	9
32	TMDS-1 Data0+			Y	28
48	GND	28 awg wire		Y	10
28	TMDS-1 Data-			Y	29
34	TMDS-1 Data1 shield	30 awg 100 ? STP	TMDS-HDMI up to 1080P60(1.48 Gbps)	Y	11
27	TMDS-1 Data+			Y	30
58	GND	28 awg wire		Y	12
26	TMDS-1 Data2-			Y	31
35	TMDS-1 Data2 shield	30 awg 100 ? STP	TMDS-HDMI up to 1080P60(1.48 Gbps)	Y	13
25	TMDS-1 Data2+			Y	32
4	+12VDC	28 awg wire		Y	14
5	+12VDC	28 awg wire		Y	33
10	+12VDC	28 awg wire		Y	15
11	+12VDC	28 awg wire		Y	34
N/C	Aud2-	Audio STP		N	N/C
N/C	Aud2+			N	N/C
N/C	Aud2 shield				N/C
N/C	Aud1-	Audio STP		N	N/C
N/C	Aud1+			N	N/C
N/C	Aud1 shield				N/C
N/C					N/C
Shell	GND	Outer braid			Shell

Note: Drawings and part numbers are provided for reference only. Polycom claims no responsibility or liability for the quality, performance, or reliability of cables based on these reference drawings, other than cables provided by Polycom. Contact your Polycom distributor or Polycom Custom/Vertical Products to order cables that meet the appropriate manufacturing tolerances, quality, and performance parameters for your application.

HDCI Polycom EagleEye IV Camera to Polycom EagleEye Producer Digital Cable

This cable connects a Polycom EagleEye Producer to a Polycom EagleEye IV camera. It is male HDCI to male mini HDCI.

Length	Part Number	RoHS Compliant
1 ft (0.3m)	2457-64356-030	Yes
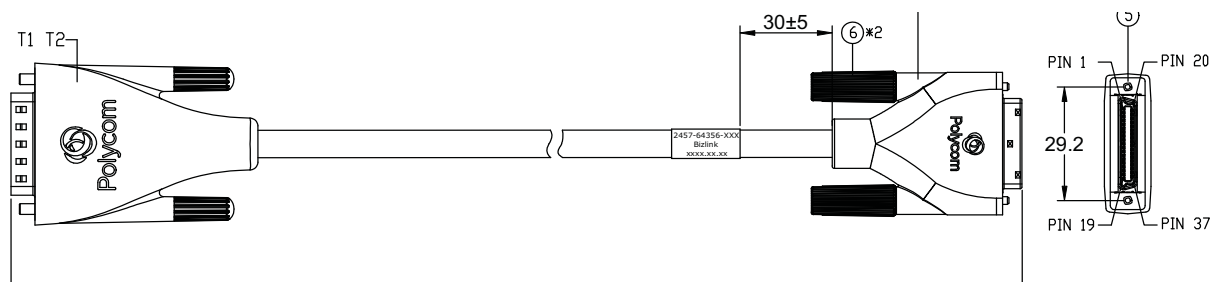
12	LABLE	121G0-000998	VIYNL,L*W=55*25MM,BLACK TEXT/WHITE BACKGROUND(SEE DETAIL A)	1	PC
11	ADHESIVE	122G0-000164	HOT MELT ADHESIVE,YEL,3M	A/R	g
10	GLUE	122G0-000153-01	GLUE,CLEAR,;3M#DP-100	A/R	ML
9	TUBE	120G0-000437	H.S.TUBE,Φ1.5,L=10MM,CLEAR,300V,125°C,FUE-5,NO MARK;SCALE:2:1	8	PC
8	TUBE	120G0-001615-01	H.S.TUBE,Φ0.4,BLK,300V,125℃,FUE-5,NO MARK,2:1,VW-1,L=6MM	8	PC
7	COPPER FOIL	121G0-002439	COPPER FOIL: L*W=32*77MM	1	PC
6	SCREW	119G0-004111-01	MOULD SCREW,NI-PLATED,M2*0.4,L28.5MM,BLK,WEIXIANG	2	PC
5	CONN	115G0-003222-01	CONN,SCSI37P,MALE,SOLDER,8U",BLK,SHELL NI,HRS#DH40-37S	1	PC
4	FOIL	121G0-001112	COPPER FOIL,L*W=75*37MM	1	PC
3	SCREW	119G0-004112-01	MOULD SCREW,#4-40UNC,L38.9,NI-PLATED,PVC,BLK,WEIXIANG	2	PC
2	CONN	115H0-014464-R1	CONN,DMS60,MALE,30U",BLACK,NI-PLATED,BC#420-60SDDBSFBNE	1	PC
1	CABLE	114G0-012441-R1	CBL,UL20276[(30#*1P+EAM)*4+28#*1 1C]+AB,100ohm,OD7.0,BLK,	A/R	M
			BRAID:85%MIN,BIZLINK TY		
NO	NAME	PART NO	DESCRIPTION	Q'TY	UNIT

> **Note:** Drawings and part numbers are provided for reference only. Polycom claims no responsibility or liability for the quality, performance, or reliability of cables based on these reference drawings, other than cables provided by Polycom. Contact your Polycom distributor or Polycom Custom/Vertical Products to order cables that meet the appropriate manufacturing tolerances, quality, and performance parameters for your application.

HDCI Polycom EagleEye Director Analog Cable

This cable connects a Polycom EagleEye II or Polycom EagleEye III camera to the Polycom EagleEye Director base. It has male HDCI connectors on both ends.
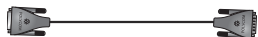
Length	Part Number	RoHS Compliant
1 ft (0.3 m)	2457-26122-001	Yes
1 ft (0.3 m)	2457-26122-002	Yes

WIRING LIST					
SIGNAL NAME	P1 PIN#	P2 PIN#	CABLE UNIT	CONDUCTOR	COLOR
Y	47	47	D1	CENTER	
Y SHIELD	46	46		SHIELD	
Pb	13	13	D2	CENTER	
Pb SHIELD	12	12		SHIELD	
Pr	14	14	D3	CENTER	
Pr SHIELD	15	15		SHIELD	
+12 VDC	4	4	E1	-	
+12 VDC	5	5	E2	-	
+12 VDC	10	10	E3	-	
+12 VDC	11	11	E4	-	
GND	7	7	E5	-	
GND	8	8	E6	-	
GND	48	48	E7	-	
GND	58	58	E8	-	
Rx	1	1	E9	-	
Tx	2	2	E10	-	
IR	3	3	E11	-	
GND	SHELL	SHELL	B	-	

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As shown in the following figure, the EagleEye Director has seven microphones embedded in the base.

EagleEye Director embedded microphones

Vertical Mic Top

Vertical Mic Center

Horizontal Mic Left

Horizontal Mic Left Center

Horizontal Mic Center

Horizontal Mic Right Center

Horizontal Mic Right
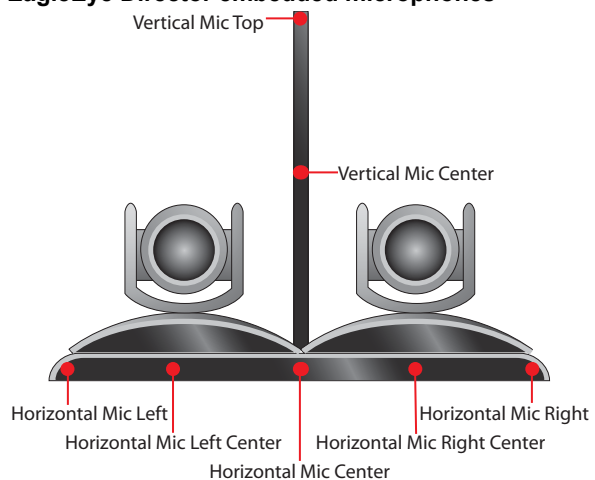
HDCI Polycom EagleEye Producer Camera Digital Cable Adapter

This cable connects the HDCI output of a Polycom EagleEye Producer to an EagleEye IV Digital Camera Cable. It is male HDCI to male mini HDCI.

Length	Part Number	RoHS Compliant
0.7 ft (0.2m)	2457-69794-001	Yes
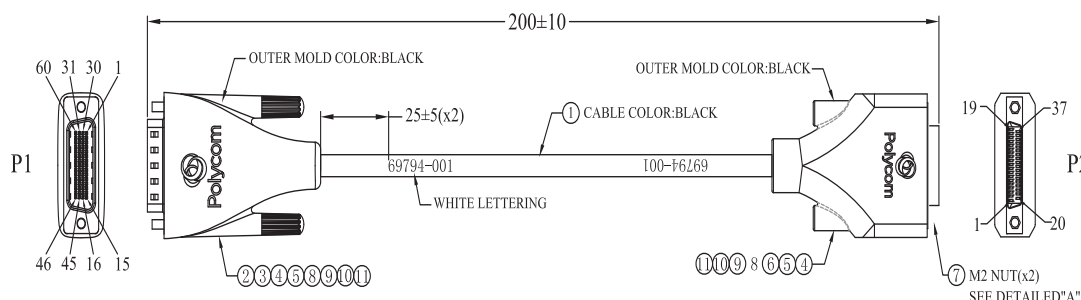
| 11	TUBE 3	BLACK HEAT SHRINK TUBE Ø1.0*8mm	23PCS
10	TUBE 2	BLACK AT SHRINK TUBE Ø0.8*17mm*4PC，Ø0.8*14mm*4PC	8PCS
9	TUBE 1	BLACK HEAT SHRINK TUBE Ø2.0*10mm*4pc，Ø2.0*8mm*4PC	8PCS
8	FOIL	COPPER FOIL DOUBLE SIDE CONDUCT L*W=80*40mm	2PCS
7	NUT	M2*0.4 L=14.4MM HEXAGON NUT NICKEL PLATED HRS/#DH-LNA	2PCS
6	CONN	37PIN FEMALE DIP FOR PCB SCREW LOCK TYPE, HRS/#DH60-37P	1PCS
5	PVC	PVC BLACK 45P D-SUB OUTER MOLD COLOR: BLACK	50g
4	PE	LDPE D-SUB INNER MOLD COLOR: NATURE	20g
3	SCREW	#4-40UNC NI-PLATED BLACK ABS MOLDED L=53.2mm	2PCS
2	D-SUB	60P MALE MOLEX P/N:70929-2000，TERMINAL 4PC,MOLEX P/N:051-24-2021	1SET
1	CABLE	UL(20276) VW-1 [(30AWG*1P+EAM)*4C +28AWG1P+28AWG*9C]+AEB, JACKET MATTE BLACK,ABS NON-MIGRATION,OD:7.0±0.2mm NO MARKING	180mm
No.	ITEM	DESCRIPTION	QTY

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Polycom EagleEye Acoustic Digital Cable

This cable connects a Polycom EagleEye Acoustic camera to a RealPresence Group Series system.

Length	Part Number	RoHS Compliant
6 ft 5 in (2 m)	0932-0000-A0A0	Yes

Caution: The cable can only be extended with the EagleEye Digital Extender (which does not support audio). The Polycom EagleEye Acoustic cable will not be under any type of serviceability from Polycom if any change, modification, or addition is made to the Polycom EagleEye Acoustic cable.

WIRE CONNECTION TABLE

| P1	SIGNAL NAME	CABLE UNIT	WIRE COLOR		P2
34	TMDS-I DATA1 SHELD			DRAIN	13
28	TMDS-I DATA1-	B	TBD	WHITE	12
27	TMDS-I DATA1+			RED	11
SHELL	SHELL (GND)	/	BRAIDED		5
26	TMDS-I DATA2-			WHITE	8
25	TMDS-I DATA2+	B	TBD	YELLOW	7
35	TMDS-I DATA2 SHELD			DRAIN	25
2	TX	A	GREEN		24
1	RX	A	WHITE		23
7	GND	A	RED		9
45	LEFT MIC_SHIELD			BROWN	27
16	LEFT MIC_CENTER	B	TBD	WHITE	28
44	RIGHT MIC_SHIELD			PINK	29
17	RIGHT MIC_CENTER	B	TBD	WHITE	30
33	TMDS-I CLK SHIELD			DRAIN	21
30	TMDS-I CLK+	B	TBD	GREEN	19
29	TMDS-I CLK-			WHITE	20
58	GND	A	GRAY		22
8	GND	A	BLACK		6
4	+12 VDC	A	YELLOW		1
5	+12 VDC	A	BLUE		2
10	+12 VDC	A	VIOLET		3
11	+12 VDC	A	PINK		4
48	GND	A	BROWN		18
32	TMDS-I DATA0+			BLACK	15
31	TMDS-I DATA0-	B	TBD	WHITE	16
57	TMDS-I DATA0 SHIELD			DRAIN	17
3	IR	A	ORANGE		26
SHELL	SHELL (GND)	/	BRAIDED		14
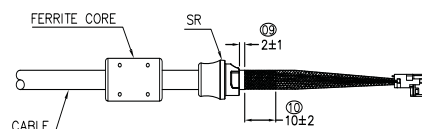
Note: Drawings and part numbers are provided for reference only. Polycom claims no responsibility or liability for the quality, performance, or reliability of cables based on these reference drawings, other than cables provided by Polycom. Contact your Polycom distributor or Polycom Custom/Vertical Products to order cables that meet the appropriate manufacturing tolerances, quality, and performance parameters for your application.

HDCI Camera Break-Out Analog Cable

This cable breaks out the HDCI camera cable video and control signals to standard interfaces. This cable can be connected to the EagleEye HD, EagleEye II, EagleEye III, or EagleEye View camera, but does not support audio. The five BNC connectors can be used to carry YPbPr component video. The DB-9 connector is used to connect to PTZ camera control interfaces. It is male HDCI to five female BNC and one female DB-9.

Length	Part Number	RoHS Compliant
1ft (0.3 m)	2457-23521-001	Yes
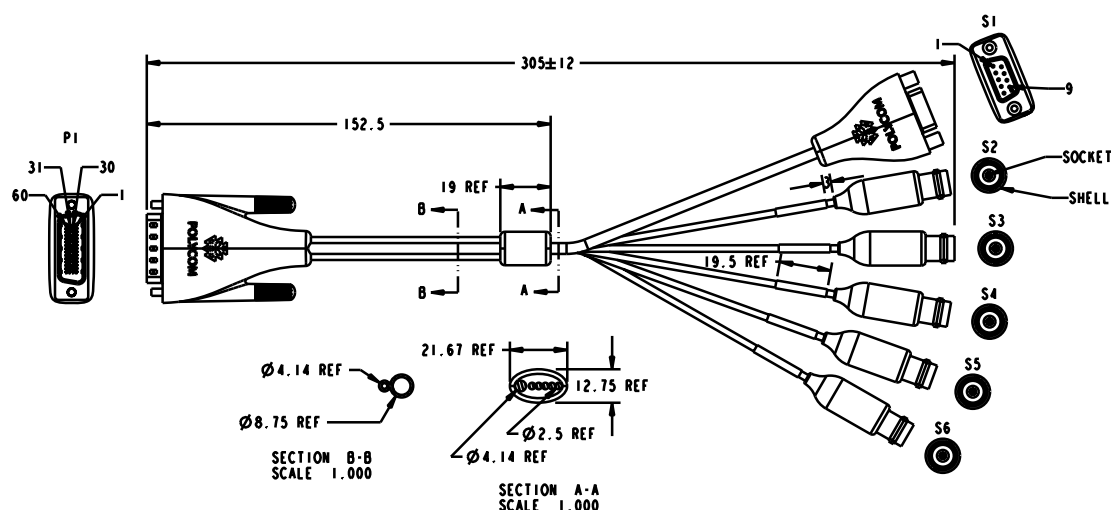
WIRING LIST								
SIGNAL	WIRE	P1	S1	S2	S3	S4	S5	S6
RS-232 Rx	28 AWG #1	1	2	—	—	—	—	—
RS-232 Tx	28 AWG #2	2	3	—	—	—	—	—
IR	28 AWG #3	3	9	—	—	—	—	—
GROUND	28 AWG #4	7	5	—	—	—	—	—
Pb/B SHIELD	COAX #1 SHIELD	12	—	—	—	SHELL	—	—
Pb/B	COAX #1 CENTER	13	—	—	—	SOCKET	—	—
Pr/R/C SHIELD	COAX #2 CENTER	14	—	SOCKET	—	—	—	—
Pr/R/C	COAX #2 SHIELD	15	—	SHELL	—	—	—	—
Y/G/C SHIELD	COAX #3 SHIELD	46	—	—	SHELL	—	—	—
Y/G/C	COAX #3 CENTER	47	—	—	SOCKET	—	—	—
HSync	COAX #4 CENTER	50	—	—	—	—	SOCKET	—
VSync	COAX #5 CENTER	51	—	—	—	—	—	SOCKET
HSync SHIELD	COAX #4 SHIELD	52	—	—	—	—	SHELL	—
VSync SHIELD	COAX #5 SHIELD		—	—	—	—	—	SHELL
—	BRAIDED SHIELD	SHIELD	SHIELD	—	—	—	—	—

Universal Breakout Cable

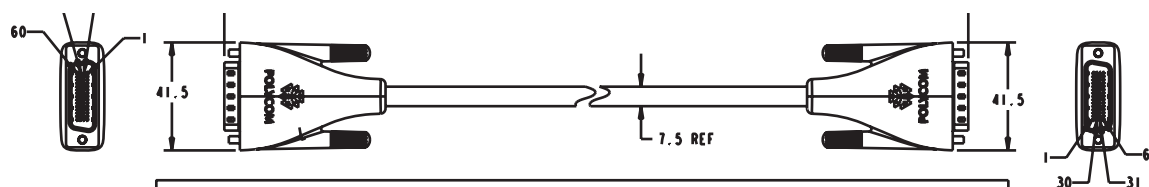|		Video Output		
		Composite	Svideo	Component
3 x BNC	Red		C	Pr
	Green	C	Y	Y
	Blue			Pb

Note: Drawings and part numbers are provided for reference only. Polycom claims no responsibility or liability for the quality, performance, or reliability of cables based on these reference drawings, other than cables provided by Polycom. Contact your Polycom distributor or Polycom Custom/Vertical Products to order cables that meet the appropriate manufacturing tolerances, quality, and performance parameters for your application.

HDCI Polycom EagleEye 1080 Camera Cable

This cable connects a Polycom system HDCI video input to the Polycom EagleEye 1080 camera. It is HDCI to 8-pin mini-DIN and HD-15. The maximum approved length for this cable is 100 ft (30 m).

Length	Part Number	RoHS Compliant
1 ft (0.3 m)	2457-23548-001	Yes
9 ft 10 in (3 m)	2457-28153-001	Yes
33 ft (10 m)	2457-28154-001	Yes
50 ft (15m)	2457-28154-050	Yes
100 ft (30m)	2457-28154-100	Yes

| WIRING LIST				
SIGNAL NAME	P1	CABLE UNIT	P2	P3
RS-232 Rx	1	E1	——	3
RS-232 Tx	2	E2	——	5
IR	3	E3	——	7
				8
GROUND	7	E4	——	4
B SHIELD	12	D1 SHIELD	8	——
B	13	D1 CENTER	3	——
R	14	D2 CENTER	1	——
R SHIELD	15	D2 SHIELD	6	——
G SHIELD	46	D3 SHIELD	7	——
G	47	D3 CENTER	2	——
H SYNC	50	D4 CENTER	13	——
V SYNC	51	D5 CENTER	14	——
VSYNC GROUND	52	D4 SHIELD	11	——
HSYNC GROUND		D5 SHIELD	10	——
GROUND	48	E5	4	——
	58	E6	5	——
SHIELD	SHELL	B1	——	SHELL
		B2	SHELL	——

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HDCI Polycom EagleEye View Camera Analog Cable

This cable connects a RealPresence Group system HDCI video input to a Polycom EagleEye View camera. It has male HDCI connectors on both ends.

The over-mold connectors of the 2457-09729-001 cable are brown.

Length	Part Number	RoHS Compliant
1.5 ft (457 mm)	2457-09729-001	Yes
9 ft 10 in (3 m)	2457-29759-001	Yes
33 ft (10 m)	2457-29759-010	Yes
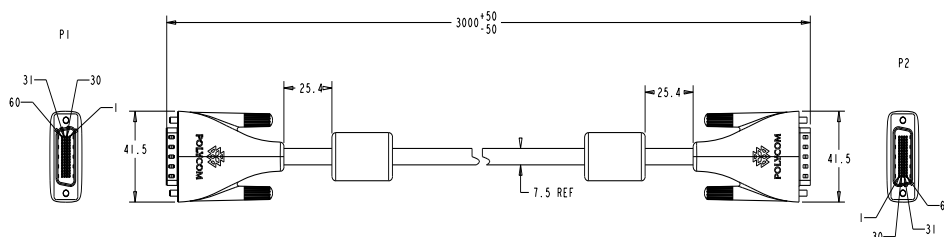
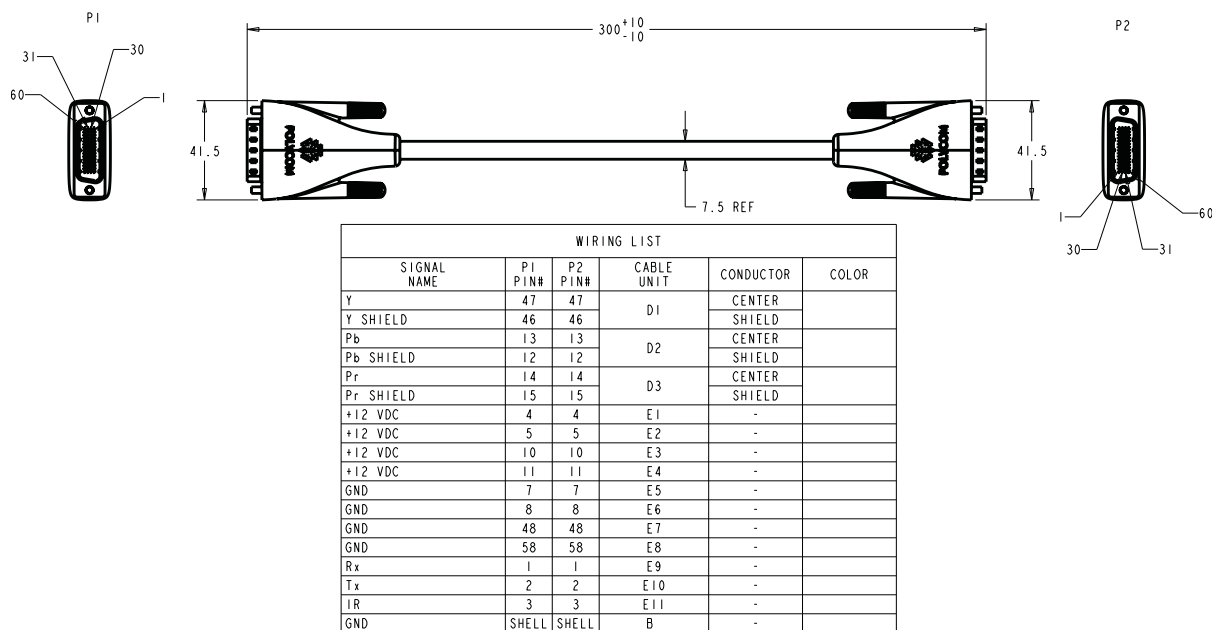| WIRING LIST				
SIGNAL NAME	P1 PIN#	P2 PIN#	CABLE UNIT	CONDUCTOR
Y	47	47	D1	CENTER
Y SHIELD	46	46		SHIELD
Pb	13	13	D2	CENTER
Pb SHIELD	12	12		SHIELD
Pr	14	14	D3	CENTER
Pr SHIELD	15	15		SHIELD
LEFT MIC	16	16	D4	CENTER
LEFT MIC SHIELD	45	45		SHIELD
RIGHT MIC	17	17	D5	CENTER
RIGHT MIC SHIELD	44	44		SHIELD
+12 VDC	4	4	E1	-
+12 VDC	5	5	E2	-
+12 VDC	10	10	E3	-
+12 VDC	11	11	E4	-
GND	7	7	E5	-
GND	8	8	E6	-
GND	48	48	E7	-
GND	58	58	E8	-
Rx	1	1	E9	-
Tx	2	2	E10	-
IR	3	3	E11	-
GND	SHELL	SHELL	B	-

Note: Drawings and part numbers are provided for reference only. Polycom claims no responsibility or liability for the quality, performance, or reliability of cables based on these reference drawings, other than cables provided by Polycom. Contact your Polycom distributor or Polycom Custom/Vertical Products to order cables that meet the appropriate manufacturing tolerances, quality, and performance parameters for your application.

Polycom RealPresence Digital Brkout, Codec Adapter

The Polycom RealPresence Digital Brkout, Codec adapter allows the input of HDMI and Serial for control into an HDCI input on the RealPresence Group Series codecs. You can also use this adapter with the Polycom RealPresence Digital Brkout, Camera to extend the distance between an *EagleEye IV camera or an EagleEye Producer and a RealPresence Group Series codec*.

Recommendations for Use

- Use with HDCI Polycom EagleEye IV camera cable. Either 2457-64356-001 (3 m), 2457-64365-100 (1m), or 2457-64356-018 (457 mm).
- Use with certified HDMI compliant cable.
- Use with certified EIA/TIA-RS-232 cable. Use straight-through type, not crossover.
- Do not hot plug the serial cable. Disconnecting or connecting the RS-232 cable during operation may cause unexpected system behavior. If this happens, cycle the power to the codec or camera to eliminate this issue.
- Polycom tested with cables less than 3 meters in a normal environment. The maximum cable length possible depends on the signal quality of the HDMI and serial signals at the output of the DBA and associated cables, if the mating device has an equalizer, and the electrical noise in the installed environment. To ensure proper operation with all devices, the HDMI and EIA/TIA-RS-232 specs should be met at the input to all mating devices.
- The following HDMI features are not provided: DDC for EDID support, HDCP, and CEC.
- Without EDID support, digital (HDMI) sources connected to the system must have a mechanism for bypassing EDID detection, for setting up the video resolution manually, or using a fixed video resolution. Refer to the Video Format Resolutions table below for supported resolutions.
- The signal quality is dependent on the quality of the HDMI and serial signals at the output of the DBA and associated cables, if the mating device has an equalizer, and the electrical noise in the installed environment. To ensure proper operation with all devices, the HDMI and EIA/TIA-RS-232 specs should be met at the input to all mating devices.

Supported Video Format Resolutions

Mode	Active Pixels	Active Lines	Vertical Refresh Hz	Pixel Clock MHz	Video Standard
480i	720	480	59.94	27	CEA-861-D:6
576i	720	576	50	27	CEA-861-D:21
480p60	720	480	59.94	27	CEA-861-D:2
576p50	720	576	50	27	CEA-861-D:17
720p50	1280	720	50	74.25	CEA-861-D:19
720p60	1280	720	59.94	74.25(1.001)	CEA-861-D:4
1080i50	1920	1080	50	74.25	CEA-861-D:39
1080i60	1920	1080	59.94	74.25(1.001)	CEA-861-D5
1080p50	1920	1080	50	148.50	CEA-861-D:31
1080p60	1920	1080	59.94	148.50(1.001)	CEA-861-D:16
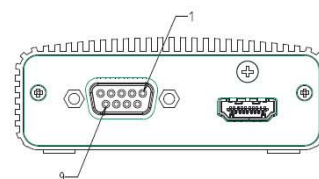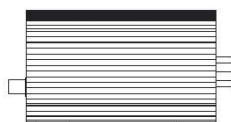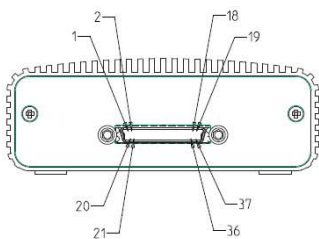
Signal	Codec		Other Devices
	HDCI Connector(J1)	DB9(P1)	HDMI TYPE A(J2)
RS232-RX	23	2	
RS232-TX	5	3	
IR	24	9	
HDMI TMDS	25-32		1-12
HDMI_DDC_5V	NC		connect to HDMI_DDC_HPD
HDMI_DDC_HPD	NC		connect to HDMI_DDC_5V
HDMI_DDC_SDA	NC		NC
HDMI_DDC_SCL	NC		NC

Length	Part Number	RoHS Compliant
—	2215-68473-001	—

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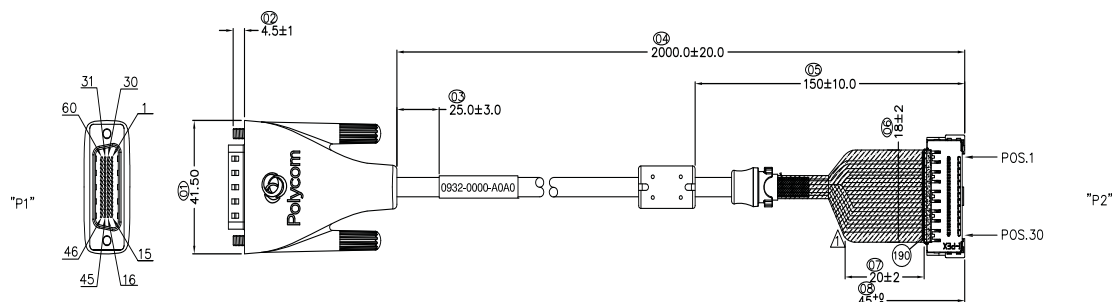
Polycom RealPresence Digital Brkout, Camera Adapter

This breakout adapter allows Polycom EagleEye IV and Polycom EagleEye Acoustic digital cameras to be broken out into HDMI and Serial (DB9) signals. You can also use this adapter with the Polycom RealPresence Digital Brkout, Codec adapter to extend the distance between an *EagleEye IV camera or an EagleEye Producer and a Group Series codec.*

Recommendations for Use

● Use the supplied Polycom power supply (part number 1465-52748-040).

● Verify the polarity of the power supply as shown on the DBA next to the power supply input.

● Use with HDCI Polycom EagleEye IV Camera Cable. Either 2457-64356-001 (3m); 2457-64356-100 (1m), or 2457-64356-018 (457mm).

● Use with certified HDMI compliant cable.

● Use with certified EIA/TIA-RS-232 cable. Use straight-through type, not crossover.

● Do not hot plug the serial cable. Disconnecting or connecting the RS-232 cable during operation may cause unexpected system behavior. If this happens, cycle the power to the codec or camera to eliminate this issue.

● The signal quality is dependent on the quality of the HDMI and serial signals at the output of the DBA and associated cables, if the mating device has an equalizer, and the electrical noise in the installed environment. To ensure proper operation with all devices, the HDMI and EIA/TIA-RS-232 specs should be met at the input to all mating devices.
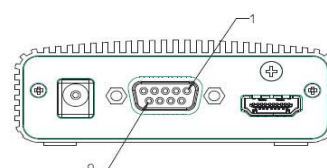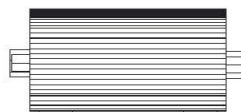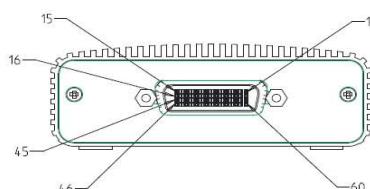
Signal	Camera		Other Devices	
	HDCI Connector(J1)	DB9(P1)	HDMI TYPE A(J2)	
RS232-RX	1	2		
RS232-TX	2	3		
IR	3	9		
HDMI TMDS	25-32		1-12	
HDMI_DDC_5V	NC		5V	
HDMI_DDC_HPD	NC		NC	
HDMI_DDC_SDA	NC		pull up to 5V	
HDMI_DDC_SCL	NC		pull up to 5V	

Length	Part Number	RoHS Compliant
—	2215-68485-001	—

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Audio Cables

RealPresence Group Microphone Array Walta-Walta Cable

This cable connects two RealPresence Group microphone arrays. This cable can also be used to connect a RealPresence Group system to a RealPresence Group microphone array or to a SoundStation IP 7000 phone. When attaching a system to a device, this cable cannot be used to chain additional devices to the first device. This cable is male Walta to male Walta. Polycom recommends using cable 2457-23216-002 when connecting to a RealPresence Group Series system.

> **Caution:** Be very careful to plug in the microphone array with the correct plug orientation. If while plugging in the connector you feel undue pressure or that you need to "force" the cable for it to connect, the cable is likely being inserted in an incorrect manner. This is a serious issue because an improper connection causes the current to flow in a reverse polarity manner leading to high current that can result in severe damage to the RealPresence Group system. For the correct cable orientation, refer to the graphics below and the setup sheet that shipped with your system.
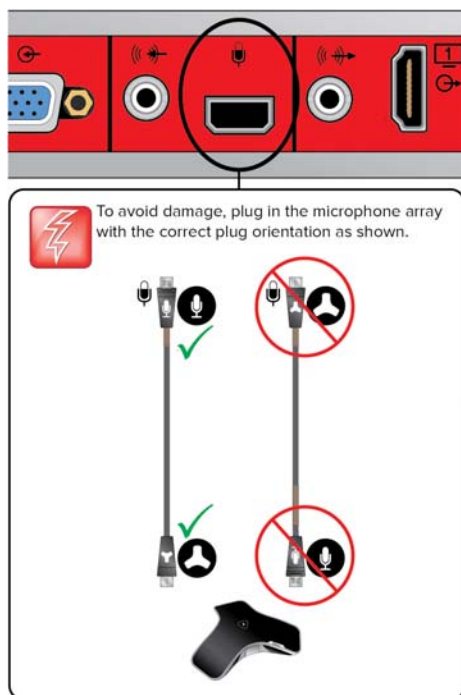
Length	Part Number	RoHS Compliant
15 ft (4.6 m)	2457-23215-001	Yes
25 ft (7.6 m)	2457-23216-001	Yes
25 ft (7.6 m)	2457-23216-002	Yes
10 ft (3 m)	2457-28978-001	Yes
50 ft (15.24 m)	2457-29051-001	Yes
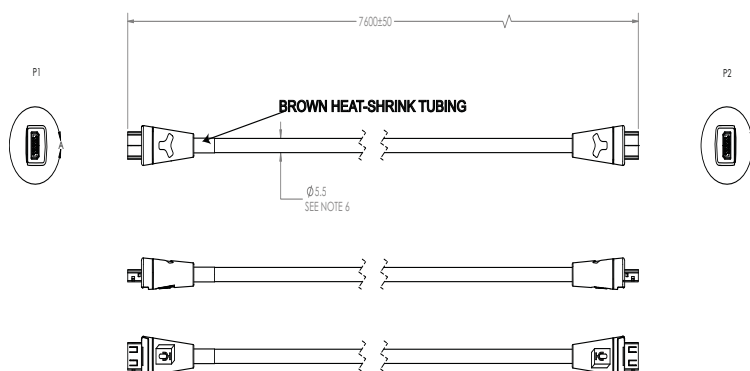
WIRING LIST			
P1	P2	CABLE UNIT	CONDUCTOR
10	2	TWISTED PAIR #1	1
14	6		2
2	10	TWISTED PAIR #2	1
6	14		2
13	13	CONDUCTOR #1	-
9	9	CONDUCTOR #2	-
3	3	DRAIN	-
SHIELD	SHIELD	SHIELD	-
P1	P1	CABLE UNIT	-
4	13	JUMPER #1	-
P2	P2	CABLE UNIT	-
4	13	JUMPER #2	-

PINS 1, 5, 7, 8, 11 AND 12 OF
P1 & P2 ARE NOT USED AND SHALL BE
LEFT OPEN.
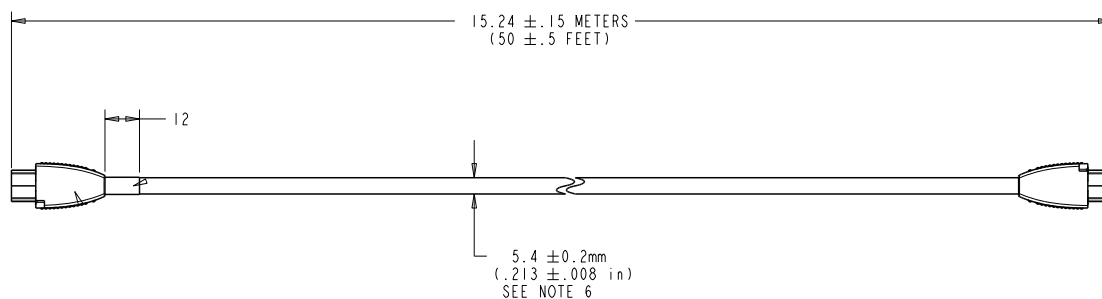
12	MM		HEAT-SHRINK TUBING. COLOR: PMS 479 U BROWN		5
AR	M	CUSTOM	CABLE-CAT5e 4 TWISTED PAIR SHIELDED	SEE PAGE 2	4
2	EA.	CUSTOM	OVERMOLD	SEE PAGE 3	3
4	EA.	CUSTOM	EMI CAN TOP/BOTTOM	SEE PAGE 3	2
2	EA.	M30-558-0051	WALTA ELECTRONICS,CONNECTOR (PITCH: 1.0MM) PLUG IN-14 POSITION		1
QTY REQUIRED		PART OR IDENTIFYING NO.	NOMENCLATURE OR DESCRIPTION	MATERIAL SPECIFICATION	ITEM NO.
			PARTS LIST		

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Ceiling Microphone Straight-Through Cable

This straight-through cable is part of the Ceiling Microphone Array package. It is RJ-45 male to RJ-45 male. This cable must be used with a cross-over cable for proper operation.

Length	Part Number	RoHS Compliant
10 ft (3 m)	2457-24011-001	Yes
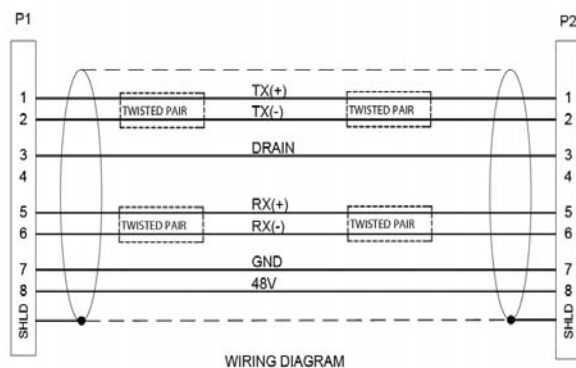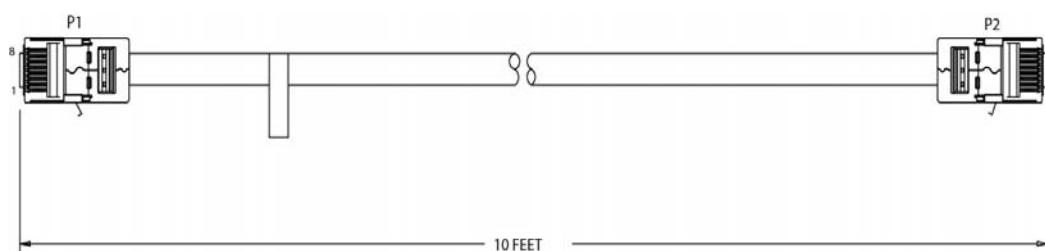
Note: Drawings and part numbers are provided for reference only. Polycom claims no responsibility or liability for the quality, performance, or reliability of cables based on these reference drawings, other than cables provided by Polycom. Contact your Polycom distributor or Polycom Custom/Vertical Products to order cables that meet the appropriate manufacturing tolerances, quality, and performance parameters for your application.

Polycom Ceiling Microphone Drop Cable (4-to-4 Pin)

Extended length drop cable for connecting Spherical Ceiling Microphone Array element to an electronics interface. It is 4-pin mini-DIN to 4-pin mini-DIN.

Length	Part Number	RoHS Compliant
6 ft (1.8m)	2457-24701-001	Yes
6 ft (1.8m)	2457-24701-003	Yes
2 ft (0.6m)	2457-23986-001	Yes
2 ft (0.6m)	2457-23986-002	Yes

WIRING TABLE						
LABEL	CONNECTOR DESCRIPTION	PIN	WIRE DESCRIPTION/COLOR	PIN	CONNECTOR DESCRIPTION	LABEL
P-1	TINI Q-C 4-PIN XLR FEMALE PLUG SWITCHCRAFT P/N TA4FLX	1	WIRE, 26 AWG, BLUE	1	TINI Q-C 4-PIN XLR FEMALE PLUG SWITCHCRAFT P/N TA4FLX	P-2
		2	WIRE, 26 AWG, WHITE	2		
		3	WIRE, 26 AWG, BLUE W/ WHITE STRIPE	3		
		4	WIRE, 26 AWG, WHITE W/ BLUE STRIPE	4		
		SHIELD	DRAIN WIRE	SHIELD		

Note: Drawings and part numbers are provided for reference only. Polycom claims no responsibility or liability for the quality, performance, or reliability of cables based on these reference drawings, other than cables provided by Polycom. Contact your Polycom distributor or Polycom Custom/Vertical Products to order cables that meet the appropriate manufacturing tolerances, quality, and performance parameters for your application.

Polycom Ceiling Microphone Drop Cable (4-to-6 Pin)

Extended length drop cable for connecting Spherical Ceiling Microphone Array element to an electronics interface. It is 4-pin mini-DIN to 6-pin mini-DIN.

Length	Part Number	RoHS Compliant
6 ft (1.8m)	2457-26764-072	Yes
6 ft (1.8m)	2457-26764-072	Yes
2 ft (0.6m)	2457-26759-024	Yes
2 ft (0.6m)	2457-26761-024	Yes

[72.0 IN]
1828.8 mm

WIRING TABLE						
LABEL	CONNECTOR DESCRIPTION	PIN	WIRE DESCRIPTION/COLOR	PIN	CONNECTOR DESCRIPTION	LABEL
P-1	TINI Q-C 4-PIN XLR FEMALE PLUG SWITCHCRAFT P/N TA4FLX	1	WIRE, 26 AWG, BLUE	2	TINI Q-C 6-PIN XLR FEMALE PLUG SWITCHCRAFT P/N TA6FLX	P-2
		2	WIRE, 26 AWG, WHITE	3		
		3	WIRE, 26 AWG, BLUE W/ WHITE STRIPE	4		
		4	WIRE, 26 AWG, WHITE W/ BLUE STRIPE	6		
		-	NO CONDUCTOR - N/C	1		
		-	NO CONDUCTOR - N/C	5		
		SHIELD	DRAIN WIRE	SHIELD		

Note: Drawings and part numbers are provided for reference only. Polycom claims no responsibility or liability for the quality, performance, or reliability of cables based on these reference drawings, other than cables provided by Polycom. Contact your Polycom distributor or Polycom Custom/Vertical Products to order cables that meet the appropriate manufacturing tolerances, quality, and performance parameters for your application.

Custom Cabling for Polycom RealPresence Group Microphone Arrays

You can create a custom-length cable that connects a RealPresence Group system to a RealPresence Group microphone array or SoundStation IP 7000 phone. Start with the microphone cable (part number 2457-23216-002), and cut off the P1 end. Using the wiring tables shown, create a custom cable from the microphone to a wall plate or other interfacing device. Next, from the wall plate or other interfacing device, run shielded CAT5 or better cable to the RealPresence Group system, terminating with a shielded RJ-45 plug connector.

The total length from the RealPresence Group system to the first Polycom microphone array or SoundStation IP 7000 phone can vary between 18 in and 100 ft. The maximum length between subsequent microphone arrays is 25 ft.

The following diagram shows an example of longer custom cabling from a RealPresence Group system to a Polycom microphone array or a Polycom SoundStation IP 7000 Phone.

Polycom RealPresence Microphone Array Cable

Interfacing Device such as a Wall Plate

Cut and Re-terminated Polycom RealPresence Microphone Array Cable

Polycom RealPresence Microphone Array Cable
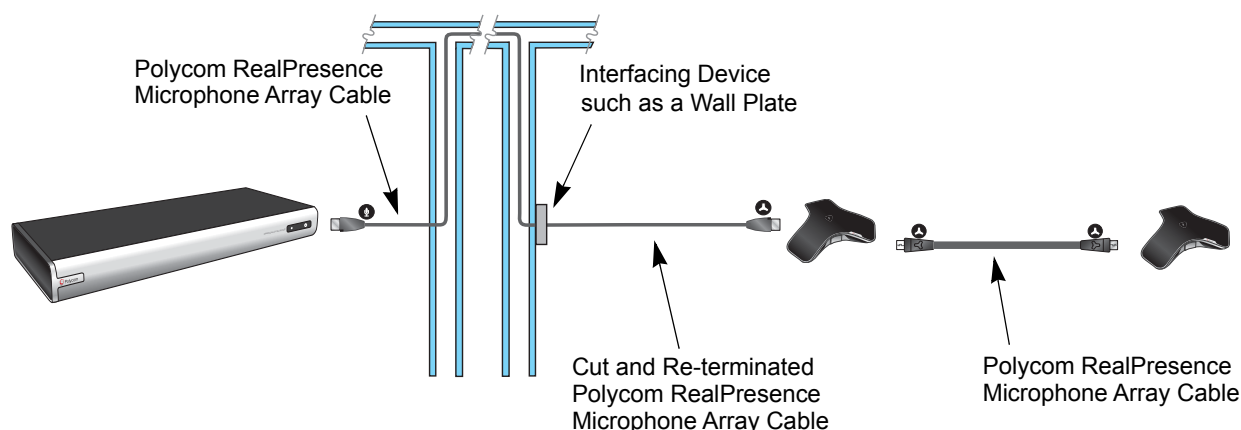
The following steps explain how to wire this custom cable configuration.

> **Note:** Refer to Connect a Polycom RealPresence Group Microphone to a Polycom RealPresence Group System for instructions on how to use the icons on the RealPresence Microphone Array Cable to ensure the cable is connected correctly.

1 Identify the P1 connector on the Polycom RealPresence microphone cable according to the location of the brown heat-shrink tubing as shown on the RealPresence Group Microphone Array Walta-Walta Cable. Remove the P1 connector and skip to step 4. Note that two separate vendors manufacture these cables, which are electrically equivalent but have different color coding. If you cannot identify the P1 connector, remove either connector from the cable and continue with step 2.

The following tables show the color coding for the cable wiring.

VENDOR 1

COLOR	AWG	P1		P2
RED	28	10		2
ORANGE	28	14		6
YELLOW	28	2		10
GREEN	28	6		14
WHITE	24	13		13
BLACK	24	9		9
DRAIN WIRE		3		3
SHIELD		SHELL		SHELL

P1, P2 - Walta Electronics, M30-558-0051

VENDOR 2

COLOR	AWG	P1		P2
BLUE	28	10		2
YELLOW	28	14		6
ORANGE	28	2		10
GREEN	28	6		14
BLACK	24	13		13
WHITE	24	9		9
DRAIN WIRE		3		3
SHIELD		SHELL		SHELL

P1, P2 - Walta Electronics, M30-558-0051

2 If you are not sure which connector you need to cut off, use the following tables to perform a continuity check between the connector and the cable colors. If you cut off P1, skip to step 4. If you cut off P2, continue with step 3.

VENDOR 1, P1

COLOR	AWG	P1
RED	28	10
ORANGE	28	14
YELLOW	28	2
GREEN	28	6
WHITE	24	13
BLACK	24	9
DRAIN WIRE		3
SHIELD		SHELL

P1 - Walta Electronics, M30-558-0051

VENDOR 2, P1

COLOR	AWG	P1
BLUE	28	10
YELLOW	28	14
ORANGE	28	2
GREEN	28	6
BLACK	24	13
WHITE	24	9
DRAIN WIRE		3
SHIELD		SHELL

P1 - Walta Electronics, M30-558-0051

VENDOR 1, P2

COLOR	AWG	P2
RED	28	2
ORANGE	28	6
YELLOW	28	10
GREEN	28	14
WHITE	24	13
BLACK	24	9
DRAIN WIRE		3
SHIELD		SHELL

P2 - Walta Electronics, M30-558-0051

VENDOR 2, P2

COLOR	AWG	P2
BLUE	28	2
YELLOW	28	6
ORANGE	28	10
GREEN	28	14
BLACK	24	13
WHITE	24	9
DRAIN WIRE		3
SHIELD		SHELL

P2 - Walta Electronics, M30-558-0051

3 If you cut off P2, re-terminate the cable with a shielded RJ-45 connector using the following tables, then skip to step 5.

VENDOR 1, P1

COLOR	AWG	P1		P2
RED	28	10		5
ORANGE	28	14		6
YELLOW	28	2		1
GREEN	28	6		2
WHITE	24	13		7
BLACK	24	9		8
DRAIN WIRE		3		3
SHIELD		SHELL		SHELL

P1 - Walta Electronics, M30-558-0051
P2 - RJ-45 shielded plug, Tyco 5-569552 or equivalent

VENDOR 2, P1

COLOR	AWG	P1		P2
BLUE	28	10		5
YELLOW	28	14		6
ORANGE	28	2		1
GREEN	28	6		2
BLACK	24	13		7
WHITE	24	9		8
DRAIN WIRE		3		3
SHIELD		SHELL		SHELL

P1 - Walta Electronics, M30-558-0051
P2 - RJ-45 shielded plug, Tyco 5-569552 or equivalent

4 If you cut off P1, re-terminate the cable with an RJ-45 8-pin plug using the following tables, then continue with step 5.

VENDOR 1

COLOR	AWG	P1		P2
RED	28	1		2
ORANGE	28	2		6
YELLOW	28	5		10
GREEN	28	6		14
WHITE	24	7		13
BLACK	24	8		9
DRAIN WIRE		3		3
SHIELD		SHELL		SHELL

P1- RJ-45 shielded plug, Tyco 5-569552 or equivalent
P2 - Walta Electronics, M30-558-0051

VENDOR 2

COLOR	AWG	P1		P2
BLUE	28	1		2
YELLOW	28	2		6
ORANGE	28	5		10
GREEN	28	6		14
BLACK	24	7		13
WHITE	24	8		9
DRAIN WIRE		3		3
SHIELD		SHELL		SHELL

P1- RJ-45 shielded plug, Tyco 5-569552 or equivalent
P2 - Walta Electronics, M30-558-0051

Whether you re-terminated the P1 or P2 end of the cable, at this point the cable can be connected directly to the system and to the first microphone. If it is necessary to install an extension to the system's microphone array cable connection on a wall plate or panel, create a custom pinout cable using shielded CAT5 cable. The cable is terminated on one end to either a shielded CAT5 keystone jack or, if using a shielded panel coupler, a shielded RJ-45 plug connector. The other end terminates to a Walta connector that connects to the RealPresence Group system.

Audio Cable

This cable connects a system to an external audio system. It has dual RCA connectors (red/white) on both ends. The maximum approved length for this cable is 100 ft (30 m).

Length	Part Number	RoHS Compliant
25 ft (7.6 m)	2457-09212-002	Yes
9 ft 10 in (3 m)	2457-09212-010	Yes
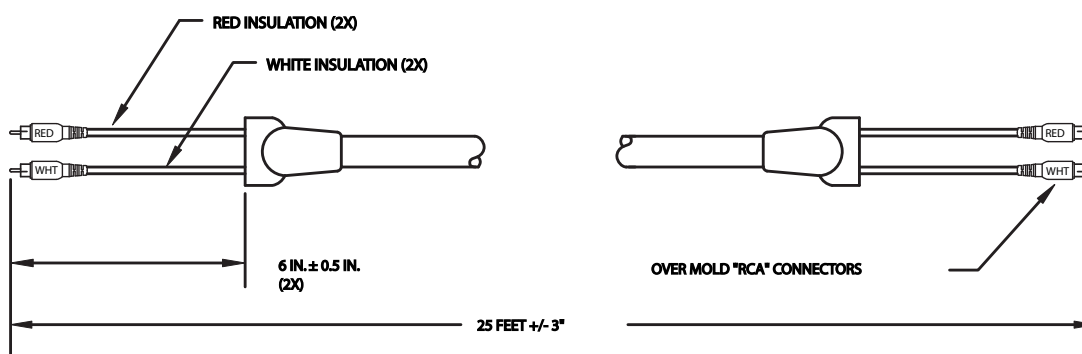
Polycom EagleEye Director Audio Feedback Phoenix to RCA Cable

This cable connects a RealPresence Group Series system to the Polycom EagleEye Director and the room audio playback system. It is dual male Phoenix connectors (for RealPresence Group Series systems) to dual male RCA connectors (for the EagleEye Director) with dual female RCA connectors (for the room audio playback system).

Length	Part Number	RoHS Compliant
9.10 ft (3 m)	2457-82587-001	Yes
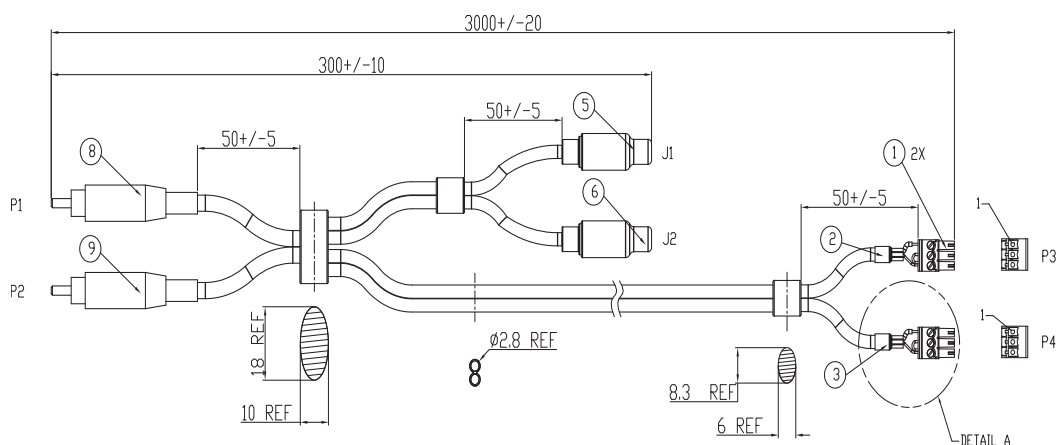
WIRING LIST								
PLUG	CONTACT	CONDCTOR	PLUG	CONTACT	CONDCTOR	JACK	CONTACT	CONDCTOR
P1	1	CENTER	P3	1	A	J1	1	CENTER
	2	SHELL		3	A DRAIN		2	SHELL
	—	—		2	—		—	—
P2	1	CENTER	P4	1	B	J2	1	CENTER
	2	SHELL		3	B DRAIN		2	SHELL
	—	—		2	—		—	—
INSTALL JUMPER BETWEEN CONTACT 2 AND CONTACT 3 OF BOTH P3&P4 AS SHOWN IN DETAIL "A"								

Polycom EagleEye Director II RCA Audio Breakout Cable
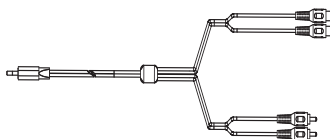
This cable connects a RealPresence Group Series system to the Polycom EagleEye Director II and the room audio playback system. It is dual male Phoenix connectors (for RealPresence Group Series systems) to dual male RCA connectors (for the EagleEye Director II) with dual female RCA connectors (for the room audio playback system).

Length	Part Number	RoHS Compliant
9.10 ft (3 m)	2457-69476-001	Yes
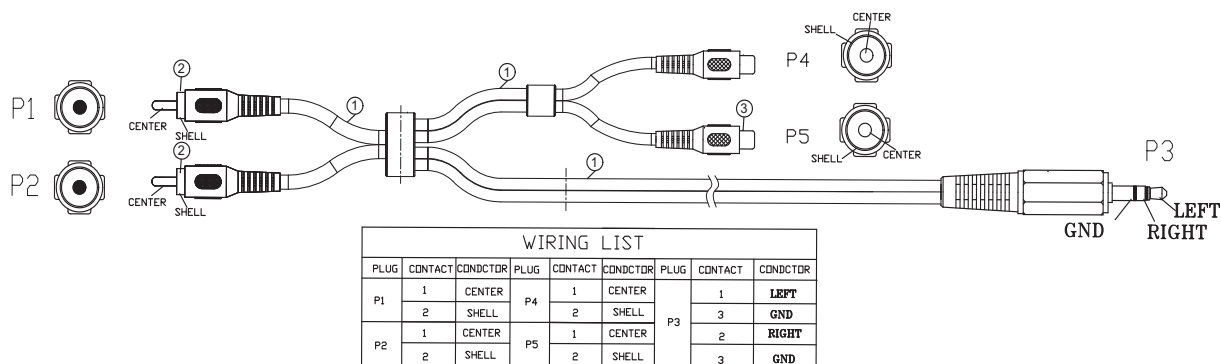
WIRING LIST

PLUG	CONTACT	CONDCTOR	PLUG	CONTACT	CONDCTOR	PLUG	CONTACT	CONDCTOR
P1	1	CENTER	P4	1	CENTER	P3	1	LEFT
	2	SHELL		2	SHELL		3	GND
P2	1	CENTER	P5	1	CENTER		2	RIGHT
	2	SHELL		2	SHELL		3	GND

Note: Drawings and part numbers are provided for reference only. Polycom claims no responsibility or liability for the quality, performance, or reliability of cables based on these reference drawings, other than cables provided by Polycom. Contact your Polycom distributor or Polycom Custom/Vertical Products to order cables that meet the appropriate manufacturing tolerances, quality, and performance parameters for your application.

Polycom EagleEye Director II Dual Stereo Camera Adapter
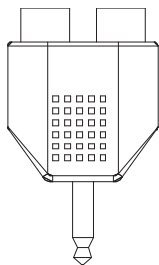
This 3.5 mm adapter is used with a Polycom EagleEye Director ll RCA Audio Breakout Cable (part number 2457-69476-001) to convert the 3.5 mm line out connection on a RealPresence Group Series 300 or 310 system to RCA.
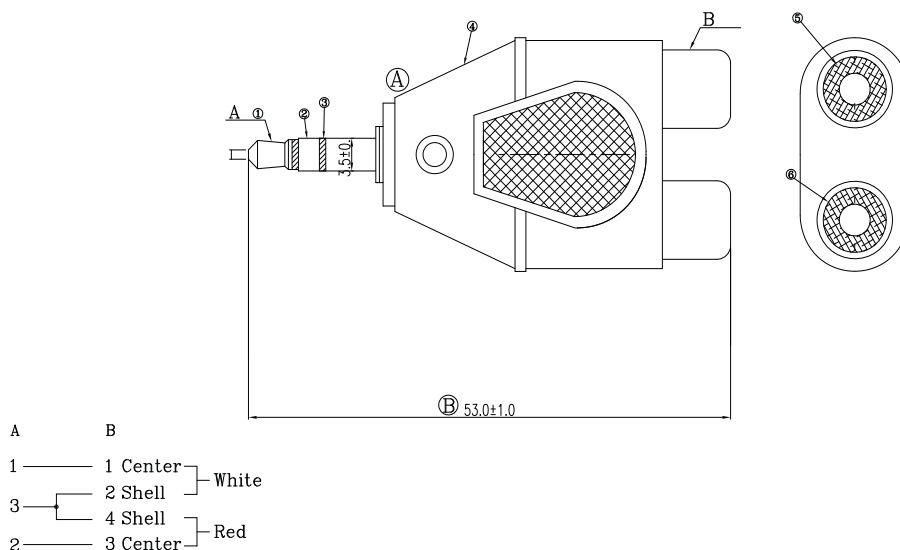
Length	Part Number	RoHS Compliant
—	1517-09350-001	Yes

Note: Drawings and part numbers are provided for reference only. Polycom claims no responsibility or liability for the quality, performance, or reliability of cables based on these reference drawings, other than cables provided by Polycom. Contact your Polycom distributor or Polycom Custom/Vertical Products to order cables that meet the appropriate manufacturing tolerances, quality, and performance parameters for your application.

Serial Cables

The available serial cables include the following:

- Polycom RealPresence Group Series Serial Cable
- Straight-Through Cable
- Null Modem Adapter

Polycom RealPresence Group Series Serial Cable

This cable connects a Polycom RealPresence Group Series system to a serial device. It is 8-pin mini-DIN to DB-9.

Notes:

- The 8-pin mini-DIN RS232 connection is wired per Polycom RS-232 and does not follow VISCA pinout convention. Do NOT try to use a cable meant to support VISCA in this application as it will not work correctly.
- Do not use this adapter DIRECTLY CONNECTED to multi-purpose AMX serial ports. AMX systems support both RS-232 and RS-422. Therefore, for the most reliable RS-232 support with this adapter, use an additional null modem cross-over cable in-line that only carries only pins 2, 3, and 5, with pins 2 and 3 crossed.

Length	Part Number	RoHS Compliant
10 ft (3 m)	2457-63542-001	Yes
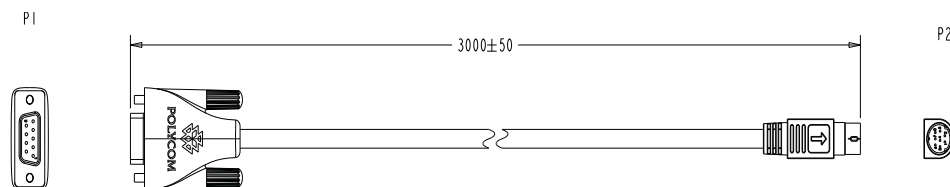
P1

3000±50

P2

WIRING LIST			
P1		P2	
SIGNAL	PIN	PIN	SIGNAL
RXD	2	2	RXD
TXD	3	3	TXD
DTR	4	4	DTR
GND	5	5	GND
DSR	6	6	DSR
RTS	7	8	CTS
CTS	8	7	RTS
BRAIDED SHIELD	SHELL	SHELL	BRAIDED SHIELD

Note: Drawings and part numbers are provided for reference only. Polycom claims no responsibility or liability for the quality, performance, or reliability of cables based on these reference drawings, other than cables provided by Polycom. Contact your Polycom distributor or Polycom Custom/Vertical Products to order cables that meet the appropriate manufacturing tolerances, quality, and performance parameters for your application.

Straight-Through Cable

This cable connects a RealPresence Group Series system to a serial device. It has a DB-9 connector on each end. The maximum approved length for this cable is 100 ft (30 m).

Recommendations for Use

Polycom does not recommend using this straight-through serial cable for RS-232 communication from a computer, Crestron system, or AMX device. Instead, for RS-232 communication, Polycom recommends using a cross-over cable with pin 2 wired to pin 3, pin 3 wired to pin 2, and pin 5 wired to pin 5. The other pins are not used.

If you choose to use this straight-through serial cable for RS-232 communication from a computer or Crestron system, the Null Modem Adapter is required. However, the null modem adapter does not work for RS-232 communication from AMX devices and causes problems if you try to use it.

Length	Part Number	RoHS Compliant
25 ft (7.6 m)	2457-09172-001	—
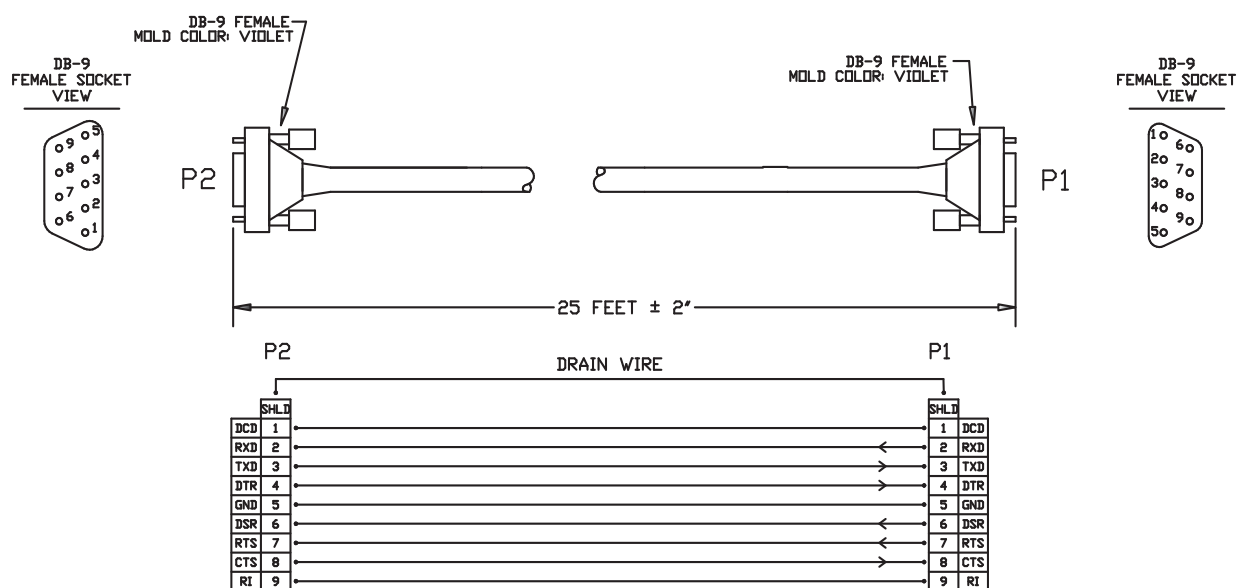
Null Modem Adapter

This adapter is used when connecting RealPresence Group 700 system to a serial device that transmits on pin 3 such as Crestron Pro2 processor. It is a male to female DB-9 adapter plug.

> **Note:** Do not use this adapter with an AMX device. AMX systems support both RS-232 and RS-422. Therefore, for RS-232 support, use a null modem cross-over cable that carries only pins 2, 3, and 5, with pins 2 and 3 crossed.

Length	Part Number	RoHS Compliant
—	1517-61577-001	Yes

DB9F	DB9M
PIN 1&6	PIN 4
PIN 2	PIN 3
PIN 3	PIN 2
PIN 4	PIN 1&6
PIN 5	PIN 5
PIN 7	PIN 8
PIN 8	PIN 7
PIN 9	N/C
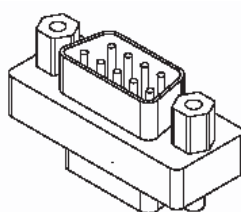
> **Note:** Drawings and part numbers are provided for reference only. Polycom claims no responsibility or liability for the quality, performance, or reliability of cables based on these reference drawings, other than cables provided by Polycom. Contact your Polycom distributor or Polycom Custom/Vertical Products to order cables that meet the appropriate manufacturing tolerances, quality, and performance parameters for your application.

Using the API

The Application Programming Interface (API) is a set of commands for advanced users who want to automate a Polycom RealPresence Group Series system. You can use the API by connecting a control system or computer RS-232 serial port to a RealPresence Group Series system. You can also use Telnet over the LAN to use the API with RealPresence Group Series systems.

Using the API with an RS-232 Interface

If you use an RS-232 interface to send API commands, you must connect and configure the control system or computer and the RealPresence Group Series system for serial communication.

Configuring the RS-232 Interface

If you use the API with a serial connection, make sure that the RS-232 interfaces of the RealPresence Group Series system and your computer are configured appropriately.

To configure the RS-232 settings on your system:

1   Go to the web interface and select **Admin Settings > General Settings > Serial Port**.

2   Configure the Baud Rate and RS-232 Mode options as follows:

Option	Configure this way on your computer	Configure this way on the RealPresence Group Series system
Baud Rate	Must be the same rate for both devices. Available rates are: • 9600 • 19200 • 38400 • 57600 • 115200	
RS-232 Mode	—	Control

The RS-232 port on the RealPresence Group Series system supports the following modes:

● **Off**   Disables the serial port.

● **Pass Thru**   Passes data to an RS-232 device, such as a serial printer or certain types of medical devices, connected to the serial port of the far-site system. Only available in point-to-point calls. In this mode, he operational modes of both devices' RS-232 ports depend on the port configuration of each device.

● **Closed Caption**   Receives closed captions from a dial-up modem or a stenographer machine through the RS-232 port.

● **Camera Control**   Passes data to and from a third-party camera.

● **Control**   Receives control signals from a touch-panel control. Allows any device connected to the RS-232 port to control the system using API commands.

Understanding the RealPresence Group Series RS-232 Interfaces

The serial ports on RealPresence Group 300, 310, and 500 systems are mini-DIN-8 connectors.

RealPresence Group Series 300, 310, and 500 serial port
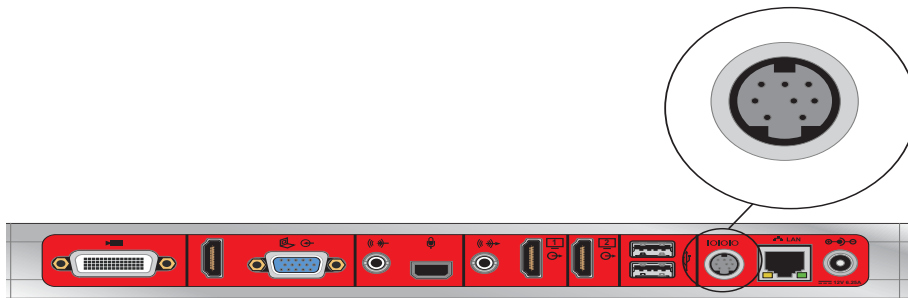
Use an 8-pin mini-DIN to DB-9 cable such as the Polycom RealPresence Group Series Serial Cable to connect to the RS-232 interface. The pinouts for this type of cable are listed in the following table:

RealPresence Group Series 300, 310, and 500 serial port pinouts

WIRING LIST			
P1		P2	
SIGNAL	PIN	PIN	SIGNAL
RXD	2	2	RXD
TXD	3	3	TXD
DTR	4	4	DTR
GND	5	5	GND
DSR	6	6	DSR
RTS	7	8	CTS
CTS	8	7	RTS
BRAIDED SHIELD	SHELL	SHELL	BRAIDED SHIELD

The serial port on a RealPresence Group 700 system is a DB-9 connector:

RealPresence Group Series 700 serial port
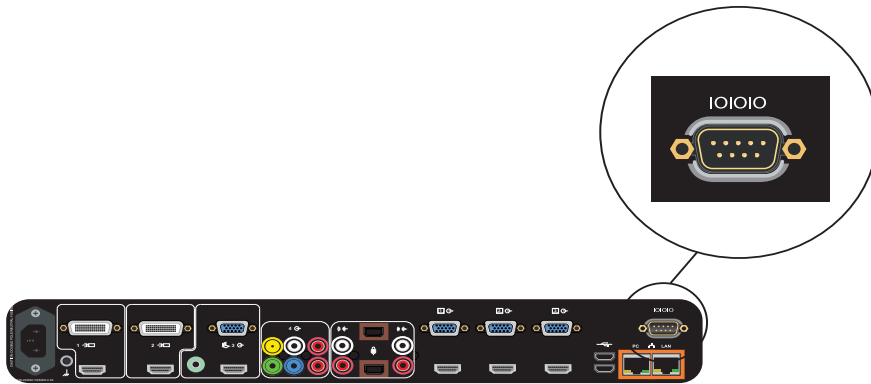
Use a DB-9 to DB-9 cable such as the Straight-Through Cable to connect to the RS-232 interface. The pinouts for this type of cable are listed in the following table:
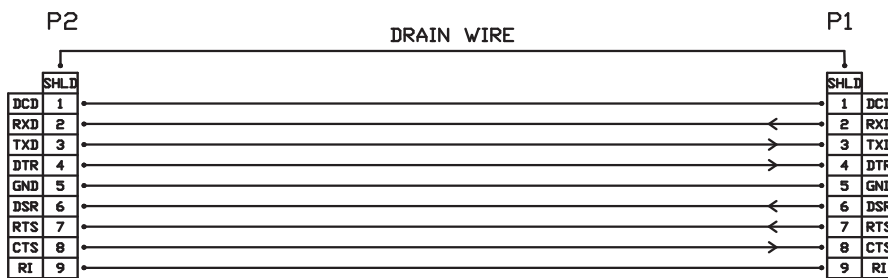
Starting an API Session using an RS-232 Interface

RealPresence Group Series systems can run API sessions from the RS-232 interface.

After you have verified that the RealPresence Group Series system and your computer or control system are both configured appropriately, set up both devices as follows:

   1 Use an RS-232 cable to connect the computer or control system RS-232 port to an RS-232 port on the RealPresence Group Series system as shown in the following illustrations. This connection may require the Null Modem Adapter.

Connecting a computer to a RealPresence Group 300 system
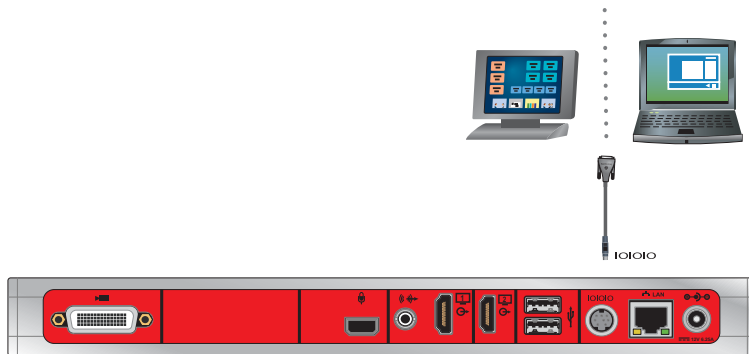
Connecting a computer to a RealPresence Group 310 or 500 system

Connecting a computer to a RealPresence Group 700 system

2   From the computer or control system, start a serial session using HyperTerminal or another appropriate utility.

3   If prompted for a password, log in with the local admin account's remote access password. If prompted for admin or user name, see Using the API with the Maximum Security Profile Enabled.

Using the API with the Maximum Security Profile Enabled

When configured for the Maximum security profile, API sessions using a LAN Connection (Telnet) are not available, and API sessions using an RS-232 port or SSH require you to log on using a valid user ID and password. The system will accept either the local admin account user ID (and associated remote access password) or the local user account user ID (and associated remote access password).

In addition, if Active Directory External Authentication is enabled, then Active Directory account credentials can also be used. In this case, however, the local user account is disabled and so cannot be used. See the *Polycom RealPresence Group Series Administrator Guide* for details on the use of Active Directory External Authentication.

Using the API with a LAN Connection

If you have a computer connected to the LAN, you can send API commands to the RealPresence Group Series system through telnet port 23 or port 24 and SSH.

> **Note:** If your computer is running the Windows 7 operating system, you might need to install the telnet client before starting a telnet session. The telnet client is not installed by default with Microsoft Windows 7 operating systems.

To use the API with a LAN connection:

1 On the computer, open a command line interface.
2 Start a Telnet session using the RealPresence Group Series system IP address and port number that is currently configured for telnet API— for example, `telnet 10.11.12.13 24`.
3 Login, if prompted, using the local admin account's remote access password.

Using the API Controller Code

With their cooperation, Polycom has provided AMX, Crestron, and Extron the complete RealPresence Group Series API for development of their Partner modules. These modules are available and can be obtained from the manufacturer's websites.

Secure API Access

You can access a RealPresence Group Series system using the Secure Shell (SSH) protocol. Secure API access is authenticated for local and Active Directory (AD) accounts.

> **Note:** When a password is empty, SSH will not validate credentials and allow a user to log in. Polycom recommends that you consistently use passwords for secure access.

Enable and Disable Secure API Access

Secure API access using SSH is enabled by default. The `sshenable` API command and **Enable SSH Access** web interface option can be used to enable or disable the feature.

To enable SSH for secure API access, do one of the following:

● In the system web interface, go to **Admin Settings > Security > Global Security > Access** and enable the **Enable SSH Access** setting.

● In an API session, enter `sshenable true`.

To disable SSH for secure API access, do one of the following:

● In the system web interface, select **Admin Settings > Security > Global Security > Access** and disable the **Enable SSH Access** setting.

● In an API session, enter `sshenable false`.

> **Note:** Disabling SSH turns off user authentication. Connections receive an access denied notification only after submitting credentials.

Access the API with SSH

To obtain secure access to the API, you must use an SSH client and connect to the IP address configured for the system on port 22.

> **Note:** The system allows three attempts to enter correct login credentials. The SSH client program closes after the third failed attempt.

To access the API with SSH:

1 Enable remote access.

2 If necessary, enable external authentication.

3 Enable the SSH feature.

4 Start an SSH session using the RealPresence Group Series system IP address and port 22.

5 When prompted, enter the remote access credentials.

For information on configuring local or AD accounts, refer to the *Polycom RealPresence Group Series Administrator Guide* at support.polycom.com.

Additional API Resources

The following online resources are available for your reference as you use the API.

Technical Support Contact Information

To contact Polycom Technical Support, go to support.polycom.com. This web site provides you with contact information for Polycom technical support. Use this web site when you need help using the API.

Feature Enhancement Request

Please contact your Sales Engineer to submit a feature request with Polycom.

Video Test Numbers

Refer to www.polycom.com/videotest. This website provides you with test numbers of various Polycom systems worldwide. Use this website when you need to access video test numbers to use when testing your Polycom system.

Knowledge Base

Refer to the Knowledge Base at support.polycom.com. This tool allows you to search for user guides, release notes, and other forms of product documentation. You can also search for troubleshooting information and technical briefs. Use this website when you need to access Polycom product documentation or tips.

System Commands

This chapter describes the API commands for RealPresence Group Series systems.

For an alphabetical list of all the commands, refer to the table of contents for this document. For a list of commands by category, refer to Categorical List of API Commands on page 407.

> **Note:** While every attempt has been made to ensure that the expected results of executing the API commands are accurate and complete, Polycom cannot be responsible for system behaviors and control actions that are not explicitly documented in this publication.

About the API Commands

This section provides details about the descriptions for the API commands.

Definitions

Each API command is defined on one or more reference pages. The definitions are based on terms that are listed in the following table.

Terms	Description
Command Description	Brief statement about the purpose of the command.
Syntax	Format required to execute the command.
Parameter	A list of parameters that are defined for the command.
Description (parameter)	A description of each parameter that is defined for the command.

Terms	Description
User Accessible	Indicates (with a check mark) that user role API sessions are permitted to execute the command or command parameter combination. Otherwise, the field is empty to indicate user role API sessions are not permitted. The role of an API session is determined when the API session is created.All API sessions can be created as **admin** sessions and thus have permission to use all API commands. API sessions can also be created as **user** sessions, which are permitted to use only a subset of the API commands that are authorized for normal users. For more information on user roles, refer to the "Manage System Access" topic in the *Polycom RealPresence Group Series Administrator Guide.* Note: User sessions are available only via SSH or on the serial port (when the configured serial port Login Mode is **username/password**).
Additional Restrictions	Additional restrictions that apply to using the command or command/parameter combination. Otherwise, the field is empty to indicate there are no additional restrictions.
Feedback Examples	Examples of expected results when a command and variant are executed.
Limitations	Important notes about support for the command on RealPresence Group Series systems.
Comments	Important notes about the command.

Syntax Conventions

The following conventions are used for the API command descriptions in this chapter. All of the commands are case sensitive.

Convention	Meaning
`<param1|param2|param3>`	Multiple valid parameters are enclosed in angle brackets and separated by the pipe ("|") character. Example: `allowdialing <yes|no|get>` shows that the `allowdialing` command must be followed by one of the parameters listed.
`[param]` `["param"]`	Optional parameters are enclosed in square brackets. Quotation marks indicate strings to be supplied by the user. Example: teleareacode set ["telephone_area_code"] shows that you can supply a value for the area code, or omit it and let the default value apply. You do not need to enclose the actual value in quotes unless it contains a space.

Convention	Meaning
{a..z}	A range of possible alphanumeric values is enclosed in braces. Example: `abk letter {a..z}` shows that the `abk` command can be used to return address book entries that begin with an alphanumeric character in the range specified. Example: `camera near {1..4}` shows that the `camera` command can be used to select Camera 1, 2, 3, or 4 at the near site.
"x"	Quotation marks indicate strings to be supplied by the user. You do not need to enclose the value in quotes unless it contains a space.

Although the API command parser may accept the minimum number of characters in a command that makes it unique, you should always use the full command string.

Availability of Commands

The availability of API commands depends on the type of system optional equipment installed or connected, security settings and the software version installed on the system. If a particular command is not supported on the system, the command returns feedback such as "`error: this command is not supported on this model`" or "`command is not available in current system configuration`". If a setting is configured by a provisioning service, the command may return feedback such as "`this setting is controlled by a provisioning service and cannot be changed. For more information about provisioned settings, refer to your provisioning service administrator.`"

Commands that are not listed in this chapter are not supported by Polycom. Commands might change or be removed at any time. Polycom discourages integrators from using unpublished commands.

> **Note:** API support is not available for software versions for the Joint Interoperability Test Command (JITC) certification.

Command Response Syntax

When you send a command, the system returns responses using the syntax described in the following sections, where <CR> indicates a carriage return and <LF> indicates a line feed.

When Not Registered to Receive Notifications

When your system is not registered to receive any notifications and you send an API command, a single API acknowledgement is returned.

For example:

`camera near 2 <CR>`API command
returns
`camera near 2<CR><LF>`API acknowledgement

In the example above, the command was sent with an end of line character of a carriage return <CR>.

The API expects a carriage return <CR> as well as the standard end of line characters carriage return/line feed <CR><LF>. All API responses end in carriage return/line feed <CR><LF>.

When Registered to Receive Notifications

Registering for notifications adds extra line responses in the form of API registration responses. The number of additional lines depends on the specific registration. In the following example, the response shows an API acknowledgement and an API registration response returned:

`camera near 1 <CR>`API command
returns
`camera near 1<CR><LF>`API acknowledgement
`notification:vidsourcechange:near:1:Main:people<CR><LF>`
API registration response

When your system is registered for notifications, always use the API registration response for status.

Commands that Restart the System

Commands that Restart the System without a Prompt

- `reboot now`
- `resetsystem`

Additional Tips

- The system does not provide flow control. If the connection is lost through restarting the system or other means, you must re-establish the connection.
- The API processes one command at a time.
- Polycom does not recommend sending multiple commands simultaneously without a pause or delay between them.
- For commands with a single action and a single response: A delay of 200 milliseconds between commands is usually sufficient. Examples of these commands include the commands for switching cameras (`camera near 1`), sending content (`vcbutton play`), and checking the status of the audio mute (`mute near get`).
- For commands with a single action and a more extensive response: The time required to receive the response, and thus the time between commands, may be longer than 200 milliseconds. The response length, which can vary in size, determines the time required to receive the response. Examples of these commands include the commands for retrieving the local address book (`addrbook all`), the global address book (`gaddrbook all`), the list of system settings, and system session information (such as `whoami`).
- When developing your program, always allow enough time for the response to the requested command to complete before sending another command.
- Polycom does not recommend that you send any commands while an incoming or outgoing call is being established.
- The API provides feedback status in two ways: registrations or polling.
- Send registration and notification API commands only once. Registrations are written to Flash memory and retained when the system restarts.
- Polycom recommends putting registrations in the initialization or startup of Crestron and AMX systems.
- Registrations are recommended over polling since they will provide status updates without having to query for changes.
- Never poll for registrations.
- Registrations are specific to the port from which they are registered. If you register for notifications from com port 1, registration will not be sent to com port 2 or Telnet port 24.

addrbook

Returns local directory (address book) entries.

Syntax

Commands for local directory

```
addrbook all
addrbook batch {0..59}
addrbook batch search "pattern" "count"
addrbook batch define "start_no" "stop_no"
addrbook letter {a..z}
addrbook range "start_no" "stop_no"
```

Commands for groups

```
addrbook names <all|video> [<range_start>] [<range_end>]
addrbook names <all|video> size
addrbook names search "search_pattern" <all|video>
                   [<range_start>] [<range_end>]
addrbook names search "search_pattern" <all|video size
addrbook group "group_name" [<range_start>] [<range_end>]
addrbook group "group_name" size
addrbook address "sys_name" ["sys_label"]
```

Parameter	Description	User Accessible	Additional Restrictions
all	Returns all the entries in the local directory.	✓	
batch	Returns a batch of 10 local directory entries. Requires a batch number, which must be an integer in the range `{0..59}`.	✓	
search	Specifies a batch search.	✓	
"pattern"	Specifies a pattern to match for the batch search.	✓	
"count"	Specifies the number of entries to list that match the pattern.	✓	
define	Returns a batch of entries in the range defined by "start_no" to "stop_no."	✓	

Parameter	Description	User Accessible	Additional Restrictions

`letter`	Returns entries beginning with the letter specified from the range `{a..z}`. Requires one or two alphanumeric characters. Valid characters are:
	`- _ / ; @ , . \`
	`0` through `9`
	`a` through `z`
		✓	

`range`	Returns local directory entries numbered `"start_no"` through `"stop_no"`. Requires two integers.	✓	
`"start_no"`	Specifies the beginning of the range of entries to return.	✓	
`"stop_no"`	Specifies the end of the range of entries to return.	✓	

`names`	Returns a list of system names in the local address book. Also returns the system type: video, multicodec, phone, or multisite. A multicodec system will appear as a single row.
	The response is in the following format:
	`addrbook names {0..n}.`
	`name:"sys_name"`
	
	`sys_label:"sys_label"`
	`                type:`
	`<video|multicodec|phone|group>`
	`...`
	`addrbook names <all|video|phone>`
	`done`
		✓	

`<all|video>`	Specifies the type of entries to return. `video` returns entries that have video addresses. `all` returns entries with video numbers or phone numbers or both.	✓	

`size`	Returns the size of the result set that will be returned by the command. The size parameter can be used with the names and the names search commands.
	The response is in the following format:
	`addrbook names <all|video|phone>`
	`size {0..n}`
	`addrbook names search`
	`"search_pattern"`
	`                <all|video|phone>`
	`size {0..n}`
		✓	

Parameter	Description	User Accessible	Additional Restrictions
range_start	For the names, names search, and group commands, specifies the beginning of the range of entries to return.	✓	
range_end	For the names, names search, and group commands, specifies the end of the range of entries to return. If a range_start is specified without a range_end, then the single range_start entry will be returned. If range_end is -1, all entries starting with range_start will be returned.	✓	

search	Returns a list local directory names that match the search criteria.
	The response is similar to the names command described above:
	`addrbook search {0..n}.`
	`name:"sys_name"`
	
	`sys_label:"sys_label"`
	`                type:`
	`<video|multicodec|phone|group>`
	`...`
	`addrbook names search`
	`"search_pattern"`
	`        <all|video|phone> done`
		✓	

search_pattern	Specifies the string pattern for which to search. Wildcard characters are not supported. The search string is used to match the beginning of any of the attributes listed using descriptions for the names and search parameters. For example, the search string "Jo" would match any name that begins with Jo, such as John or Jones. The search is not case sensitive.	✓	

group	Returns a list of the names of all the sites included in a local directory group in this format:
	`addrbook group {0..n}.`
	`name:"site_sys_name"`
	
	`sys_label:"site_sys_label"`
	`...`
	`addrbook group "group_name"`
	`[range] done`
	`addrbook group size <num_entries>`
		✓	

group_name	A local address book group name.	✓	

Parameter	Description	User Accessible	Additional Restrictions
address	Obtains the address information for a specified entry. If the entry is an ITP system, the results will include the addresses for all codecs. If codecs support multiple protocols, the different addresses will be returned on separate lines. This command is not supported for multisite entries.	✓	
sys_name	The friendly name for an address book entry. It is the name of the person or the room. It is surrounded by quotes if it contains spaces.	✓	
sys_label	If a person/room has more than one system, the result set will include a row for each system. If those systems are of the same type the client will consider that entry to be a telepresence system with multiple codecs rather than separate systems. If the systems are of different types, then this sys_label attribute will be included to differentiate the systems.	✓	
type	The type of local address book entry. Possible values are: video, multicodec, phone, group	✓	
site_sys_name	The name of a site in a group. It is surrounded by quotes if it contains spaces	✓	
site_sys_label	The label associated with a site name in a local group. It is surrounded by quotes if it contains spaces.	✓	
codec:<1..4>	If the entry is a telepresence system, each codec will include a codec number attribute.	✓	
h323_spd	The preferred speed for an H.323 call to this entry. If no speed is associated with the entry, then the value of the configuration variable globaladdrmaxh323 is returned. The default is 384.	✓	
h323_num	H.323 address or alias.	✓	
h323_ext	H.323 extension or E.164 number.	✓	
sip_spd	The preferred speed for a SIP call to this entry. If no speed is associated with the entry, then this is the same as the h323_spd.	✓	
sip_num	IP address.	✓	
xmpp_addr	XMPP address, also known as the Jabber ID (JID).	✓	

Feedback Examples

- `addrbook all`
  returns
  `addrbook 0. "Polycom Group Series Demo 1" isdn_spd:384`
  `isdn_num:1.700.5551212 isdn_ext:`
  `addrbook 1. "Polycom Group Series Demo 2" h323_spd:384`
  `h323_num:192.168.1.101 h323_ext:7878`
  `addrbook 2. "Polycom Group Series Demo 3" sip_spd:384`
  `sip_num:polycomgroupseries@polycom.com`
  `addrbook 3. "Polycom Group Series Demo 3" phone_num:1.512.5121212`
  `(and so on, until all entries in the local directory are listed, then:)`
  `addrbook all done`

- `addrbook batch 0`
  returns
  `addrbook 0. "Polycom Group Series Demo 1" isdn_spd:384`
  `isdn_num:1.700.5551212 isdn_ext:`
  `addrbook 1. "Polycom Group Series Demo 2" h323_spd:384`
  `h323_num:192.168.1.101 h323_ext:7878`
  `addrbook 2. "Polycom Group Series Demo 3" sip_spd:384`
  `sip_num:polycomgroupseries@polycom.com`
  `addrbook 3. "Polycom Group Series Demo 3" phone_num:1.512.5121212`
  `(and so on, through the last entry in the batch of 10 directory entries,`
  `such as:)`
  `addrbook 9. "Polycom Group Series Demo 20" h323_spd:384`
  `h323_num:192.168.1.120 h323_ext:`
  `addrbook batch 0 done`

- `addrbook batch define 0 2`
  returns
  `addrbook 0. "Polycom Group Series Demo 1" isdn_spd:384`
  `isdn_num:1.700.5551212 isdn_ext:`
  `addrbook 1. "Polycom Group Series Demo 2" h323_spd:384`
  `h323_num:192.168.1.101 h323_ext:7878`
  `addrbook 2. "Polycom Group Series Demo 3" sip_spd:384`
  `sip_num:polycomgroupseries@polycom.com`
  `addrbook batch define 0 2 done`

- `addrbook names all size`
  returns
  `addrbook names all size 21`

- `addrbook names all size 21`
  returns
  `addrbook names all size 21`
  `addrbook names 0. name:"Eng RPX" sys_label:"Group Series" type:multicodec`
  `addrbook names 1. name:"Doe" sys_label:"" type:video`
  `addrbook names 2. name:"Gen Group" sys_label:"" type:group`
  `addrbook names 3. name:"John Doe" sys_label:"" type:video`
  `addrbook names 4. name:"John Doe" sys_label:"" type:video`
  `addrbook names 5. name:"Lab TPX" sys_label:"" type:video`
  `addrbook names 6. name:"Minuteman RPX" sys_label:"" type:multicodec`
  `addrbook names 7. name:"Monday Staff Mtg" sys_label:"" type:group`

```
addrbook names 8. name:"Polycom Austin Stereo" sys_label:"" type:video
addrbook names 9. name:"Polycom Austin HD" sys_label:"" type:video
addrbook names all 0 9 done
```

- addrbook names all
  returns
```
addrbook names 0. name:"Eng RPX" sys_label:"HDX" type:multicodec
addrbook names 1. name:"Doe" sys_label:"" type:video
addrbook names 2. name:"Gen Group" sys_label:"" type:group
addrbook names 3. name:"John Doe" sys_label:"" type:video
addrbook names 4. name:"John Doe" sys_label:"" type:video
addrbook names 5. name:"Lab TPX" sys_label:"" type:video
addrbook names 6. name:"Minuteman RPX" sys_label:"" type: multicodec
addrbook names 7. name:"Monday Staff Mtg" sys_label:"" type:group
addrbook names 8. name:"Polycom Austin Stereo" sys_label:"" type:video
addrbook names 9. name:"Polycom Austin HD" sys_label:"" type:video
addrbook names 10. name:"Polycom Austin USA IP" sys_label:"" type:video
addrbook names 11. name:"Polycom Japan" sys_label:"" type:video
addrbook names 12. name:"Scott CMAD IP" sys_label:"" type:video
addrbook names 13. name:"Scott Phone" sys_label:"" type:phone
addrbook names 14. name:"Scott PVX" sys_label:"" type:video
addrbook names 15. name:"Scott Quasar 19" sys_label:"" type:video
addrbook names 16. name:"SQA Group Series" sys_label:"" type:video
addrbook names 17. name:"John Doe" sys_label:"" type:video
addrbook names 18. name:"Test System 1" sys_label:"" type:video
addrbook names 19. name:"Test System 2A" sys_label:"" type:video
addrbook names 20. name:"Test System 2B" sys_label:"" type:video
addrbook names all done
```

- addrbook names search "p" all
  returns
```
addrbook search 0. name:"Polycom Austin HD" sys_label:"" type:video
addrbook search 1. name:"Polycom Austin Stereo" sys_label:"" type:video
addrbook search 2. name:"Polycom Austin USA IP" sys_label:"" type:video
addrbook search 3. name:"Polycom Japan" sys_label:"" type:video
addrbook search 4. name:"Scott Phone" sys_label:"" type:phone
addrbook search 5. name:"Scott PVX" sys_label:"" type:video
addrbook search search p all done
```

- addrbook names search "p" all 0 2
  returns
```
addrbook search 0. name:"Polycom Austin HD" sys_label:"" type:video
addrbook search 1. name:"Polycom Austin Stereo" sys_label:"" type:video
addrbook search 2. name:"Polycom Austin USA IP" sys_label:"" type:video
addrbook search search p all 0 2 done
```

- addrbook group "Monday Staff Mtg"
  returns
```
addrbook group 0. name:"Eng RPX" sys_label:"HDX"
addrbook group 1. name:"John Doe" sys_label:""
addrbook group 2. name:"John Doe" sys_label:""
addrbook group 3. name:"TPW" sys_label:"HDX"
addrbook group "Monday Staff Mtg" done
```

- ```
  addrbook address "John Doe"
  ```
  return
  ```
  addrbook address 0. name:"John Doe" sys_label:"" codec:1
                      h323_spd:384 h323_num:172.25.137.101 h323_ext:
  addrbook address name:"John Doe" sys_label:"" done
  ```

Limitations

None

Comments

As of release 6.0.0, this command is deprecated. Instead of this command, Polycom recommends using `localdir.`

See Also

See the gaddrbook command on page and speeddial command on page .

advnetstats

Gets advanced network statistics for a call connection.

Syntax

```
advnetstats [{0..n}]
```

Parameter	Description	User Accessible	Additional Restrictions
{0..n}	Specifies a connection in a multipoint call, where n is the maximum number of connections supported by the system. 0 is call #1, 1 is call #2, 2 is call #3, and so on. Select a number from this range to specify a remote site call for which you want to obtain advanced network statistics. Omit this parameter when retrieving statistics for a point-to-point call.	✓	

Feedback Examples

- `advnetstats 0`
  returns
  ```
  call:0 tar:96 K rar:96 K tvr:224 K rvr:416 K
  tvru:219 K rvru:154 K tvfr:29 rvfr:26 vfe:0
  tapl:0 rapl:0 taj:6 ms raj:5 ms tvpl:0 rvpl:0
  tvj:6 ms rvj:11 ms
  dc:Disabled rsid:Sams RP700 ccaps:9
  tcr:0 rcr:128 K tcru:0 rcru:128k
  tcfr:0 rcfr:64 K tcpl:0 rcpl:0
  ```

  where:

  ```
  tar = transmit audio rate
  rar = receive audio rate
  tvr = transmit video rate
  rvr = receive video rate
  tvru = transmit video rate used
  rvru = receive video rate used
  tvfr = transmit video frame rate
  rvfr = receive video frame rate
  vfe = video FEC errors
  tapl = transmit audio packet loss (H.323 calls only)
  tlsdp = transmit LSD protocol (H.320 calls only)
  rapl = receive audio packet loss (H.323 calls only)
  rlsdp = receive LSD protocol (H.320 calls only)
  taj = transmit audio jitter (H.323 calls only)
  tlsdr = transmit LSD rate (H.320 calls only)
  raj = receive audio jitter (H.323 calls only)
  rlsd = receive LSD rate (H.320 calls only)
  tvpl = transmit video packet loss (H.323 calls only)
  tmlpp = transmit MLP protocol (H.320 calls only)
  ```

```
rvpl = receive video packet loss (H.323 calls only)
rmlpp = receive MLP protocol (H.320 calls only)
tvj = transmit video jitter (H.323 calls only)
tmlpr = transmit MLP rate (H.320 calls only)
rvj = receive video jitter (H.323 calls only)
rmlpr = receive MLP rate (H.320 calls only)
dc = encryption information
rsid = remote system id
ccaps = content capability, where possible responses include "9" (H.239),
"E" (enterprise dual streams), "N" (none), and "P" (content over the people
stream)
tcr = transmit content rate
rcr = receive content rate
tcru = transmit content rate used
rcru = receive content rate used
tcfr = transmit content frame rate
rcfr = receive content frame rate
tcpl = transmit content packet loss
rcpl = receive content packet loss
```

Limitations

None

Comments

None

See Also

To return network statistics for a call, use the nearloop command.

all register

Registers for most commonly used user registration events.

Syntax

```
all register
```

User Accessible

Yes

Additional Restrictions

None

Feedback Examples

- ```
  all register
  ```
  returns
  ```
  callstate registered
  camera registered
  chaircontrol registered
  mute registered
  popupinfo registered
  preset registered
  screen registered
  vcbutton registered
  volume registered
  ```

Comments

Registers changes to any of the following types of parameters:

- Current near-site or far-site source
- State of privacy
- Current volume level
- Active camera presets
- Status of point-to-point or multipoint calls
- IP connection to codec
- System information

This command is particularly useful when two different control systems are being used simultaneously, such as the web and API commands. The system maintains the registration changes through restarts.

To register for events not included in this feedback, refer to the specific registration command.

This is a one-time registration command that is retained in flash memory. Sending the command a second time results in the following feedback response:

- ```
  info: event/notification already active:callstate
  info: event/notification already active:camera

  info: event/notification already active:linestate
  info: event/notification already active:mute

  info: event/notification already active:preset
  info: event/notification already active:screen
  info: event/notification already active:vcbutton
  info: event/notification already active:volume
  ```

The `all register` command does not return local camera movements if the camera is moved using the remote control, the web interface, or the Polycom Touch Control virtual remote.

Use the notify command for camera notifications.

Limitations

None

all unregister

Simultaneously unregisters all registered user feedback so that the API no longer reports changes to the parameters.

Syntax

```
all unregister
```

User Accessible

Yes

Additional Restrictions

None

Feedback Examples

- ```
  all unregister
  ```
  returns
  ```
  callstate unregistered
  camera unregistered
  linestate unregistered
  mute unregistered
  popupinfo unregistered
  preset unregistered
  screen unregistered
  vcbutton unregistered
  volume unregistered
  ```

Limitations

None

Comments

The following types of parameters are unregistered:

- Current near-site or far-site source
- State of privacy
- Current volume level
- Active camera presets
- Status of point-to-point or multipoint calls
- IP connection to codec
- System information

amxdd

Gets or sets the AMX Device Discovery beacon.

Syntax

```
amxdd get
amxdd <on|off>
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.	✓	
on	Turns on the AMX Device Discovery beacon.		
off	Turns off the AMX Device Discovery beacon.		

Feedback Examples

- `amxdd get`
  returns
  `amxdd off`
- `amxdd on`
  returns
  `amxdd on`

Limitations

None

Comments

The default setting for this signal is `off`.

answer

Answers incoming video calls.

Syntax

```
answer <video>
```

Parameter	Description	User Accessible	Additional Restrictions
video	Answers incoming video calls when Auto Answer Point-to-Point Video or Auto Answer Multipoint Video is set to No.	✓	

Feedback Examples

- `answer video`
  returns
  `answer incoming video call failed`

- `answer video`
  returns
  `answer incoming video call passed`

Limitations

None

Comments

None

apiport

Gets or sets the telnet API port.

Syntax

```
apiport get
apiport <23|24>
```

Parameter	Description	User Accessible	Additional Restrictions
get	Turns on the test tone.		
23	Sets the telnet API port to port 23		
24	Sets the telnet API port to port 24. Default setting.		

Feedback Examples

- `apiport get`
  returns
  `apiport 24`
- `apiport 23`
  returns
  `apiport 23`

Limitations

None

Comments

After sending the command to change the port, you must exit the current session and reconnect on the new port.

audio3p5inputfaronly

Gets or sets the preference for 3.5mm audio input from the system's 3.5mm audio port.

Syntax

`audio3p5inputfaronly <get|enable|disable>`

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current settings.	✓	
enable	Enables 3.5mm audio input to only the far site.	✓	
disable	3.5mm audio input is sent to both far and near sites.	✓	

Feedback Examples

- `audio3p5inputfaronly get`
  returns
  `audio3p5inputfaronly enable`
- `audio3p5inputfaronly disable`
  returns
  `audio3p5inputfaronly disable`

Limitations

`audio3p5inputfaronly` is not supported on RealPresence Group 300 systems.

Comments

When 3.5mm audio input is enabled for only the far site:

- Local playback is unavailable.
- You cannot use the mute button to control 3.5mm audio.
- The **3.5mm Audio Input** option in the web interface is hidden.

audiotransmitlevel

Sets or gets the audio volume transmitted to the far site, or notification of transmit level changes.

Syntax

```
audiotransmitlevel <get|up|down|register|unregister>
audiotransmitlevel set {-20..30}
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.	✓	
up	Sets the volume 1 decibel higher than the current setting.	✓	
down	Sets the volume 1 decibel lower than the current setting.	✓	
register	Registers to receive notification when audio transmit level changes.	✓	
unregister	Unregisters to receive notification when audio transmit level changes.	✓	
set	Sets the volume to the specified dB level. Valid values are: {-20..30}.	✓	

Feedback Examples

- `audiotransmitlevel set 2`
  returns
  `audiotransmitlevel 2`

- `audiotransmitlevel get`
  returns
  `audiotransmitlevel 2`

- `audiotransmitlevel up`
  returns
  `audiotransmitlevel 3`

- `audiotransmitlevel down`
  returns
  `audiotransmitlevel 2`

- `audiotransmitlevel register`
  returns
  `audiotransmitlevel registered`

- `audiotransmitlevel unregister`
  returns
  `audiotransmitlevel unregistered`

Limitations

None

Comments

None

autoanswer

Sets or gets the Auto Answer Point-to-Point Video mode, which determines how the system handles an incoming call in a point-to-point video conference.

Syntax

```
autoanswer <get|yes|no|donotdisturb>
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.	✓	
yes	Allows any incoming video call to be connected automatically. This is the default setting.		User role has access only if the **Allow Access to User Settings** option in the local or web interface is enabled. See the *Polycom RealPresence Group Series Administrator Guide* for more information.
no	Prompts the user to answer incoming video calls.		
donotdisturb	Notifies the user of incoming calls, but does not connect the call. The site that placed the call receives a Far Site Busy (H.320) or Call Rejected (H.323) code.		

Feedback Examples

- `autoanswer yes`
  returns
  `autoanswer yes`

- `autoanswer no`
  returns
  `autoanswer no`

- `autoanswer get`
  returns
  `autoanswer no`

- `autoanswer donotdisturb`
  returns
  `autoanswer donotdisturb`

Limitations

None

Comments

If `autoanswer` is set to `no` or `donotdisturb`, you must rely on API session notifications to answer inbound calls.

autoshowcontent

Specifies whether to send content automatically when a computer is connected to the system.

Syntax

```
autoshowcontent <get|on|off>
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.	✓	
on	Sets the system to send content automatically when a computer is connected to the system.		
off	Sets the system to not send content automatically.		

Feedback Examples

- `autoshowcontent on`
  returns
  `autoshowcontent on`
- `autoshowcontent off`
  returns
  `autoshowcontent off`
- `autoshowcontent get`
  returns
  `autoshowcontent off`

Limitations

None

Comments

None

basicmode

Sets or gets the Diagnostic Mode configuration, a limited operating mode that uses H.261 for video and G.711 for audio. Basic mode provides administrators with a workaround for interoperability issues that cannot be solved using other methods.

Syntax

```
basicmode <get|on|off>
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.	✓	
on	Enables diagnostic mode.		
off	Disables diagnostic mode.		

Feedback Examples

- `basicmode on`
  returns
  `basicmode on`
- `basicmode off`
  returns
  `basicmode off`
- `basicmode get`
  returns
  `basicmode off`

Limitations

None

Comments

None

button

Simulates Polycom remote control buttons.

> **Note:** The button commands rely on the organization of the RealPresence Group Series local interface, which can vary depending on administrator settings. When possible, Polycom recommends using related API commands instead of the button commands.

Syntax

```
button <#|*|0|1|2|3|4|5|6|7|8|9|.>
button <down|left|right|select|up>
button <back|call|graphics|hangup>
button <mute|volume+|volume->
button <camera|delete|directory|home|keyboard|menu|period|pip|preset>
button info
```

Parameter	Description	User Accessible	Additional Restrictions
.	Types a period (dot) if the cursor is on a text field.	✓	
#	Sends the # button signal to the user interface.	✓	
*	Sends the * button signal to the user interface.	✓	
0|1|2|3|4|5|6|7|8|9	Sends the corresponding numeric button signal to the user interface.	✓	
back	Simulates the Back button on multiple-page screens.	✓	
call	Sends the Call button signal to the user interface.	✓	
camera	Sends the Camera button signal to the user interface.	✓	
delete	Sends the Delete button signal to the user interface.	✓	
directory	Sends the Directory button signal to the user interface.	✓	
down	Sends the down arrow button signal to the user interface.	✓	
graphics	Sends the Content button signal to the user interface.	✓	

Parameter	Description	User Accessible	Additional Restrictions
hangup	Sends the Hang Up button signal to the user interface.	✓	
home	Sends the Home button signal to the user interface.	✓	
info	Sends the Info button signal to the user interface.	✓	
keyboard	Brings up the on-screen keyboard if the cursor is on a text field.	✓	
left	Sends the left arrow button signal to the user interface.	✓	
menu	Opens the menu screen on the local interface.	✓	
mute	Sends the **Mute** button signal to the user interface, causing a toggle of mute state.	✓	
period	Types a period (dot) if the cursor is on a text field.	✓	
pip	Sends the **Display** button signal to the user interface.	✓	
preset	Sends the **Preset** button signal to the user interface.	✓	
right	Sends the right arrow button signal to the user interface.	✓	
select	Sends the **Select** (center button) button signal to the user interface.	✓	
up	Sends the up arrow button signal to the user interface.	✓	
volume-	Sends the volume - button signal to the user interface.	✓	
volume+	Sends the volume + button signal to the user interface.	✓	

Feedback Examples

- `button menu`
  returns
  `button menu`

- `button up`
  sends the up arrow command to the user interface and returns
  `button up`

The command checks for invalid input and reports button responses as they are processed. One of three status values is returned when the command is issued for multiple buttons:

- `succeeded` all buttons are valid
- `failed` all input is invalid and none can perform a valid action
- `completed` some are invalid, and responses specify each as valid or invalid

For example:

- `button camera right center select`
  returns
  ```
  button camera
  button right
  error: button center not a recognized command
  button select
  button completed
  ```

Long `button` command sequences will complete before a second command is considered. Feedback for `button` command sequences that include multiple buttons show only the first button name.

Limitations

None

Comments

Several parameters can be combined in the same command in any order.

Use the `camera` command for camera control. Do not use the following commands for camera control:

- `button left`
- `button right`
- `button down`
- `button up`

See Also

To control the volume level and receive feedback about the system volume, use the volume command.

calendardiscovery

Gets or sets the Microsoft® Exchange Server address based on the email address associated with a Microsoft 365 account or registered SIP server address that is configured for the system.

Syntax

```
calendardiscovery get
calendardiscovery emaildomain
calendardiscovery sipdomain
```

Parameter	Description	User Accessible	Additional Restrictions
get	Gets the current Microsoft Exchange server address that the calendaring service is using to connect to a Microsoft 365 account.		
emaildomain	Gets the Microsoft Exchange Server address based on an email address.		
sipdomain	Gets the Microsoft Exchange Server address based on a SIP server address.		

Feedback Examples

- `calendardiscovery sipdomain get`
  returns
  `calendardiscovery 192.168.44.168`

- `calendardiscovery emaildomain get`
  returns
  `calendardiscovery mail.exchangeserver.local.com`

- `calendardiscovery get`
  returns
  `calendardiscovery not available (if not configured or not found)`

- `calendardiscovery emaildomain get`
  returns

  `calendardiscovery not available (if not configured or not found)`

- `calendardiscovery get`
  returns
  `error: command needs more parameters to execute successfully`

- `calendardiscovery`
  returns
  `error: command needs more parameters to execute successfully`

Limitations

None

Comments

None

calendardomain

Gets or sets the domain used by the calendaring service to log in to the Microsoft Exchange Server.

Syntax

```
calendardomain get
calendardomain "domain"
```

Parameter	Description	User Accessible	Additional Restrictions
`get`	Returns the domain used by the calendaring service.		
`"domain"`	The domain to be used by the calendaring service.		

Feedback Examples

- `calendardomain get`
  returns
  `calendardomain smithfield`
- `calendardomain fairview`
  returns
  `calendardomain fairview`

Limitations

None

Comments

None

See Also

To enable or disable the calendaring service, use the calendarregisterwithserver command.

To configure the Microsoft Exchange server address used by this service, use the calendarserver command.

To set the resource mailbox to be monitored, use the calendarresource command.

calendarmeetings

Retrieves scheduled meetings within the given time span or with the given meeting ID.

Syntax

```
calendarmeetings list "starttime" ["endtime"]
calendarmeetings info "meetingid"
```

Parameter	Description	User Accessible	Additional Restrictions
list	Returns the meeting id or ids for meetings that start at or after the specified start time and end time.	✓	
"starttime"	The start time of meetings to be retrieved. The start time can be entered in one of the following formats: • YYYY-MM-DD:HH:MM • today:HH:MM • today • tomorrow:HH:MM • tomorrow The times are interpreted to be local times in the time zone the system was configured for.		
"endtime"	The end time of meetings to be retrieved. This parameter can be given in the following format. • YYYY-MM-DD:HH:MM • today:HH:MM • today • tomorrow:HH:MM • tomorrow The times are interpreted to be local times in the time zone the system was configured for.		
info	Retrieves meeting details for scheduled meetings when the system is registered with the calendaring service. Returns information such as the location, subject and organizer of the meeting.	✓	
"meetingid"	The ID of the meeting for which you want to find details.		

Feedback Examples

- `calendarmeetings list tomorrow`
  returns
  ```
  calendarmeetings list begin
  meeting|AAAaAEFsZXguTWFjRG9uYWxkQHBvbHljb20uY29tAVEACIjMne2/ndgARgAAAADr9
  GlhsSjWEZBcAAKzMphJBwA4wicbtr3UEZArAKAk09LtAAACZpKWAADe7hJleQIOS7j2mzRJxk
  LKAAADI/F8BAAA|2010-03-30:08:30|2010-03-30:09:00|Discuss Budget
  meeting|AAAaAEFsZXguTWFjRG9uYWxkQHBvbHljb20uY29tAVEACIjMne2/ndgARgAAAADr9
  GlhsSjWEZBcAAKzMphJBwA4wicbtr3UEZArAKAk09LtAAACZpKWAADe7hJleQIOS7j2mzRJxk
  LKAAA/9PhAAAQ|2010-03-30:09:00|2010-03-30:09:30|Program Review
  meeting|AAAaAEFsZXguTWFjRG9uYWxkQHBvbHljb20uY29tAVEACIjMne2/ndgARgAAAADr9
  GlhsSjWEZBcAAKzMphJBwA4wicbtr3UEZArAKAk09LtAAACZpKWAABZ29fOU0S5Q6xzZ1lzDD
  NnAABFQAQ3AAAQ|2010-03-30:10:00|2010-03-30:11:00|Customer Care Commitment
  Meeting
  calendarmeetings list end
  ```

- `calendarmeetings list 2010-03-30:08:00 2010-04-01:17:00`
  returns
  ```
  calendarmeetings list begin
  meeting|AAAaAEFsZXguTWFjRG9uYWxkQHBvbHljb20uY29tAVEACIjMne2/ndgARgAAAADr9
  GlhsSjWEZBcAAKzMphJBwA4wicbtr3UEZArAKAk09LtAAACZpKWAADe7hJleQIOS7j2mzRJxk
  LKAAADI/G8AAAQ|2010-03-30:08:30|2010-03-30:09:00|Bug Scrub
  meeting|AAAaAEFsZXguTWFjRG9uYWxkQHBvbHljb20uY29tAVEACIjMne2/ndgARgAAAADr9
  GlhsSjWEZBcAAKzMphJBwA4wicbtr3UEZArAKAk09LtAAACZpKWAABZ29fOU0S5Q6xzZ1lzDD
  NnAABFQARCAAAQ|2010-03-30:11:30|2010-03-30:12:30|groupseries/IP7000/Confe
  rence Coordination
  meeting|AAAaAEFsZXguTWFjRG9uYWxkQHBvbHljb20uY29tAVEACIjMne2/ndgARgAAAADr9
  GlhsSjWEZBcAAKzMphJBwA4wicbtr3UEZArAKAk09LtAAACZpKWAABZ29fOU0S5Q6xzZ1lzDD
  NnAABFQAQ3AAAQ|2010-04-01:16:30|2010-04-01:17:00|Customer Care Commitment
  Meeting
  calendarmeetings list end
  ```

- `calendarmeetings info`
  `AAAaAEFsZXguTWFjRG9uYWxkQHBvbHljb20uY29tAVEACIjMne2/ndgARgAAAADr9GlhsSjWE`
  `ZBcAAKzMphJBwA4wicbtr3UEZArAKAk09LtAAACZpKWAADe7hJleQIOS7j2mzRJxkLKAAADI/`
  `G8AAAQ`
  returns
  ```
  calendarmeetings info start
  id|AAAaAEFsZXguTWFjRG9uYWxkQHBvbHljb20uY29tAVEACIjMne2/ndgARgAAAADr9GlhsS
  jWEZBcAAKzMphJBwA4wicbtr3UEZArAKAk09LtAAACZpKWAADe7hJleQIOS7j2mzRJxkLKAAA
  DI/G8AAAQ
  2010-03-30:08:30|2010-03-30:09:00|dialable|public
  organizer|Russell Bell
  location|Russell's RMX Meeting Room - IP Video Number: 123456 (if
  registered to corp GK); 888-123-4567/978-123-4567 with passcode: #760900
  subject|Bug Scrub
  dialingnumber|video|733397@vsgwstdma01.r13.vsg.local2|sip
  dialingnumber|video|733397|h323
  dialingnumber|audio|48527
  meetingpassword|none
  attendee|Russell Bell
  attendee|Rebecca Sharp
  calendarmeetings info end
  ```

- calendarmeetings info
  AAAaAEFsZXguTWFjRG9uYWxkQHBvbHljb20uY29tAVEACIjMn4AUcVgARgAAAADr9GlhsSjWE
  ZBcAAKzMphJBwA4wicbtr3UEZArAKAk09LtAAACZpKWAADe7hJleQIOS7j2mzRJxkLKAAAA30
  GwAAAQ
  returns
  calendarmeetings info start
  id|AAAaAEFsZXguTWFjRG9uYWxkQHBvbHljb20uY29tAVEACIjMn4AUcVgARgAAAADr9GlhsS
  jWEZBcAAKzMphJBwA4wicbtr3UEZArAKAk09LtAAACZpKWAADe7hJleQIOS7j2mzRJxkLKAAA
  A30GwAAAQ
  2010-04-01:10:30|2010-04-01:11:00|nondialable|private
  organizer|Rebecca Sharp
  location|Red River conference room
  subject|Escalations Review
  attendee|Roslin Adam
  attendee|Conf.AUS.Red River
  attendee|Claudia Nevarez
  calendarmeetings info end

Limitations

None

Comments

If the meeting's end time is more than 31 days from the meeting's start time, the response is shortened to `starttime+31days`, and meetings that start in that time span are returned.

If an API client is logged in with user-level credentials and if the system is configured to hide private meeting information on the web interface, the API hides the information from the API client and shows the subject of the meeting as "Private Meeting"; for example:

```
calendarmeetings list begin
meeting|AAAaAEFsZXguTWFjRG9uYWxkQHBvbHljb20uY29tAVEACIjMn4AUcVgARgAAAADr9GlhsS
jWEZBcAAKzMphJBwA4wicbtr3UEZArAKAk09LtAAACZpKWAADe7hJleQIOS7j2mzRJxkLKAAAA30Gw
AAAQ|2009-09-25:08:30|2009-09-25:09:15|private meeting
calendarmeetings list end
```

If a RealPresence Group Series system is configured to provide private meeting information on the web interface, the API provides the same information to the API client; for example:

```
calendarmeetings list begin
meeting|AAAZAGV4Y2H1C2VYMDFACJEZLNZZZY5SB2NHBDIARGAAAAAAKQKC8WW3CUWGCPM+AP66WQ
CASOLXUYMOMEKYBQJJ1Z0MBWASDQANHQAASOLXUYMOMEKYBQJJ1Z0MBWASDQASVGAA|2009-09-25:0
8:30|2009-09-25:09:15| Demo
calendarmeetings list end
```

If the API client is logged in with admin-level credentials, the API provides private meeting information to the API client, regardless of the RealPresence Group Series configuration for displaying private meeting information; for example:

```
calendarmeetings list begin
meeting|AAAZAGV4Y2H1C2VYMDFACJEZLNZZZY5SB2NHBDIARGAAAAAAKQKC8WW3CUWGCPM+AP66WQ
CASOLXUYMOMEKYBQJJ1Z0MBWASDQANHQAASOLXUYMOMEKYBQJJ1Z0MBWASDQASVGAA|2009-09-25:0
8:30|2009-09-25:09:15|Release plan
```

```
meeting|AAAZAGV4Y2H1C2VYMDFACJEZLNZZZY5SB2NHBDIARGAAAAAAKQKC8WW3CUWGCPM+AP66WQ
CASOLXUYMOMEKYBQJJ1Z0MBWASDQANHQAASOLXUYMOMEKYBQJJ1Z0MBWASDQASVGAA|2009-09-23:1
1:00|2009-09-23:11:45|Product roadmap for 2010
calendarmeetings list end
```

The calendaring service must be registered with Microsoft Exchange Server for the calendarmeetings command to work successfully. If the calendar credentials are invalid, the server address is not valid, or the configured user credentials don't have access permissions to the resource mailbox calendar, the service will fail to register.

This command has multiline output.

The following characters in the meeting subject will not be displayed:

- | (vertical bar)
- CR (carriage return)
- LF (line feed)

See Also

To enable or disable the calendaring service, use the calendarregisterwithserver command.

To configure the Microsoft Exchange Server address that is used by this service, use the calendarserver command.

calendarpassword

Sets the password used by the calendaring service to log in to the Microsoft Exchange Server.

Syntax

```
calendarpassword "password"
```

Parameter	Description	User Accessible	Additional Restrictions
"password"	The password used by the calendaring service to log in to the Microsoft Exchange Server.		

Feedback Examples

- `calendarpassword Dsca1end@r`
  returns
  `calendarpassword Dsca1end@r`

Limitations

None

Comments

The password is case-sensitive and can contain a maximum of 15 characters. Use strong passwords that combine uppercase and lowercase letters, numbers, and symbols.

See Also

To enable or disable the calendaring service, use the calendarregisterwithserver command.

calendarplaytone

Gets or sets the reminder alert tone that plays with the meeting reminder when the RealPresence Group Series system is registered with the calendaring service.

Syntax

```
calendarplaytone get
calendarplaytone <yes|no>
```

Parameter	Description	User Accessible	Additional Restrictions
get	Gets the current setting for the alert tone.	✓	
yes	Enables the alert tone.		
no	Disables the alert tone.		

Feedback Examples

- `calendarplaytone get`
  returns
  `calendarplaytone yes`

- `calendarplaytone yes`
  returns
  `calendarplaytone yes`

- `calendarplaytone no`
  returns
  `calendarplaytone no`

Limitations

None

Comments

None

See Also

See calendarremindertime command.

calendarprotocol

Gets or sets the connection protocol to use when connecting to the calendaring service.

Syntax

```
calendarprotocol <get|auto|tls>
```

Parameter	Description	User Accessible	Additional Restrictions
get	Gets the current setting.	✓	
auto	Sets the connection protocol to automatic discovery.	✓	
tls	Sets the connection protocol to TLS.	✓	

Feedback Examples

- `calendarprotocol get`
  returns
  `calendarprotocol tls`

- `calendarprotocol auto`
  returns
  `calendarprotocol auto`

Limitations

None

Comments

None

calendarregisterwithserver

Enables or disables the calendaring service.

Syntax

```
calendarregisterwithserver get
calendarregisterwithserver <yes|no>
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current server registration status.	✓	
yes	Enables the calendaring service.		
no	Disables the calendaring service.		

Feedback Examples

- `calendarregisterwithserver get`
  returns
  `calendarregisterwithserver no`
- `calendarregisterwithserver yes`
  returns
  `calendarregisterwithserver yes`
- `calendarregisterwithserver no`
  returns
  `calendarregisterwithserver no`

Limitations

None

Comments

To configure the Microsoft Exchange Server address used by the calendaring service, use the calendarserver command.

calendarremindertime

Gets or sets the reminder time for meetings in the calendar when the system is registered with the calendaring service.

Syntax

```
calendarremindertime <get|1|5|10|15|30|none>
```

Parameter	Description	User Accessible	Additional Restrictions
get	Gets the current reminder time.	✓	
1|5|10|15|30|none	The number of minutes before a meeting starts that a meeting reminder is given. The default is 5.		

Feedback Examples

- `calendarremindertime get`
  returns
  `calendarremindertime 5`
- `calendarremindertime 15`
  returns
  `calendarremindertime 15`
- `calendarremindertime none`
  returns
  `calendarremindertime none`

Limitations

None

Comments

None

See Also

Use the notify command to register for meeting reminders.

See also calendarplaytone command.

calendarresource

Gets or sets the mailbox account being monitored for calendar events. The mailbox account is called a resource.

Syntax

```
calendarresource get
calendarresource "resource"
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the resource being monitored for calendar events.		
"resource"	The resource to monitor for calendaring events.		

Feedback Examples

- `calendarresource get`
  returns
  `calendarresource radam@abcde.com`
- `calendarresource jmcnulty@abcde.com`
  returns
  `calendarresource jmcnulty@abcde.com`

Limitations

None

Comments

A resource can be a user mailbox or a resource mailbox. A resource mailbox is a mailbox specifically assigned to a meeting room.

See Also

Use the calendarregisterwithserver command to enable or disable the calendaring service. See the calendarserver command to configure the Microsoft Exchange Server address used by the calendaring service.

calendarserver

Gets or sets the Microsoft Exchange Server used by the calendaring service.

Syntax

```
calendarserver get
calendarserver "server"
```

Parameter	Description	User Accessible	Additional Restrictions
get	Gets the current Microsoft Exchange Server used by the calendaring service.		
"server"	The IP address or DNS name of the Microsoft Exchange Server to be used by the calendaring service.		

Feedback Examples

- ```
  calendarserver get
  ```
  returns
  ```
  calendarserver 192.168.44.168
  ```
- ```
  calendarserver 192.168.23.221
  ```
  returns
  ```
  calendarserver 192.168.23.221
  ```
- ```
  calendarserver get
  ```
  returns
  ```
  calendarserver mail.exchangeserver.local.com
  ```
- ```
  calendarserver mail2.exchserver.local.com
  ```
  returns
  ```
  calendarserver mail2.exchserver.local.com
  ```

Limitations

None

Comments

None

See Also

Use the calendarregisterwithserver command to enable or disable the calendaring service.

calendarshowpvtmeetings

Enables or disables the display of private meetings in the calendar when the system is registered with the calendaring service.

Syntax

```
calendarshowpvtmeetings get
calendarshowpvtmeetings <yes|no>
```

Parameter	Description	User Accessible	Additional Restrictions
get	Gets the current setting for private meeting display.		
yes	Enables the display of private meetings.		
no	Blocks the display of private meetings.		

Feedback Examples

- `calendarshowpvtmeetings get`
  returns
  `calendarshowpvtmeetings no`
- `calendarshowpvtmeetings yes`
  returns
  `calendarshowpvtmeetings yes`
- `calendarshowpvtmeetings no`
  returns
  `calendarshowpvtmeetings no`

Limitations

None

Comments

None

calendarstatus

Returns the status of the Microsoft Exchange Server connection.

Syntax

```
calendarstatus get
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the Microsoft Exchange Server connection status.	✓	

Feedback Examples

- `calendarstatus get`
  returns
  `calendarstatus established`
- `calendarstatus get`
  returns
  `calendarstatus unavailable`

Limitations

None

Comments

None

See Also

Use the calendarregisterwithserver command to enable or disable the calendaring service.

calendaruser

Gets or sets the user name the calendaring service uses to log in to the Microsoft Exchange Server.

Syntax

```
calendaruser get
calendaruser "username"
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the user name being used by the calendaring service.		
username	The user name the calendaring service uses to log in to the Microsoft Exchange Server.		

Feedback Examples

- `calendaruser get`
  returns
  `calendaruser jpolycom`

Limitations

None

Comments

None

See Also

See the calendarserver command to configure the Microsoft Exchange Server address used by this service.

callinfo

Returns information about the current call. If you are in a multipoint call, this command returns one line for each site in the call.

Syntax

```
callinfo all
callinfo callid "callid"
```

Parameter	Description	User Accessible	Additional Restrictions
all	Returns information about each connection in the call.	✓	
callid	Returns information about the connection with the specified call ID.	✓	

Feedback Examples

- `callinfo all`
  returns
  ```
  callinfo begin
  callinfo:43:Polycom Group Series Demo:192.168.1.101:384:connected:
  notmuted:outgoing:videocall
  callinfo:36:192.168.1.102:256:connected:muted:outgoing:videocall
  callinfo end
  ```
- `callinfo callid 36`
  returns
  ```
  callinfo:36:192.168.1.102:256:connected:muted:outgoing:videocall
  ```
- `callinfo all`
  returns
  `system is not in a call`
  when no call is currently connected

Limitations

None

Comments

The `callid` information is returned using the following format:

```
callinfo:<callid>:<far site name>:<far site number>:<speed>:
<connection status>:<mute status>:<call direction>:<call type>
```

callstate

Sets or gets the call state notification for call state events.

Syntax

```
callstate <get|register|unregister>
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.	✓	
register	Registers the system to give notification of call activities.	✓	
unregister	Disables the register mode.	✓	

Feedback Examples

- `callstate register`
  returns
  `callstate registered`

- `callstate unregister`
  returns
  `callstate unregistered`

- `callstate get`
  returns
  `callstate unregistered`

After registering, the following callstate (cs:) data is returned when connecting an IP call:

```
cs: call[34] chan[0] dialstr[192.168.1.103] state[ALLOCATED]
cs: call[34] chan[0] dialstr[192.168.1.103] state[RINGING]
cs: call[34] chan[0] dialstr[192.168.1.103] state[COMPLETE]
active: call[34] speed [384]
```

After registering, the following response occurs when disconnecting an IP call:

```
cleared: call[34]
dialstr[IP:192.168.1.103 NAME:Polycom Group Series Demo]
ended: call[34]
```

Limitations

None

Comments

None

See Also

You can also use the notify command and the nonotify command for notifications.

camera

Sets or gets the near-site or far-site camera settings.

Syntax

```
camera near {1..4}
camera far {1..4}
camera <near|far> move <left|right|up|down|zoom+|zoom-|stop>
camera <near|far> source
camera <near|far> stop
camera near <getposition|setposition "x" "y" "z">
camera near ppcip
camera near tracking statistics
camera near tracking <get|on|off>
camera for-people {1..4}
camera for-content {1..4}
camera list-content
camerainvert near <get|on|off>
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.	✓	
on	Sets the camera to present an inverted (upside down) video image.	✓	
off	Sets the camera to present a normal (right-side up) video image.	✓	
near	Specifies that the command selects or controls the near camera.	✓	
far	Specifies that the command selects or controls the far camera.	✓	
{1..4}	Specifies a near or far camera as the main video source.	✓	
move	Changes the near or far camera's direction or zoom. Valid directions are: left, right, up, down, zoom+, zoom-, and stop.	✓	
left	Starts moving the camera left.	✓	
right	Starts moving the camera right.	✓	
up	Starts moving the camera up.	✓	
down	Starts moving the camera down.	✓	
zoom+	Starts zooming in.	✓	

Parameter	Description	User Accessible	Additional Restrictions
zoom-	Starts zooming out.	✓	
stop	Stops the near or far camera. Returns no feedback.	✓	
source	Returns the number of the near or far camera source currently selected.	✓	
getposition	Gets the pan, tilt, and zoom coordinates of the currently selected PTZ camera in the format of pan tilt zoom.	✓	
setposition "x" "y" "z"	Sets the pan (x), tilt (y), and zoom (z) coordinates of the currently selected PTZ camera. Camera PTZ range: -5000<= pan <= 5000 -5000 <= tilt <= 5000 5000 <= zoom <= 5000 **Notes**: The camera PTZ range applies to the Polycom EagleEye HD camera. Different cameras might have different PTZ values. Some D30 cameras might not be able to reach the full range limit. For example, although the pan limit is 5000, the camera might only be able to reach a nearby value.	✓	
ppcip	Specifies People+Content IP as the main video source if it is running and connected to the system.	✓	
for-people {1..4}	Sets the source for the specified camera to People. Camera 3 and Camera 4 are available on RealPresence Group 700 systems only.	✓	
for-content {1..4}	Sets the source for the specified camera to Content. Camera 3 and Camera 4 are available on RealPresence Group 700 systems only.	✓	
list-content	Gets a list of cameras configured as Content.	✓	
tracking statistics	Gets EagleEye Director tracking statistics. Tracking statistics measure: • the amount of time tracking is turned off divided by the total call time in the most recent 100 calls lasting more than five minutes. • the amount of room and close-up view switches divided by the total call time in the most recent 100 calls lasting more than five minutes.	✓	

Parameter	Description	User Accessible	Additional Restrictions
tracking <get|on|off>	Enables or disables the Polycom EagleEye Director tracking feature. on turns the tracking feature on, off turns the tracking feature off, and get returns the current tracking feature setting.	✓	
camerainvert near	Sets the video image of the Polycom EagleEye IV camera to upside down (on) or normal (off).		

Feedback Examples

- `camera far 2`
  specifies camera 2 at the far-site and returns
  `camera far 2`

- `camera far move left`
  causes the far-site camera to start panning to the left and returns
  `event: camera far move left`

- `camera near move zoom+`
  causes the near-site camera to zoom in and returns
  `event: camera near move zoom+`

- `camera near tracking statistics`
  returns
  `EagleEye Director Tracking Statistics begin`
  `Tracking Disable Percentage:  3%`
  `View Switching Frequency (Per Hour):  50`
  `EagleEye Director Tracking Statistics end`

- `camera near tracking off`
  returns
  `camera near tracking off`

- `camera near tracking on`
  returns
  `camera near tracking on`

- `camera near tracking get`
  returns
  `camera near tracking Voice`

- `camera near setposition 100 100 219`
  returns
  `camera near setposition 100 100 219`

- `camera near getposition`
  returns
  `camera near getposition 100 99 218`

- `camerainvert near get`
  returns
  `camerainvert near off`

- `camerainvert near on`
  returns
  `camerainvert near on`

- `camerainvert near off`
  returns
  `camerainvert near off`

Limitations

`camera near 2` is not supported on RealPresence Group 300 and 310 systems.

`camera near 3` is not supported on RealPresence Group 300, 310, and 500 systems.

`camera near 4` is not supported on RealPresence Group 300, 310, and 500 systems.

`camera for people 2` is not supported on RealPresence Group 300 and 310 systems.

`camera for people 3` is not supported on RealPresence Group 300, 310, and 500 systems.

`camera for people 4` is not supported on RealPresence Group 300, 310, and 500 systems.

`camera for content 1` is not supported on RealPresence Group 300 and 310 systems.

`camera for content 2` is not supported on RealPresence Group 300 and 310 systems.

`camera for content 3 and 4` are not supported on RealPresence Group 300, 310, and 500 systems.

Comments

The `camera` commands function only when the system is in a wake state. If necessary, use the `wake` command prior to using the `camera` commands.

If the `camera near {1..4}` API command is used for an input configured as content, the command becomes a toggle. You must send the command once to send the content source and a second time to stop the content source.

As of release 4.1.1, the `camera register` and `camera unregister` commands are no longer available. Use the `notify vidsourcechanges` command instead.

After using a `camera` command to move a Polycom EagleEye Producer or Polycom EagleEye Director camera, you must use the `camera <near|far> stop` command to update the camera position.

camera near tracking

Enables or disables camera tracking for an EagleEye Director or EagleEye Producer camera.

The `camera near tracking get` command returns one of the following values that corresponds to the product setting that is currently in use:

- `GroupFrame` - Polycom EagleEye Producer
- `Voice` - EagleEye Director

Syntax

```
camera near tracking <get|on|off>
cameeatracking near calibrate <get|on|off>
cameratracking near framing <get|wide|medium|tight>
cameratracking near mode <get|off|speaker|group|groupwithtransition>
cameratracking near participant <get|on|off>
cameratracking near speed <get|slow|normal|fast>
cameratracking near wake <get|on|off>
```

Parameter	Description	User Accessible	Additional Restrictions
`get`	Returns the current setting.	✓	
`on`	Enables camera near tracking.	✓	
`off`	Disables camera near tracking.	✓	
`calibrate`	Sets the automatic calibration feature for the Polycom EagleEye Producer to enabled (`on`) or disabled (`off`).	✓	
`framing`	Sets camera tracking framing adjustments for a Polycom EagleEye Producer to one of the following: • `wide` - wide view of meeting participants • `medium` - default (normal) framing • `tight` - close-up view of meeting participants	✓	

Parameter	Description	User Accessible	Additional Restrictions
mode	Set the tracking mode for the Polycom EagleEye Producer or EagleEye Director camera. EagleEye Director: voice - Camera tracking that switches to room view before moving to the next speaker. director - Direct Cut tracking that positions the camera to move directly from one speaker to the next. EagleEye Producer: group - Camera tracking and framing based on the Frame Group of participants in the room. speaker - Camera tracking and framing based on the Frame Speaker in the room. groupwithtransition - Camera tracking and framing based on the Frame Group with Transition of participants in the room.	✓	
participant	Sets the Participant feature for the Polycom EagleEye Producer camera to enabled (on) or disabled (off).	✓	
speed	Sets the rate at which a Polycom EagleEye Director or Polycom EagleEye Producer detects active speakers to slow, normal, or fast. Camera tracking must be enabled.	✓	
wake	Sets the Auto Wake-up feature for the Polycom EagleEye Producer camera to enabled (on) or disabled (off). To use these commands, you must go to **Admin Settings > System Settings > Polycom Labs** in the web interface and enable the Auto Wake-up feature for the EagleEye Producer camera.	✓	

Feedback Examples

- `camera near tracking get`
  returns
  `camera near tracking GroupFrame`
- `camera tracking get`
  returns
  `error: There is no tracking camera`

- `camera near tracking off`
  returns
  `camera near tracking off`

- `camera near tracking on`
  returns
  `camera near tracking on`

- `cameratracking near calibrate get`
  returns
  `cameratracking near calibrate on`

- `cameratracking near calibrate off`
  returns
  `cameratracking near calibrate off`

- `cameratracking near calibrate on`
  returns
  `cameratracking near calibrate on`

- `cameratracking near framing get`
  returns
  `cameratracking near framing medium`

- `cameratracking near framing tight`
  returns
  `cameratracking near framing tight`

- `cameratracking near framing wide`
  returns
  `cameratracking near framing wide`

- `cameraautohanguptimer get`
  returns
  `cameraautohanguptimer 30`

- `cameraautohanguptimer off`
  returns
  `cameraautohanguptimer off`

- `cameraautohanguptimer 30`
  returns
  `cameraautohanguptimer 30`

- `cameratracking near mode get`
  returns
  `cameratracking near mode group`

  when a Polycom EagleEye Producer is attached to the system.

- `cameratracking near mode get`
  returns
  `cameratracking near mode voice`

  when a Polycom EagleEye Director is attached to the system.

- `cameratracking near mode director`
  returns
  `cameratracking near mode director`

  when a Polycom EagleEye Director is attached to the system.

● `cameratracking near mode director`
  returns
  `illegal parameters error`

  when a Polycom EagleEye Producer is attached to the system.

● `cameratracking near mode speaker`
  returns
  `illegal parameters error`

  when a Polycom EagleEye Director is attached to the system.

● `cameratracking near participant get`
  returns
  `cameratracking near participant on`

● `cameratracking near participant off`
  returns
  `cameratracking near participant off`

● `cameratracking near speed get`
  returns
  `cameratracking near speed normal`

● `cameratracking near speed slow`
  returns
  `cameratracking near speed slow`

● `cameratracking near speed fast`
  returns
  `cameratracking near speed fast`

● `cameratracking near wake get`
  returns
  `cameratracking near wake on`

● `cameratracking near wake off`
  returns
  `cameratracking near wake off`

Limitations

None

Comments

None

camerainput

Gets or sets the format for a video source.

Syntax

`camerainput <1..4> <get|component|composite|hdmi|vga>`

Parameter	Description	User Accessible	Additional Restrictions
`<1..4>`	Specifies the video source. Camera 3 and camera 4 are available on RealPresence Group 700 systems only.-	✓	
`get`	Returns the current setting.	✓	
`composite`	Specifies that the video source is connected using a composite connector. Available on camera 4 only.	✓	
`component`	Specifies that the video source is connected using a component connector. Available on cameras 1, 2 and 4 only.	✓	
`hdmi`	Specifies that the video source is connected using HDMI. Available on camera 1 on Groups Series 700 systems. Available on cameras 2 and 3 on all RealPresence Group Series systems.	✓	
`vga`	Specifies that the video source is connected using VGA. Available on cameras 2 and 3 only.	✓	

Feedback Examples

- `camerainput 1 get`
  returns
  `camerainput 1 component`
- `camerainput 4 composite`
  returns
  `camerainput 4 composite`
- `camerainput 2 hdmi`
  returns
  `camerainput 2 hdmi`

Limitations

`camera 3` and `camera 4` are available on RealPresence Group 700 systems only.

`hdmi` is available on camera 1 on Group Series 700 systems, and available on cameras 2 and 3 on all RealPresence Group systems.

Comments

None

configdisplay

Gets or sets the video format, aspect ratio, and resolution for Monitor 1 or Monitor 2.

Syntax

```
configdisplay [<monitor1|monitor2>] get
configdisplay <monitor1|monitor2> <component|vga|dvi|hdmi|>
configdisplay <monitor1|monitor2> <component|vga|dvi|hdmi|>
[<50hz1280x720p|60hz1280x720p|60hz1280x1024p|60hz1024x768p|60hz1920x1080p|50hz1920x108
0i|60hz1920x1080i|50hz1920x1080p>]
configdisplay monitor2 off
configdisplay monitor3
<off|get|component|vga|dvi|hdmi|<50hz1280x720p|60hz1280x720p|60hz1280x1024p|60hz1024x7
68p|60hz1920x1080p|50hz1920x1080i|60hz1920x1080i|50hz1920x1080p>]
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.	✓	
monitor1	Specifies Monitor 1.	✓	
monitor2	Specifies Monitor 2.	✓	
vga	Sets the specified display to VGA format.	✓	
dvi	Sets the specified display to DVI format.	✓	
component	Sets the specified display to Component format.	✓	
hdmi	Sets the specified display to HDMI format.	✓	
off	Sets Monitor 2 or Monitor 3 to off.	✓	
auto	Sets the monitor signal type to auto detection. Not supported on Monitor 3.	✓	
50hz1280x720p	Sets the resolution to 1280x720p, 50 Hz.	✓	
60hz1280x720p	Sets the resolution to 1280x720p, 60 Hz.	✓	
60hz1280x1024p	Sets the resolution to 1280x1024p, 60 Hz.	✓	
60hz1024x768p	Sets the resolution to 1024x768p, 60 Hz.	✓	
60hz1920x1080p	Sets the resolution to 1920x1080p, 60 Hz.	✓	
50hz1920x1080i	Sets the resolution to 1920x1080i, 50 Hz.	✓	
60hz1920x1080i	Sets the resolution to 1920x1080i, 60 Hz.	✓	
50hz1920x1080p	Sets the resolution to 1920x1080p, 50 Hz.	✓	

Feedback Examples

- `configdisplay get`
  returns
  `configdisplay monitor1 hdmi 1920x1080p 60Hz`

- `configdisplay monitor3 get`
  returns
  `configdisplay monitor3 hdmi 1920x1080p 60Hz`

- `configdisplay monitor2 get`
  returns
  `configdisplay monitor2 hdmi 1920x1080p 60Hz`

- `configdisplay monitor2 off`
  returns
  `configdisplay monitor2 off`

- `configdisplay monitor2 hdmi`
  returns
  `configdisplay monitor2 hdmi`

- `configdisplay monitor3 hdmi 60Hz1920x1080p`
  returns
  `configdisplay monitor3 hdmi 1920x1080p 60Hz`

Limitations

RealPresence Group 300 and 500 system support HDMI and DVI outputs only.

The following resolutions are available for RealPresence Groups 300 and 500 systems on Monitor 1:

- 50hz1280x720p
- 60hz1280x720p
- 50hz1920x1080i
- 60hz1920x1080i
- 50hz1920x1080p
- 60hz1920x1080p

The following resolutions are available for RealPresence Group 300 and 500 systems on Monitor 2:

- 60hz1024x768p
- 50hz1280x720p
- 60hz1280x720p
- 50hz1920x1080i
- 60hz1920x1080i
- 50hz1920x1080p
- 60hz1920x1080p

RealPresence Group 700 systems support HDMI, DVI, VGA and Component outputs. The following resolutions are available on Monitor 1.

HDMI, DVI, and Component:

- 50hz1280x720p
- 60hz1280x720p

- 50hz1920x1080i
- 60hz1920x1080i
- 50hz1920x1080p
- 60hz1920x1080p

VGA:

- 50hz1280x720p
- 60hz1280x720p
- 50hz1920x1080p
- 60hz1920x1080p

The following resolutions are available on Monitor 2 and Monitor 3 HDMI and DVI:

- 60hz1024x768p
- 50hz1280x720p
- 60hz1280x720p
- 60hz1280x1024p
- 50hz1920x1080i
- 60hz1920x1080i
- 50hz1920x1080p
- 60hz1920x1080p

VGA:

- 60hz1024x768p
- 60hz1280x1024p
- 50hz1280x720p
- 60hz1280x720p
- 50hz1920x1080p
- 60hz1920x1080p

Component:

- 50hz1280x720p
- 60hz1280x720p
- 50hz1920x1080i
- 60hz1920x1080i
- 50hz1920x1080p
- 60hz1920x1080p

Comments

None

configlayout

Gets or sets the Self View (PIP) location.

Syntax

```
configlayout monitor1 <get|list>
configlayout monitor1
<pip_lower_left|pip_lower_right|pip_upper_left|pip_top|pip_right|pip_bottom
|side_by_side|fullscreen>
```

Parameter	Description	User Accessible	Additional Restrictions
get	Turns on the test tone.	✓	
monitor1	You cannot specify a monitor in release 4.2. This parameter is required, but ignored.	✓	
list	Lists the available Self View location choices.	✓	
pip_lower_left	Sets the Self View (PIP) to appear in the lower left of the monitor.	✓	
pip_lower_right	Sets the Self View (PIP) to appear in the lower right of the monitor.	✓	
pip_upper_left	Sets the Self View (PIP) to appear in the upper left of the monitor	✓	
pip_upper_right	Sets the Self View (PIP) to appear in the upper right of the monitor.	✓	
pip_top	Sets the Self View (PIP) to appear at the top of the monitor.	✓	
pip_right	Sets the Self View (PIP) to appear on the right of the monitor.	✓	
pip_bottom	Sets the Self View (PIP) to appear at the bottom of the monitor.	✓	
side_by_side	Sets the Self View (PIP) to appear next to far site or content.	✓	
fullscreen	Sets the Self View (PIP) to appear full screen.	✓	

Feedback Examples

- `configlayout monitor1 get`
  returns
  `configlayout monitor1 pip_lower_right`

- `configlayout monitor1 list`
  returns
  `configlayout monitor1 pip_lower_right`
  `configlayout monitor1 pip_lower_left`
  `configlayout monitor1 pip_upper_right`
  `configlayout monitor1 pip_upper_left`

- `configlayout monitor1 pip_right`
  returns
  `configlayout monitor1 pip_right`

Limitations

None

Comments

The number of monitors, Self View setting, content, point-to-point, and multipoint calls all impact the layouts that are supported.

configparam

Gets or sets the video quality setting for the specified video input for motion or sharpness.

Syntax

```
configparam <"parameter"> get
configparam <"parameter"> set <"value">
```

Parameter	Possible Values	Description	User Accessible	Additional Restrictions
`get`	`NA`	Gets the video quality setting for the specified video input.	✓	
`camera_video_quality <1|2|3|4>`	`motion` `sharpness`	Sets the video quality setting for the specified video input for motion or for sharpness (for images without motion).	✓	

Feedback Examples

- `configparam camera_video_quality 1 set motion`
  returns
  `camera1_video_quality motion`
- `configparam camera_video_quality 1 get`
  returns
  `camera1_video_quality sharpness`

Limitations

None

Comments

None

configpresentation

Gets or sets the content presentation settings for Monitor 1, Monitor 2, or Monitor 3 (when available).

Syntax

```
configpresentation get
configpresentation <monitor1|monitor2|monitor3> get
configpresentation monitor1 <auto|far|near-or-far|content-or-far|all >
configpresentation monitor2 <near|far|content|near-or-far|
content-or-near|content-or-far|all >
configpresentation monitor3 <rec-all|rec-far-or-near|near|far|content>
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current settings for the active monitors.	✓	
monitor1	Specifies settings for Monitor 1.	✓	
monitor2	Specifies settings for Monitor 2.	✓	
monitor3	Specifies settings for Monitor 3	✓	
auto	Sets monitor 1 to show the far site, content, and then near site as the video source to display on monitor 1.	✓	
far	Selects far-site video as the video source to display on the specified monitor.	✓	
near-or-far	Sets the monitor to show current people speaking at the far end.	✓	
content-or-far	Sets both far-site video and content as video sources to display on the specified monitor.	✓	
all	Selects content, far-site video, and near-site video as video sources to display on the specified monitor.	✓	
near	Selects near-site video as the video source to display on the specified monitor.	✓	
content	Selects content as the video source to display on the specified monitor.	✓	
content-or-near	Sets both near-site video and content as video sources to display on the specified monitor.	✓	
far-content-near	Sets available far-site content as video source to display on Monitor 1.	✓	

Parameter	Description	User Accessible	Additional Restrictions
rec-all	Sets Monitor 3 to show available content or the person speaking to support recording with a DVR. The showing of content takes priority over the showing of a person speaking. Select this setting to record near, far, and content audio. If there is content, the video is recorded in full screen. If there is no content, the speaker is recorded in full screen. This setting is available only with RealPresence Group 700 systems.	✓	
rec-far-or-near	Sets Monitor 3 to show the current person speaking, regardless of the speaker's location, to support recording with a DVR. This setting is available only with RealPresence Group 700 systems.	✓	

Feedback Examples

- `configpresentation monitor1 get`
  returns
  `configpresentation monitor1:all`

- `configpresentation monitor1 far`
  returns
  `configpresentation monitor1 far succeeded`

- `configpresentation monitor1 near-or-far`
  returns
  `configpresentation monitor1 near-or-far succeeded`

- `configpresentation monitor1 near`
  returns
  `configpresentation monitor1 near failed`

  Fails because `monitor1` does not support the `near` profile.

Limitations

None

Comments

The monitor configurations and the number of monitors configured with your system determine the available monitor profiles.

contentauto

Gets or sets the automatic bandwidth adjustment for people and content in point-to-point H.323 calls. Automatic adjustment maintains equal image quality in the two streams.

Syntax

```
contentauto <get|on|off>
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.	✓	
on	Enables automatic bandwidth adjustment for people and content.	✓	
off	Disables automatic bandwidth adjustment for people and content. The system Quality Preference settings is used instead.	✓	

Feedback Examples

- `contentauto off`
  returns
  `contentauto off`

- `contentauto on`
  returns
  `contentauto on`

- `contentauto get`
  returns
  `contentauto on`

Limitations

None

Comments

None

daylightsavings

Gets or sets the daylight saving time setting. When you enable this setting, the system clock automatically changes for daylight saving time.

Syntax

```
daylightsavings <get|yes|no>
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.	✓	
yes	Enables automatic adjustment for daylight savings time.		
no	Disables automatic adjustment for daylight savings time.		

Feedback Examples

- `daylightsavings no`
  returns
  `daylightsavings no`
- `daylightsavings yes`
  returns
  `daylightsavings yes`
- `daylightsavings get`
  returns
  `daylightsavings yes`

Limitations

None

Comments

None

defaultgateway

Gets or sets the default gateway.

Syntax

```
defaultgateway get
defaultgateway set "xxx.xxx.xxx.xxx"
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the default gateway IP address.		
set	Sets the default gateway when followed by the "xxx.xxx.xxx.xxx" parameter.		
"xxx.xxx.xxx.xxx"	IP address to use as the default gateway.		

Feedback Examples

- ```
  defaultgateway set 192.168.1.101
  ```
  returns
  ```
  defaultgateway 192.168.1.101
  ```

Limitations

None

Comments

You can only change the defaultgateway setting if DHCP is turned off.

dhcp

Gets or sets DHCP options.

Syntax

```
dhcp <get|off|client>
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the selected DHCP option.	✓	
off	Disables DHCP.		
client	Enables DHCP client, setting the system to obtain an IP address from a server on your network.		

Feedback Examples

- ```
  dhcp off
  ```
  returns
  ```
  dhcp off
  ```
- ```
  dhcp client
  ```
  returns
  ```
  dhcp client
  ```
- ```
  dhcp get
  ```
  returns
  ```
  dhcp client
  ```

Limitations

None

Comments

You must restart the system after making a change to a setting.

dial

Dials video or audio calls either manually or from the directory.

Syntax

```
dial addressbook "addr book name"
dial auto "speed" "dialstr"
dial manual "speed" "dialstr1" ["dialstr2"] [h323|ip|sip]
dial phone <sip| h323| auto | sip_speakerphone> "dialstring"
```

Parameter	Description	User Accessible	Additional Restrictions
addressbook	Dials a directory (address book) entry. Requires the name of the entry.	✓	
"addr book name"	The name of the directory (address book) entry. The name may be up to 25 characters. Use quotation marks around strings that contain spaces. For example: "John Doe".	✓	
auto	Automatically dials a number. When used with "speed" and "dialstr, dials a video call number dialstr1 at speed of type h323.	✓	
"speed"	Valid data rate for the network.	✓	
"dialstr", "dialstr1", "dialstr2"	IP directory number.	✓	
manual	Dials a video call number dialstr1 at speed of type h323. Requires the parameters "speed" and "dialstr1". Use dial manual "speed" "dialstr" "type" when you do not want automatic call rollover or when the dialstring might not convey the intended transport. Use dial manual without specifying a call type	✓	
h323|ip|sip	Call type	✓	
phone	Dials an audio call. This option Is supported only when the **Enable Audio Add In** call feature is enabled.	✓	

Parameter	Description	User Accessible	Additional Restrictions
`sip_speakerphone`	Dials an audio call using a connected Polycom IP 7000 conference phone.	✓	
`"dialstring"`	Numeric string specifying the phone number to dial. Enclose the string in quotation marks if it includes spaces. Example: `"512 555 1212"`	✓	

Feedback Examples

- `If registered for callstate notifications` (callstate register), the API returns
  ```
  cs: call[44] chan[0] dialstr[5551212] state[ALLOCATED]
  cs: call[44] chan[0] dialstr[5551212] state[RINGING]
  cs: call[44] chan[0] dialstr[5551212] state[CONNECTED]
  cs: call[44] chan[0] dialstr[5551212] state[CONNECTED]
  cs: call[44] chan[0] dialstr[5551212] state[COMPLETE]
  cs: call[44] chan[0] dialstr[5551212] state[COMPLETE]
  active: call[44] speed[64]
  ```

- `dial addressbook "John Polycom"`
  returns
  `dialing addressbook "John Polycom"`

- `dial phone sip 1234`
  returns
  `dialing voice_sip`

- If SIP is not enabled `dial phone sip 1234`
  returns
  `info: IP line (SIP) not enabled.`

- If registered for callstate notifications (callstate register), the API returns
  ```
  cs: call[44] chan[0] dialstr[192.168.1.101] state[ALLOCATED]
  cs: call[44] chan[0] dialstr[192.168.1.101] state[RINGING]
  cs: call[44] chan[0] dialstr[192.168.1.101] state[COMPLETE]
  active: call[44] speed[384]
  ```

  Notes: The [BONDING] responses in IP calls are extraneous text that will be removed in a subsequent software version.

  Call ID (call [44]) is an example of the response. The Call ID number depends upon the call type.

- If registered for callstatus notifications (notify callstatus), the API returns,
  ```
  notification:callstatus:outgoing:45:null 1::opened::0:videocall
  notification:callstatus:outgoing:45: Polycom Austin:
  192.168.1.101:connecting:384:0:videocall
  notification:callstatus:outgoing:45: Polycom Austin:
  192.168.1.101:connected:384:0:videocall
  ```

  Note: The call ID number (45) is an example of the response. The Call ID number depends upon the call type.

Limitations

None

Comments

None

See Also

You can use `callstate register` or `notify callstatus` to obtain updated information on the status of a call. For example, when using `dial manual` to place a call, both registration commands will tell you when the call is connected. Refer to the callstate command and the notify command.

dial addressbook_entry

Dials a system using a unique identifier retrieved by the `globaldir` command.

Syntax

```
dial addressbook_entry "UID"
```

Parameter	Description	User Accessible	Additional Restrictions
"UID"	Unique identifier associated with a site or group, for example: ldap#g#f82be96eea3bd644a1963dc7fdf45011 The complete UID must be specified	✓	

Feedback Examples

- `dial addressbook_entry ldap#g#35086aa0ecc9014facdcaa89bd34ccf6`

  returns

  `dialing addressbook_entry ldap#g#35086aa0ecc9014facdcaa89bd34ccf6Comments`

Limitations

None

Comments

The "UID" value must be retrieved by the globaldir command.

dns

Gets or sets the configuration for up to four DNS servers.

Syntax

```
dns get {1..4}
dns set {1..4} "xxx.xxx.xxx.xxx"
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current IP address of the specified server. A server identification number {1..4} is required.	✓	
{1..4}	Specifies the server identification number.	✓	
set	Sets the IP address of the specified DNS server when followed by the "xxx.xxx.xxx.xxx" parameter. A server identification number {1..4} is required.	✓	
"xxx.xxx.xxx.xxx"	Specifies the IP address for the specified server.	✓	

Feedback Examples

● `dns set 1 192.168.1.205`
  returns
  `dns 1 192.168.1.205`

Limitations

None

Comments

After making a change, you must restart the system for the setting to take effect.

You cannot set these values if the system is in DHCP client mode.

dynamicbandwidth

Gets or sets the use of dynamic bandwidth allocation for Quality of Service.

Syntax

`dynamicbandwidth <get|yes|no>`

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.	✓	
yes	Enables the dynamic bandwidth option.		
no	Disables the dynamic bandwidth option.		

Feedback Examples

- `dynamicbandwidth yes`
  returns
  `dynamicbandwidth yes`

- `dynamicbandwidth no`
  returns
  `dynamicbandwidth no`

- `dynamicbandwidth get`
  returns
  `dynamicbandwidth no`

Limitations

None

Comments

The system's dynamic bandwidth function automatically finds the optimum line speed for a call. If you experience excessive packet loss while in a call, the dynamic bandwidth function decrements the line speed until there is no packet loss. This is supported in calls with endpoints that also support dynamic bandwidth.

e164ext

Gets or sets an H.323 (IP) extension, also known as an E.164 name.

Syntax

```
e164ext get
e164ext set "e.164name"
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.	✓	
set	Sets the E.164 extension when followed by the "e.164name" parameter. To erase the current setting, omit "e.164name".		
"e.164name"	A valid E.164 extension (usually a four-digit number).		

Feedback Examples

- `e164ext set`
  returns
  `e164ext <empty>`
- `e164ext set 7878`
  returns
  `e164ext 7878`
- `e164ext get 7878`
  returns
  `e164ext 7878`

Limitations

None

Comments

The extension number is associated with a specific LAN device.

echo

Returns a string that is sent to the system.

Syntax

```
echo <string>
```

Parameter	Description	User Accessible	Additional Restrictions
echo <string>	Returns a string sent to the system.	✓	

Feedback Examples

- ```
  echo "Are you there?"
  ```
  returns
  ```
  Are you there?
  ```
- ```
  echo KA
  ```
  returns
  ```
  KA
  ```

Limitations

None

Comments

None

echocanceller

Gets and sets the configuration of line-input port echo cancellation that prevents users from hearing their voices loop back from the far site.

Syntax

```
echocanceller <get|yes|no>
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.	✓	
yes	Enables the echo canceller option.		
no	Disables the echo canceller option.		

Feedback Examples

- `echocanceller get`
  returns
  `echocanceller no`

Limitations

The `echocanceller` command is not supported on RealPresence Group 300 and 310 systems.

The `echocanceller` command is not supported on RealPresence Group 300 and 310 systems.

Comments

None

echoreply

Gets or sets the system's ability to send an Echo Reply message in response to an Echo Request message sent to an IPv4 multicast/anycast address.

Syntax

```
echoreply <get|yes|no>
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.		
yes	Enables the echo reply option.		
no	Disables the echo reply option.		

Feedback Examples

- `echoreply get`
  returns
  `echoreply yes`
- `echoreply no`
  returns
  `echoreply no`

Limitations

None

Comments

The number of responses may be traffic-conditioned to limit the effect of a denial of service attack.

You must restart the system after making a change to a setting.

enableacousticfence

Gets or sets the current setting for the Polycom© Acoustic Fence Technology™ feature.

Syntax

```
enableacousticfence <get|on|off>
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.		
on	Enables Acoustic Fence.		
off	Disables Acoustic Fence.		

Feedback Examples

- `enableacousticfence get`
  returns
  `enableacousticfence on`
- `enableacousticfence on`
  returns
  `enableacousticfence on`
- `enableacousticfence off`
  returns
  `enableacousticfence off`

Limitations

None

Comments

None

enableaudioadd

Enables or disables the Audio Add In feature, which allows one additional outbound, audio-only call from a RealPresence Group Series system when the maximum number of calls allowed for a license type has been reached.

Syntax

```
enableaudioadd <get|yes|no>
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.		
yes	Enables the Audio Add-In features. This is the default setting.		
no	Disables the Audio Add-In feature.		

Feedback Examples

- `enableaudioadd get`
  returns
  `enableaudioadd yes`
- `enableaudioadd yes`
  returns
  `enableaudioadd yes`
- `enableaudioadd no`
  returns
  `enableaudioadd no`

Limitations

None

Comments

None

enablefirewalltraversal

Gets or sets the **Enable H.460 Firewall Traversal** setting. This feature requires an Edgewater session border controller that supports H.460.

Syntax

```
enablefirewalltraversal <get|on|off>
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.		
on	Enables the firewall traversal feature.		
off	Disables the firewall traversal feature.		

Feedback Examples

- `enablefirewalltraversal on`
  returns
  `enablefirewalltraversal on`
- `enablefirewalltraversal off`
  returns
  `enablefirewalltraversal off`
- `enablefirewalltraversal get`
  returns
  `enablefirewalltraversal off`

Limitations

None

Comments

None

enablekeyboardnoisereduction

Gets or sets the **Enable Keyboard Noise Reduction** setting.

Syntax

```
enablekeyboardnoisereduction <get|yes|no>
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.	✓	
yes	Enables keyboard noise reduction.	✓	
no	Disables keyboard noise reduction.	✓	

Feedback Examples

- `enablekeyboardnoisereduction yes`
  returns
  `enablekeyboardnoisereduction yes`
- `enablekeyboardnoisereduction no`
  returns
  `enablekeyboardnoisereduction no`
- `enablekeyboardnoisereduction get`
  returns
  `enablekeyboardnoisereduction no`

Limitations

None

Comments

None

enablelivemusicmode

Gets or sets the **Enable MusicMode** setting.

Syntax

```
enablelivemusicmode <get|yes|no>
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.	✓	
yes	Enables live music mode.		
no	Disables live music mode.		

Feedback Examples

- ```
  enablelivemusicmode yes
  ```
  returns
  ```
  enablelivemusicmode yes
  ```
- ```
  enablelivemusicmode no
  ```
  returns
  ```
  enablelivemusicmode no
  ```

Limitations

None

Comments

None

enablemp1080ptx

Gets or sets the option to provide 1080p video on transmit channel for multipoint calls with more than 3 participants.

Syntax

```
enablemp1080ptx <get|yes|no>
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.	✓	
yes	Enables 1080p video on transmit channel for multipoint calls.	✓	
no	Disables 1080p video on transmit channel for multipoint calls. This is the default setting.	✓	

Feedback Examples

- `enablemp1080ptx get`
  returns
  `enablemp1080ptx no`

- `enablemp1080ptx yes`
  returns
  `enablemp1080ptx yes`

- `enablemp1080ptx no`
  returns
  `enablemp1080ptx no`

Limitations

None

Comments

This command is supported when the following conditions are met:

- The **Country** system location setting for the RealPresence Group system supports the Phase Alternating Lines (PAL) video encoding system.
- The Advanced Video 1080p and Multipoint Video Conferencing software options are enabled.

enablepvec

Gets or sets the Polycom Video Error Concealment (PVEC) setting on the system.

Syntax

```
enablepvec <get|yes|no>
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.	✓	
yes	Enables the PVEC option.		
no	Disables the PVEC option.		

Feedback Examples

- `enablepvec yes`
  returns
  `enablepvec yes`
- `enablepvec no`
  returns
  `enablepvec no`
- `enablepvec get`
  returns
  `enablepvec no`

Limitations

None

Comments

This option is enabled by default.

enablersvp

Gets or sets the Resource Reservation Protocol (RSVP) setting on the system, which requests that routers reserve bandwidth along an IP connection path.

Syntax

```
enablersvp <get|yes|no>
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.	✓	
yes	Enables the RSVP option.		
no	Disables the RSVP option.		

Feedback Examples

- `enablersvp yes`
  returns
  `enablersvp yes`
- `enablersvp no`
  returns
  `enablersvp no`
- `enablersvp get`
  returns
  `enablersvp no`

Limitations

None

Comments

This option is enabled by default.

enablesipka

Gets or sets the option to send SIP keep-alive messages.

Syntax

```
enablesipka <get|on|off>
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.	✓	
on	Enables SIP keep alive messages.		
no	Disables SIP keep alive messages.		

Feedback Examples

- `enablesipka get`
  returns
  `enablesipka off`

- `enablesipka on`
  returns
  `enablesipka on`

Limitations

None

Comments

None

enablesnmp

Gets or sets the SNMP configuration.

Syntax

```
enablesnmp <get|yes|no>
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.		
yes	Enables the SNMP option.		
no	Disables the SNMP option.		

Feedback Examples

- `enablesnmp yes`
  returns
  `enablesnmp yes`
- `enablesnmp no`
  returns
  `enablesnmp no`
- `enablesnmp get`
  returns
  `enablesnmp no`

Limitations

None

Comments

None

enablevisualsecurity

Gets or sets the current setting to control API access to support the Visual Security Classification (VSC) feature.

Syntax

`enablevisualsecurity <get|on|off>`

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.	✓	
on	Enables VSC.		
off	Disables VSC.		

Feedback Examples

- `enablevisualsecurity get`
  returns
  `enablevisualsecurity off`

- `enablevisualsecurity on`
  returns
  `enablevisualsecurity on`

- `enablevisualsecurity off`
  returns
  `enablevisualsecurity off`

Limitations

None

Comments

None

encryption

Gets or sets the AES encryption mode for the system.

Syntax

`encryption <get|yes|no|requiredvideocallsonly|requiredallcalls>`

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.	✓	
yes	Use encryption when the far site is capable of encryption. Note: This parameter is called **When Available** in the user interface.		
no	Disables encryption. Note: This parameter is called **Off** in the user interface.		
requiredvideocallsonly	Enforces encryption on all video endpoints. Any video calls to or from systems that do not have encryption enabled are not connected. Audio-only calls are connected.		
requiredallcalls	Enforces encryption on all endpoints. Any video or audio calls to or from systems that do not have encryption enabled are rejected and are not connected.		

Feedback Examples

- `encryption yes`
  returns
  `encryption yes`
- `encryption no`
  returns
  `encryption no`
- `encryption get`
  returns
  `encryption no`
- `encryption requiredvideocallsonly`
  returns
  `encryption requiredvideocallsonly`

- `encryption requiredallcalls`
  returns
  `encryption requiredallcalls`

Limitations

None

Comments

You cannot execute the `encryption` command while a call is in progress. Using this command while the system is in a call returns the following message:

`error: command has illegal parameters`

exit

Ends the API command session.

Syntax

```
exit
```

User Accessible

Yes

Additional Restrictions

None

Feedback Examples

- ```
  exit
  ```
  returns
  ```
  Connection to host lost.
  ```

Limitations

None

Comments

For serial sessions, this command starts a new session.

exportdirectory

Exports a directory in XML format.

Syntax

```
exportdirectory
```

User Accessible

No

Additional Restrictions

None

Feedback Example

- `exportdirectory`

returns

```
exportdirectory started
<?xml version="1.0" encoding="UTF-8" ?>
<addresses>
<entrytype type="entry"  name="dawn" filename="dawn" uniqueid="local:26">
<address filename="dawn
" langid="
" displayname="dawn
" name="dawn">
<h323 address="192.168.1.120"
 speed="0"/>
<sip address="192.168.1.120"
 speed="0"/>
<category category="CONTACTS"/>
</address>
</entrytype>
<entrytype type="entry"  name="dawn " filename="dawn " uniqueid="local:28">
<address filename="dawn
" langid="
" displayname="dawn
" name="dawn ">
<h323 address="192.168.1.120"
 speed="0"/>
<sip address="192.168.1.120"
 speed="0"/>
<category category="CONTACTS"/>
</address>
</entrytype>
<address filename="testGroup
```

```
" langid="
" displayname="testGroup
" name="testGroup ">
<multisitename meeting_name="testGroup " />
<multisitespeed meeting_speed="auto"/>
<multisitename0 site_name_0="dawn "/>
<mulitsitetype0 site_type_0="2" type_0="1000"/>
<mulitsiteprefcalltype0 pref_call_type_0="H323"/>
<multisiteuniqueid0 unique_id_0="local:28"/>
<multisitename1 site_name_1="dawn2 "/>
<mulitsitetype1 site_type_1="2" type_1="1000"/>
<mulitsiteprefcalltype1 pref_call_type_1="H323"/>
<multisiteuniqueid1 unique_id_1="local:30"/>
<multisitename2 site_name_2="dawn3 "/>
<mulitsitetype2 site_type_2="2" type_2="1000"/>
<mulitsiteprefcalltype2 pref_call_type_2="H323"/>
<multisiteuniqueid2 unique_id_2="local:29"/>
</address>
</entrytype>
<entrytype type="group"  name="testGroup1" filename="testGroup1"
uniqueid="local:38">
<address filename="testGroup1
" langid="
" displayname="testGroup1
" name="testGroup1">
<multisitename meeting_name="testGroup1" />
<multisitespeed meeting_speed="auto"/>
</address>
</entrytype>
</addresses>
</xml>
exportdirectory done
```

Limitations

None

Comments

`exportdirectory done` indicates that all directory data has been exported.

When the system uses the Maximum security profile, this command is available only to Administrators.

Do not use the `exportdirectory command` to interpret the data that is returned. Simply store and use the data as input to the `importdirectory` command or import directory utility in the web interface. The format of the exported directory data might change in future software releases and any application attempting to interpret the data could find its ability to do so compromised in later releases of Polycom RealPresence Group Series software.

Exporting a directory on one system model and importing the directory on another model is not supported. Attempts to export and import directory information between different systems might also fail. The message `importdirectory failed` indicates that the system was not able to import the information.

When importing directory data back into the system, use the data in its entirety (not edited in any form). There is information that is used by the system to determine what type (XML or CSV) of data is being imported.

See Also

See the importdirectory command.

exportprofile

Exports system and user profile information in a CSV format. The output is available through a telnet or serial port connection.

Syntax

```
exportprofile
```

User Accessible

No

Additional Restrictions

None

Feedback Example

- `exportprofile`

returns

```
exportprofile started
profileversion,0.2
system.info.eulafile,eula
system.info.hardwareversion,9
system.info.humanreadablemodel,RealPresence Group 500
system.info.humanreadableplatform,GROUPSERIES
system.info.humanreadableversion,Dev - 4.1.3-0
system.info.plcmstandardversion,Dev - 4.1.3-0
system.info.serialnumber,8213130FE433CV
audio.lineIO.lineinechocanceller,"False"
audio.volume.speakervolume,"46"
comm.Firewall.fixedportstcphigh,"3241"
comm.Firewall.fixedportsudphigh,"3301"
comm.NICs.H323Nic.h323extension,"177704997"
comm.NICs.H323Nic.h323name,"Group Series 177704997"
comm.NICs.SipNic.bfcptransportprotocol,"Prefer_UDP"
comm.NICs.SipNic.thirdpartyinterop.ocs.sipuuid,"d503b976-c62f-5484-82c0-64a479
63      18d1"
comm.Qos.tos.tosaudio,"5"
```

```
comm.Qos.tos.tosfecc,"3"
comm.Qos.tos.tosoam,"0"
comm.Qos.tos.tosvideo,"4"
location.country,"United States"
location.language,"ENGLISHUS"
pm.monRoleAuto,"True"
pm.monitor[1].enable,"True"
softupdate.url,"http://builds.softupdate.com/~test/softupdate        /"
sourceman.camera[1].autowhitebalancegainb,"33"
sourceman.camera[1].autowhitebalancegainr,"37"
sourceman.camera[1].backlightcomp,"False"
sourceman.camera[1].brightness,"11"
sourceman.camera[1].contrast,"13"
sourceman.camera[1].name,"Main"
sourceman.camera[1].role,"People"
sourceman.camera[1].saturation,"6"
sourceman.camera[1].sharpness,"3"
sourceman.camera[1].videoquality,"Sharpness"
sourceman.camera[1].whitebalancemode,"atw"
video.monitor[1].Resolution,"1920x1080p 60Hz"
video.monitor[2].Resolution,"1920x1080p 60Hz"
exportprofile done
```

Comments

`exportprofile done` indicates that all the profile data has been exported.

When the system uses the Maximum security profile, this command is available only to administrators.

Do not use `exportdirectory` to interpret the data that is returned. Simply store and use the data as input to the `importdirectory` command or import directory utility in the web interface. The format of the exported directory data might change in future software releases and any application attempting to interpret the data could find its ability to do so compromised in later releases of Polycom RealPresence Group Series software.

Exporting a directory on one system model and importing the directory on another model is not supported. Attempts to export and import directory information between different systems might also fail. The message `importdirectory failed` indicates that the system was not able to import the information.

When importing directory data back into the system, use the data in its entirety (not edited in any form). There is information that is used by the system to determine what type data (XML or CSV) is being imported.

See Also

See the importprofile command.

farcontrolnearcamera

Gets or sets far control of the near camera, which allows far sites to control the camera on your system.

Syntax

```
farcontrolnearcamera <get|yes|no>
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.	✓	
yes	Allows the far site to control the near camera if the far site has this capability.		User role has access only if the **Allow Access to User Settings** option in the local or web interface is enabled. See the *Polycom RealPresence Group Series Administrator Guide* for more information.
no	Disables far control of the near camera.		

Feedback Examples

- `farcontrolnearcamera yes`
  returns
  `farcontrolnearcamera yes`
- `farcontrolnearcamera no`
  returns
  `farcontrolnearcamera no`
- `farcontrolnearcamera get`
  returns
  `farcontrolnearcamera no`

Limitations

None

Comments

None

farnametimedisplay

Enables or disables the name that is displayed on a far site monitor.

Syntax

```
farnametimedisplay <get|on|off>
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.	✓	
on	Enables the name to be displayed for defined amount of time.		
off	Disables the name on a far site monitor.		

Feedback Examples

- `farnametimedisplay get`
  returns
  `farnametimedisplay on`
- `farnametimedisplay on`
  returns
  `farnametimedisplay on`
- `farnametimedisplay off`
  returns
  `farnametimedisplay off`

Limitations

None

Comments

The name will time out in 10 seconds after displayed.

gaddrbook

Returns global directory entries. Use this command for GDS. For support of all directory types, including LDAP, you must use the `globaldir` command.

Syntax

```
gaddrbook all
gaddrbook batch {0..59}
gaddrbook batch define "start_no" "stop_no"
gaddrbook batch search "pattern" "count"
gaddrbook letter {a..z}
gaddrbook range "start_no" "stop_no"
```

Commands for Groups

```
gaddrbook grouplist [<range_start>] [<range_end>]
gaddrbook grouplist size
gaddrbook group "group_name" [<range_start>] [<range_end>]
gaddrbook group "group_name" size
gaddrbook names search "search_pattern" [<range_start>] [<range_end>]
gaddrbook names search "search_pattern" size
gaddrbook address "sys_id_string"
```

Parameter	Description	User Accessible	Additional Restrictions
`all`	Returns all the entries in the global directory.	✓	
`batch`	Returns a batch of 20 global directory entries. Requires a batch number, which must be an integer in the range `{0..59}`.	✓	
`define`	Returns a batch of entries in the range defined by "`start_no`" to "`stop_no`."	✓	
`search`	Specifies a batch search.	✓	
"`pattern`"	Specifies a pattern to match for the batch search.	✓	
"`count`"	Specifies the number of entries to list that match the pattern.	✓	

`letter`	Returns entries beginning with the letter specified from the range `{a..z}`. Requires one or two alphanumeric characters. Valid characters are:
	`- _ / ; @ , . \`
	`0` through `9`
	`a` through `z`
		✓	

Parameter	Description	User Accessible	Additional Restrictions
range	Returns global directory entries numbered "start_no" through "stop_no". Requires two integers.	✓	
"start_no"	Specifies the beginning of the range of entries to return.	✓	
"stop_no"	Specifies the end of the range of entries to return.	✓	
grouplist	Returns a list of group names in this format: gaddrbook grouplist {0..n}. group:"group_name" ... gaddrbook grouplist done	✓	
size	Returns the size of the result set that will be returned by the command. The size parameter can be used with the grouplist, group, and names search commands. The response is in the following format: gaddrbook <command> size {0..n}	✓	
range_start	For the grouplist, group, and names search commands, specifies the beginning of the range of entries to return.	✓	
range_end	For the grouplist, group, and names search commands, specifies the end of the range of entries to return. If a range_start is specified without a range_end, then the single range_start entry will be returned. If range_end is -1, all entries starting with range_start will be returned. Note that the LDAP server will limit the maximum number of entries that may be returned.	✓	

Parameter	Description	User Accessible	Additional Restrictions

group	Returns a list of the members of a specified group. A multicodec system will appear as a single row with a `sys_id_string` field containing multiple `sys_id` entries. (See the `sys_id_string` description below.)
	
	The response is in the following format, one row for each address book entry:
	
	`gaddrbook system {0..n}.`
	`name:"sys_name"`
	
	`sys_label:"sys_label"`
	
	`sys_id:"sys_id_string"`
	
	`phone_num:"phone_num"`
	
	`type:<video|multicodec|phone>`
	`...`
	`gaddrbook group "group_name"`
	`done`
		✓	

group_name	Returns summary information for the people or rooms that match the search criteria. The search looks for a match at the beginning of any of these attributes: first name, last name, display/friendly name, or room name. The response is similar to the group command:
	
	`gaddrbook search {0..n}.`
	`name:"sys_name"`
	
	`sys_label:"sys_label"`
	
	`sys_id:"sys_id_string"`
	
	`phone_num:"phone_num"`
	
	`type:<video|multicodec|phone>`
	`...`
	`gaddrbook names search`
	`"search_pattern" done`
		✓	

Parameter	Description	User Accessible	Additional Restrictions

names search	Returns summary information for the people or rooms that match the search criteria. The search looks for a match at the beginning of any of these attributes: first name, last name, display/friendly name, or room name.
	The response is similar to the group command:
	`gaddrbook search {0..n}.`
	`name:"sys_name"`
	
	`sys_label:"sys_label"`
	
	`sys_id:"sys_id_string"`
	
	`phone_num:"phone_num"`
	
	`type:<video|multicodec|phone>`
	...
		✓	

search_patt ern	Specifies the string pattern for which to search. Wildcard characters are not supported.	✓	

Parameter	Description	User Accessible	Additional Restrictions

address	Obtains the address information for a specified entry. For a multi-codec system, there will be separate lines for each codec, distinguished by the codec's `sys_id`. The codecs will be returned in order, starting with the primary codec. If codecs support multiple protocols, the different addresses will be returned on separate lines.
	
	The response is in the following format:
	`gaddrbook address {0..n}.`
	`sys_id:"sys_id"`
	
	`h323_spd:"h323_spd"`
	`h323_num:"h323_num"`
	
	`h323_ext:"h323_ext"`
	`gaddrbook address {0..n}.`
	`sys_id:"sys_id"`
	
	`sip_spd:"sip_spd"`
	`sip_num:"sip_num"`
	`gaddrbook address {0..n}.`
	`sys_id:"sys_id"`
	`                  xmpp:xmpp_addr`
	`gaddrbook address {0..n}.`
	`sys_id:"sys_id"`
	
	`isdn_spd:"isdn_spd"`
	`isdn_num:"isdn_num"`
	
	`isdn_ext:"isdn_ext"`
	`...`
	`gaddrbook address`
	`"sys_id_string" done`
		✓	

Parameter	Description	User Accessible	Additional Restrictions
sys_id_stri ng	The unique identifier string for an endpoint. When the client retrieves the members of a group or searches by name, the results will include a list of people or rooms and the endpoints or systems associates with each of those entries. Each endpoint will have a sys_id_string which can be used to query for the endpoint's address information. For multi-codec systems, the sys_id_string will include multiple sys_id entries, one for each codec, separated by a # delimiter. For LDAP, the sys_id will be the LDAP commUniqueID. It should be a quoted string. See examples below.	✓	
sys_id	This is the unique identifier for a codec. If an entry has just a phone number and no video codecs, this attribute will be blank.	✓	
sys_name	The friendly name for an address book entry. It is the name of the person or the room. It is surrounded by quotes if it contains spaces.	✓	
sys_label	If a person/room has more than one system, the result set will include a row for each system. If those systems are of the same type, the client will consider that entry to be a telepresence system with multiple codecs rather than separate systems. If the systems are of different types, then this sys_label attribute will be included to differentiate the systems.	✓	
type	The type of global address book entry. Possible values are: video, multicodec, phone.	✓	
h323_spd	The preferred speed for an H.323 call to this entry. If no speed is associated with the entry, then the value of the configuration variable "globaladdrmaxh323" is returned. The default is 384.	✓	
h323_num	For LDAP entries systems currently do not use this field. It is always blank.	✓	

Parameter	Description	User Accessible	Additional Restrictions
h323_ext	If an LDAP entry has a value for the H.350.1 `h323Identityh323-ID` attribute (H.323 alias), it will be returned as the h323_ext. If there is no `h323Identityh323-ID`, then if there is a value for the H.350.1 `h323IdentitydialedDigits` attribute (E.164 number), it will be returned.	✓	
sip_spd	The preferred speed for a SIP call to this entry. If no speed is associated with the entry, then this is the same as the `h323_spd`.	✓	
sip_num	SIP address. For LDAP this is the H.350.4 `SIPIdentitySIPURI` attribute.	✓	
xmpp_addr	XMPP address, also known as the Jabber ID (JID). For LDAP this is the H.350.7 `XmppIdentityURI` attribute.	✓	

Feedback Examples

- gaddrbook all
  returns
  gaddrbook 0. "Polycom Group Series Demo 1" isdn_spd:384
  isdn_num:1.700.5551212 isdn_ext:
  gaddrbook 1. "Polycom Group Series Demo 2" h323_spd:384
  h323_num:192.168.1.101 h323_ext:7878
  gaddrbook 2. "Polycom Group Series Demo 3" sip_spd:384
  sip_num:polycomgroupseries@polycom.com
  gaddrbook 3. "Polycom Group Series Demo 3" phone_num:1.512.5121212
  (and so on, until all entries in the global directory are listed, then:)
  gaddrbook all done

- gaddrbook batch 0
  returns
  gaddrbook 0. "Polycom Group Series Demo 1" isdn_spd:384
  isdn_num:1.700.5551212 isdn_ext:
  gaddrbook 1. "Polycom Group Series Demo 2" h323_spd:384
  h323_num:192.168.1.101 h323_ext:7878
  gaddrbook 2. "Polycom Group Series Demo 3" sip_spd:384
  sip_num:polycomgroupseries@polycom.com
  gaddrbook 3. "Polycom Group Series Demo 3" phone_num:1.512.5121212
  (and so on, through the last entry in the batch of 20 directory entries,
  such as:)
  gaddrbook 19. "Polycom Group Series Demo 20" h323_spd:384
  h323_num:192.168.1.120 h323_ext:
  gaddrbook batch 0 done

- gaddrbook batch define 0 2
  returns
  ```
  gaddrbook 0. "Polycom Group Series Demo 1" isdn_spd:384
  isdn_num:1.700.5551212 isdn_ext:
  gaddrbook 1. "Polycom Group Series Demo 2" h323_spd:384
  h323_num:192.168.1.101 h323_ext:7878
  gaddrbook 2. "Polycom Group Series Demo 3" sip_spd:384
  sip_num:polycomgroupseries@polycom.com
  gaddrbook batch define 0 2 done
  ```

- gaddrbook batch search Polycom 3
  returns
  ```
  gaddrbook 0. "Polycom Group Series Demo 1" isdn_spd:384
  isdn_num:1.700.5551212 isdn_ext:
  gaddrbook 1. "Polycom Group Series Demo 2" h323_spd:384
  h323_num:192.168.1.101 h323_ext:7878
  gaddrbook 2. "Polycom Group Series Demo 3" sip_spd:384
  sip_num:polycomgroupseries@polycom.com
  gaddrbook batch search Polycom 3 done
  ```

- gaddrbook letter p
  returns
  ```
  gaddrbook 0. "Polycom Group Series Demo 1" isdn_spd:384
  isdn_num:1.700.5551212 isdn_ext:
  gaddrbook 1. "Polycom Group Series Demo 2" h323_spd:384
  h323_num:192.168.1.101 h323_ext:7878
  gaddrbook 2. "Polycom Group Series Demo 3" sip_spd:384
  sip_num:polycomgroupseries@polycom.com
  gaddrbook 3. "Polycom Group Series Demo 3" phone_num:1.512.5121212
  gaddrbook 19. "Polycom Group Series Demo 20" h323_spd:384
  h323_num:192.168.1.120 h323_ext:
  gaddrbook letter p done
  ```

- gaddrbook range 0 2
  returns
  ```
  gaddrbook 0. "Polycom Group Series Demo 1" isdn_spd:384
  isdn_num:1.700.5551212 isdn_ext:
  gaddrbook 1. "Polycom Group Series Demo 2" h323_spd:384
  h323_num:192.168.1.101 h323_ext:7878
  gaddrbook 2. "Polycom Group Series Demo 3" sip_spd:384
  sip_num:polycomgroupseries@polycom.com
  gaddrbook range 0 2 done
  ```

- gaddrbook grouplist size
  returns
  ```
  gaddrbook grouplist size 6
  ```

- gaddrbookgrouplist size 0 3
  returns
  ```
  gaddrbook grouplist 0. group:"Andover ITP"
  gaddrbook grouplist 1. group:"ITP Test Systems"
  gaddrbook grouplist 2. group:"Support"
  gaddrbook grouplist 3. group:"SW Group"
  gaddrbook grouplist 0 3 done
  ```

- gaddrbook grouplist
  returns
  ```
  gaddrbook grouplist 0. group:"Andover ITP"
  ```

```
gaddrbook grouplist 1. group:"ITP Test Systems"
gaddrbook grouplist 2. group:"Support"
gaddrbook grouplist 3. group:"SW Group"
gaddrbook grouplist 4. group:"Video Group"
gaddrbook grouplist 5. group:"VSG Software"
gaddrbook grouplist done
```

- `gaddrbook group "Andover ITP" size`
  returns
  ```
  gaddrbook group "Andover ITP" size 5
  ```

- `gaddrbook group size 0 3`
  returns
  ```
  gaddrbook system 0. name:"AVKit TPX 306" sys_label:"groupseries"
  sys_id:"10062#10055#10056" phone_num:""type:multicodec
  gaddrbook system 1. name:"John Doe" sys_label:"groupseries" sys_id:"10006"
  phone_num:"978.292.5478" type:video
  gaddrbook system 2. name:"Minuteman RPX" sys_label:"groupseries"
  sys_id:"10074#10020" phone_num:"" type:multicodec
  gaddrbook system 3. name:"Support 400" sys_label:"groupseries"
  sys_id:"10058#10059#10060#10061" phone_num:""type:multicodec
  gaddrbook group "Andover ITP" 0 3 done
  ```
  In the example above, the multicodec systems have `sys_id` strings with multiple `sys_id` entries, one for each codec, separated by a # delimiter.

- `gaddrbook group "Video Group"`
  returns
  ```
  gaddrbook system 0. name:"John Doe" sys_label:"groupseries" sys_id:"10002"
  phone_num: type:video
  gaddrbook system 1. name:"John Doe" sys_label:"groupseries" sys_id:"10006"
  phone_num:"978.292.5478" type:video
  gaddrbook system 2. name:"John Doe" sys_label:"groupseries" sys_id:"10047"
  phone_num:"978.292.5347" type:video
  gaddrbook system 3. name:"Simbalab" sys_label:"groupseries"
  sys_id:"10037#10038#10077" phone_num: type:multicodec
  gaddrbook system 4. name:"John Doe"
  sys_label:"groupseries"sys_id:"10031#10035" phone_num: type:multicodec
  gaddrbook system 5. name:"John Doe" sys_label:"VSeries"
  sys_id:"10032#10033" phone_num: type:multicodec
  gaddrbook system 6. name:"Vineyard"
  sys_label:"groupseries"sys_id:"10065#10009#10010" phone_num:
  type:multicodec
  gaddrbook system 7. name:"VSG SW Lab" sys_label:"groupseries"
  sys_id:"10018#10082" phone_num: type:multicodec
  gaddrbook group "Video Group" done
  ```

- `gaddrbook names search "s" size`
  returns
  ```
  gaddrbook names search s size 5
  ```

- `gaddrbook names search "s"`
  returns
  ```
  gaddrbook search 0. name:"John Doe" sys_label:"groupseries"
                     sys_id:"10094" phone_num:"" type:video
  gaddrbook search 1. name:"John Doe" sys_label:"CMADesktop"
                     sys_id:"10111" phone_num:"978.292.5347" type:video
  gaddrbook search 2. name:"John Doe" sys_label:"groupseries"
  ```

```
                              sys_id:"10047" phone_num:"978.292.5347" type:video
        gaddrbook search 3. name:"Simbalab" sys_label:"groupseries"
                              sys_id:"10037#10038#10077" phone_num:""
                              type:multicodec
        gaddrbook search 4. name:"Support 400" sys_label:"groupseries"
                              sys_id:"10058#10059#10060#10061" phone_num:""
                              type:multicodec
        gaddrbook names search s done
```

- gaddrbook names search "s" 0 3
  returns
  ```
  gaddrbook search 0. name:"John Doe" sys_label:"groupseries" sys_id:"10094"
  phone_num:"" type:video
  gaddrbook search 1. name:"John Doe" sys_label:"CMADesktop" sys_id:"10111"
  phone_num:"978.292.5347" type:videogaddrbook search 2. name:"John Doe"
  sys_label:"Group Series" sys_id:"10047" phone_num:"978.292.5347"
  type:video
  gaddrbook search 3. name:"Simbalab" sys_label:"Group Series"
  sys_id:"10037#10038#10077" phone_num:"" type:multicodec
  gaddrbook names search s 0 3 done
  ```

- gaddrbook address "10047
  returns
  ```
  gaddrbook address 0. sys_id:"10047" h323_spd:Auto h323_num:
  h323_ext:1246540010
  gaddrbook address 10047 done
  ```

- gaddrbook address "10065#10009#10010"
  returns
  ```
  gaddrbook address 0. sys_id:"10065" h323_spd:Auto h323_num:
  h323_ext:44041gaddrbook address 1.
  sys_id:"10009" h323_spd:Auto h323_num: h323_ext:44042
  gaddrbook address 2. sys_id:"10010" h323_spd:Auto h323_num: h323_ext:44043
  gaddrbook address 10065#10009#10010 done
  ```

Limitations

None

Comments

Entries with multiple addresses (for example, an H.323 address and a SIP number) return each address type on separate lines with an incremented record number.When the system is registered with the LDAP directory server, only the gaddrbook batch search "pattern" "count" is supported. All other gaddrbook commands return the response command not supported.

When the system is registered with the Polycom GDS directory server, all of the gaddrbook commands and parameters are supported.

gaddrbook entries are stored in the global directory (address book).

As of release 6.0.0, this command is deprecated. Instead of this command, Polycom recommends using globaldir.

See Also

See the addrbook command.

See the globaldir command.

gatekeeperip

Gets or sets the IP address of the gatekeeper.

Syntax

```
gatekeeperip get
gatekeeperip set ["xxx.xxx.xxx.xxx"]
```

Parameter	Description	User Accessible	Additional Restrictions
`get`	Returns the current setting.	✓	
`set`	Sets the gatekeeper IP address when followed by the "`xxx.xxx.xxx.xxx`" parameter. To erase the current setting, omit "`xxx.xxx.xxx.xxx`".		
`"xxx.xxx.xxx.xxx"`	IP address of the gatekeeper.		

Feedback Examples

- `gatekeeperip set 192.168.1.205`
  returns
  `gatekeeperip 192.168.1.205`

- `gatekeeperip get`
  returns
  `gatekeeperip 192.168.1.205`

Limitations

None

Comments

The `gatekeeperip get` command feedback may include the port number after the IP address.

gdsdirectory

Gets or sets options for the Polycom Global Directory Service (GDS).

Syntax

```
gdsdirectory <get|on|off|status>
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.	✓	
On	Enables GDS registration.	✓	
Off	Disables GDS registration.	✓	
status	Returns the current GDS registration status.	✓	

Feedback Examples

- `gdsdirectory get`
  returns
  `gdsdirectory off`
- `gdsdirectory on`
  returns
  `gdsdirectory on`
- `gdsdirectory status`
  returns
  `gdsdirectory online`

Limitations

None

Comments

The `gdsdirectory` command is supported only when H.323 is enabled.

gdspassword

Sets the password for Polycom GDS registration.

Syntax

`gdspassword set <"password">`

Parameter	Description	User Accessible	Additional Restrictions
`set`	Sets the GDS registration password.	✓	
`"password"`	The GDS password when using the `set` command.	✓	

Feedback Examples

- `gdspassowrd set "polycomuser 01"`
  returns
  `gdspassword failed`
- `gdspassword set "polycomuser01"`
  returns
  `gdspassword accepted`

Limitations

None

Comments

The `gdspassword` command is supported only when H.323 is enabled.

gdsserverip

Gets or sets the GDS server IP address.

Syntax

```
gdsserverip <get|set> <"ipaddress">
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.	✓	
set	Specifies the IP address.	✓	
"ipaddress"	IP address to use with set command.	✓	

Feedback Examples

- `gdsserverip get`
  returns
  `gdsserverip 192.168.1.1`
- `gdsserverip set 192.168.1.1`
  returns
  `gdsserverip 192.168.1.1`

Limitations

None

Comments

The `gdsserverip` command is supported only when H.323 is enabled.

gendial

Generates DTMF dialing tones.

Syntax

```
gendial <{0..9}|#|*>
```

Parameter	Description	User Accessible	Additional Restrictions
{0..9}	Generates the DTMF tone corresponding to telephone buttons 0-9.	✓	
#	Generates the DTMF tone corresponding to a telephone # button.	✓	
*	Generates the DTMF tone corresponding to a telephone * button.	✓	

Feedback Examples

- `gendial 2`
  returns
  `gendial 2`
  and causes the system to produce the DTMF tone corresponding to a telephone's 2 button

Limitations

None

Comments

None

gendialset

Gets or sets the option for DTMF (dual-tone multi-frequency) tones.

Syntax

```
gendialset <get|inband|outband|both>
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting	✓	
inband	Sets DTMF tones for in band.	✓	
outofband	Sets DTMF tones for out of band.	✓	
both	Sets DTMF tones for both in band and out of band.	✓	

Feedback Examples

- `gendialset get`
  returns
  `gendialset inband`
- `gendialset both`
  returns
  `gendialset both`
- `gendialset outofband`
  returns
  `gendialset outofband`

Limitations

None

Comments

None

generatetone

Turns the test tone on or off. The tone is used to check the monitor audio cable connections or to monitor the volume level.

Syntax

```
generatetone <on|off>
```

Parameter	Description	User Accessible	Additional Restrictions
on	Turns on the test tone.	✓	
off	Turns off the test tone.	✓	

Feedback Examples

- `generatetone on`
  returns
  `generatetone on`
  and the system produces a test tone

- `generatetone off`
  returns
  `generatetone off`
  and the system stops producing a test tone

Limitations

None

Comments

None

getcallstate

Gets the state of the calls in the current conference.

Syntax

```
getcallstate
```

User Accessible

Yes

Additional Restrictions

None

Feedback Examples

- ```
  getcallstate
  ```
  returns
  ```
  cs: call[34] speed[384] dialstr[192.168.1.101] state[connected]
  cs: call[1] inactive
  cs: call[2] inactive
  ```

Limitations

None

Comments

None

See Also

To register the shell session to receive notifications about call state activities, see the callstate command.

getconfiguredipaddress

Retrieves the currently configured IPv4 address from the system.

Syntax

`getconfiguredipaddress`

User Accessible

Yes

Additional Restrictions

None

Feedback Examples

- `getconfiguredipaddress`
  returns
  `getconfiguredipaddress 1.2.3.4`

Limitations

None

Comments

`getconfiguredipaddress` returns the currently configured IPv4 address of the system regardless of the status of the LAN connection. This differs from the `ipaddress get` command, which returns the current IP address of the system if it has an active LAN connection, else it returns 0.0.0.0.

The definition of "currently configured IPv4 address" depends on the IPv4 address configuration settings:

- If the IP address is set manually the configured IP address is returned, regardless of whether the LAN connection is currently active.
- If the IP address is obtained automatically, the currently-assigned address is returned, or 0.0.0.0 is returned if there is no active connection.

globaldir

Retrieves global directory entries. Polycom recommends that you use this command for the Global Directory. This command supports all global directory types, including GDS, Skype for Business, and LDAP.

Syntax

```
globaldir "search_string"
globaldir "search_string" "size"
globaldir entry "UID"
globaldir range "start_no" "end_no"
globaldir "search_string" range "start_no" "end_no"
```

Multi-Tiered Directory Commands

```
globaldir grouplist

globaldir grouplist "UID"

globaldir grouplist "UID" "search_string"

globaldir grouplist "UID" range "start_no" "end_no"

globaldir grouplist "UID" "search_string" range "start_no" "end_no"
```

Parameter	Description	User Accessible	Additional Restrictions
"search string"	The name or string to use for the search. If the string has a space, you must enclose it in quotations.	✓	
"size"	Specifies the maximum number of entries to return in the search.	✓	
entry	Retrieves information about a specific site.	✓	
grouplist	Retrieves the top tier of the group list when using a multi-tiered directory on Polycom® RealPresence® Resource Manager.	✓	
"UID"	Unique identifier associated with a site or group. For example: ldap#g#f82be96eea3bd644a1963dc7fdf45011 The complete UID must be specified.	✓	
range	Returns local directory entries numbered "start_no" through "stop_no". Requires two integers.	✓	

Parameter	Description	User Accessible	Additional Restrictions
"start_no"	Specifies the beginning of the range of entries to return.	✓	
"stop_no"	Specifies the end of the range of entries to return.	✓	

Feedback Examples

LDAP

- `globaldir sd 5`

  returns

  `globaldir 0. SD-Austin-01@polycom.com:`

  `ldap#g#840780b28ef4234f84f64298909aca07:site`

  `globaldir 1. SD-Austin-02@ polycom.com:`

  `ldap#g#8852f4c7cb6d9b4fab7e53e2730a5219:site`
  `globaldir 2. SD-Dallas-01@ polycom.com:`
  `ldap#g#83840767145bf04a9ce2b307af6d5688:site`
  `globaldir 3. SD-Dallas-02@ polycom.com:`
  `ldap#g#158aa86dd780ca4f8731fcfd627e05ad:site`
  `globaldir 4. SD-Houston-01@ polycom.com:`
  `ldap#g#e2859e0318bca145ba9b6f641e7f39d2:site`
  `globaldir 5. SD-Houston-02@ polycom.com:`
  `ldap#g#f82be96eea3bd644a1963dc7fdf45011:site`
  `globaldir sd 5 done`

- `globaldir sd`
  returns
  `globaldir 0. SD-Austin-01@polycom.com:`
  `ldap#g#840780b28ef4234f84f64298909aca07:site`
  `globaldir 1. SD-Austin-02@ polycom.com :`
  `ldap#g#8852f4c7cb6d9b4fab7e53e2730a5219:site`
  `through`
  `globaldir 401. SD-Wyoming-01@ polycom.com:`
  `ldap#g#3e98beb689622445af6f35bb0634ea02:site`
  `globaldir 402. SD-Wyoming-02@ polycom.com:`
  `ldap#g#81b735ce3111c445b85c0d0ddf3fd7a4:site`
  `globaldir sd done`

Skype for Business

- `globaldir HDX 3`
  returns
  `returns`
  `globaldir 0. HDX0, hdx0 WAVE5 : hdx0@wave5.eng:site`
  `globaldir 1. HDX1, hdx1 WAVE5 : hdx1@wave5.eng:site`
  `globaldir 2. HDX2, hdx2 WAVE5 : hdx2@wave5.eng:site`
  `globaldir HDX 3 done`

- `globaldir entry hdx3@wave5.eng`
  returns
  `globaldir 0. "HDX3, hdx3 WAVE5" sip_spd:Auto sip_num: hdx3@wave5.eng`
  `globaldir entry sdavis5@wave5.eng done`

GDS

- `globaldir gro 5`
  returns
  `globaldir 0. Group Conf Room : gds#485:site`
  `globaldir 1. Group Series 500 1: gds#484:site`
  `globaldir 2. Group Series 300 2 : gds#466:site`
  `globaldir 3. Group Series 700 3 : gds#512:site`
  `globaldir 4. GroupSeries Austin : gds#474:site`
  `globaldir 5. GroupSeries Boston : gds#394:site`

- `globaldir entry gds#485`
  returns
  `globaldir 0. " Group Conf Room " h323_spd:1024 h323_num:10.223.17.147`
  `h323_ext: : site`
  `globaldir entry gds#485 done`

RANGE

- `globaldir range 0 9`
  returns
  `globaldir 0. AUSTIN LAB : ldap#g#2f83d8e0542dc74fac5c2f6e55035cff:group`
  `globaldir 1. Admin Admin : ldap#g#589feda2e097073b52134c7984ca6b44:site`
  `globaldir 2. Admin2 Admin2 : ldap#g#e6b660a112b25d4cb2067243e73da458:site`
  `globaldir 3. Group Series : ldap#g#0410894cfa213c418df5bd1226d46491:group`
  `globaldir 4. GS700 : ldap#g#d62644529aae1643ac7b418b1e404fe4:site`
  `globaldir 5. HDX : ldap#g#011d8db58de14d48838549c5e0ec7465:group`
  `globaldir 6. HDX8000 : ldap#g#38317b15022dc94f83650937c8aa0a48:group`
  `globaldir 7. HDX9000 : ldap#g#5b97459113158744a3989d0bb40ce89e:group`
  `globaldir 8. HDX_MISC : ldap#g#2331576d60cf9948a09860946f38a42b:group`
  `globaldir 9. Sams 700 : ldap#g#35086aa0ecc9014facdcaa89bd34ccf6:site`
  `globaldir range 0 9 done`

- `globaldir gro range 0 9`
  returns
  `globaldir 0. Group GS700: ldap#g#35086aa0ecc9014facdcaa89bd34ccf6:site`
  `globaldir 1. Group 9006 : ldap#g#e64ffc28a13917488dec8ac97959c80f:site`
  `globaldir 2. Group GS300 : ldap#g#f7474445f7a8cc4d8221e7f452233446:site`
  `globaldir 3. Group GS700 : ldap#g#7922434fc77b6442bd74643f337f7a8e:site`
  `globaldir 4. Group HDX8006A : ldap#g#578b37ab9167d343853e4200145e119c:site`
  `globaldir 5. Group HDX8006B : ldap#g#2ce9b1cf64090e41a0b3e9b42a11edd5:site`
  `globaldir 6. Group HDX8006C : ldap#g#4275fd987e12e445bde9bcbb551dc7e8:site`
  `globaldir 7. Group HDX9004A : ldap#g#f3030565ec10bf4bbbfd1f77e1bdc483:site`
  `globaldir 8. Group HDX9004B : ldap#g#3e0b4c247225014682dbdebc5d6d935b:site`
  `globaldir 9. Group Saturn : ldap#g#5cb47f04e402d7478631ad45b5e6b493:site`
  `globaldir group range 0 9 done`

MULTI-TIERED DIRECTORY

- `globaldir grouplist`
  returns
  `globaldir 0. Admin Admin:ldap#g#589feda2e097073b52134c7984ca6b44:site`
  `globaldir 1. Admin2 Admin2:ldap#g#e6b660a112b25d4cb2067243e73da458:site`
  `globaldir 2. Group Series:ldap#g#0410894cfa213c418df5bd1226d46491:group`

```
globaldir 3. HDX:ldap#g#011d8db58de14d48838549c5e0ec7465:group
globaldir 4. HDX_MISC:ldap#g#2331576d60cf9948a09860946f38a42b:group
globaldir 5. Sams 9006:ldap#g#e64ffc28a13917488dec8ac97959c80f:site
globaldir 6. Sams Saturn:ldap#g#5cb47f04e402d7478631ad45b5e6b493:site
globaldir grouplist done
```

- ```
  globaldir grouplist ldap#g#011d8db58de14d48838549c5e0ec7465
  ```
  returns
  ```
  globaldir 0. HDX8000:ldap#g#38317b15022dc94f83650937c8aa0a48:group
  globaldir 1. HDX9000:ldap#g#5b97459113158744a3989d0bb40ce89e:group
  globaldir grouplist ldap#g#011d8db58de14d48838549c5e0ec7465 done
  ```

- ```
  globaldir grouplist ldap#g#0410894cfa213c418df5bd1226d46491 boston
  ```
  returns
  ```
  globaldir 0. Boston GS300:ldap#g#f7474445f7a8cc4d8221e7f452233446
  globaldir grouplist ldap#g#0410894cfa213c418df5bd1226d46491 boston done
  ```

- ```
  globaldir grouplist range 0 6
  ```
  returns
  ```
  globaldir 0. Admin Admin:ldap#g#589feda2e097073b52134c7984ca6b44:site
  globaldir 1. Admin2 Admin2:ldap#g#e6b660a112b25d4cb2067243e73da458:site
  globaldir 2. Group Series:ldap#g#0410894cfa213c418df5bd1226d46491:group
  globaldir 3. HDX:ldap#g#011d8db58de14d48838549c5e0ec7465:group
  globaldir 4. HDX_MISC:ldap#g#2331576d60cf9948a09860946f38a42b:group
  globaldir 5. Sams 9006:ldap#g#e64ffc28a13917488dec8ac97959c80f:site
  globaldir 6. Sams Saturn:ldap#g#5cb47f04e402d7478631ad45b5e6b493:site
  globaldir grouplist range 0 6 done
  ```

- ```
  globaldir grouplist ldap#g#0410894cfa213c418df5bd1226d46491 range 0 1
  ```
  returns
  ```
  globaldir 0. GS700:ldap#g#d62644529aae1643ac7b418b1e404fe4:group
  globaldir 1. Sams GS300:ldap#g#f7474445f7a8cc4d8221e7f452233446:site
  globaldir grouplist ldap#g#0410894cfa213c418df5bd1226d46491 range 0 1 done
  ```

- ```
  globaldir grouplist ldap#g#e6b660a112b25d4cb2067243e73da458 austin range 0 9
  ```
  returns
  ```
  globaldir 0. Austin 700 : ldap#g#35086aa0ecc9014facdcaa89bd34ccf6:site
  globaldir 1. Austin 9006 : ldap#g#e64ffc28a13917488dec8ac97959c80f:site
  globaldir 2. Austin GS300 : ldap#g#f7474445f7a8cc4d8221e7f452233446:site
  globaldir 3. Austin GS700 : ldap#g#7922434fc77b6442bd74643f337f7a8e:site
  globaldir 4. Austin HDX8006A :
  ldap#g#578b37ab9167d343853e4200145e119c:site
  globaldir 5. Austin HDX8006B :
  ldap#g#2ce9b1cf64090e41a0b3e9b42a11edd5:site
  globaldir 6. Austin HDX8006C :
  ldap#g#4275fd987e12e445bde9bcbb551dc7e8:site
  globaldir 7. Austin HDX9004A :
  ldap#g#f3030565ec10bf4bbbfd1f77e1bdc483:site
  globaldir 8. Austin HDX9004B :
  ldap#g#3e0b4c247225014682dbdebc5d6d935b:site
  globaldir 9. Austin Saturn : ldap#g#5cb47f04e402d7478631ad45b5e6b493:site
  globaldir grouplist ldap#g#e6b660a112b25d4cb2067243e73da458 austin range 0
  9 done
  ```

Limitations

None

Comments

Multi-tiered directory commands are supported only when using the LDAP function of RealPresence Resource Manager configured for multitiered directory.

Using multitiered directory commands on a system that does not support multitiered directory returns the following message: `error: command not supported in current configuration.`

h239enable

Gets or sets the H.239 People+Content setting.

Syntax

```
h239enable get
h239enable <yes|no>
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.	✓	
yes	Enables H.239 People+Content on the system.		
no	Disables H.239 People+Content on the system.		

Feedback Examples

- `h239enable yes`
  returns
  `h239enable yes`
- `h239enable no`
  returns
  `h239enable no`
- `h239enable get`
  returns
  `h239enable no`

Limitations

None

Comments

None

h323authenticate enable

Enables or disables H.323 authentication.

Syntax

`h323authenticate enable <get|true|false>`

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.		
true	Enables H.323 authentication.		
false	Disables H.323 authentication.		

Feedback Examples

- `h323authenticate enable get`
  returns
  `h323authenticate enable true`

- `h323authenticate enable true`
  returns
  `h323authenticate enable true`

- `h323authenticate enable false`
  returns
  `h323authenticate enable false`

Limitations

None

Comments

None

h323authenticate name

Sets the H.323 name to use to identify the system.

Syntax

```
h323authenticate name get
```

```
h323authenticate name "name"
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current H.323 name.		
True	The H.323 name to use to identify the system.		

Feedback Examples

- `h323authenticate name get`
  returns
  `h323authenticate name Administrator`

- `h323authenticate name Administrator`
  returns
  `h323authenticate name Administrator`

Limitations

None

Comments

None

h323authenticate password

Sets the password for H.323 authentication.

Syntax

`h323authenticate password set "password"`

Parameter	Description	User Accessible	Additional Restrictions
`"password"`	Password to use for H.323 authentication.		

Feedback Examples

● `h323authenticate password set Polycom`
returns
`h323authenticate password accepted`

Limitations

None

Comments

None

h323name

Gets or sets the system's H.323 name.

Syntax

```
h323name get
h323name set ["H.323name"]
```

Parameter	Description	User Accessible	Additional Restrictions
`get`	Returns the current setting.	✓	
`set`	Sets the H.323 name when followed by the "`H.323name`" parameter. To erase this setting, omit the "`H.323name`" parameter.		
"`H.323name`"	Character string specifying the H.323 name. Use quotation marks around strings that contain spaces. For example: "`RealPresence Group Series Demo`"		

Feedback Examples

- `h323name set My`
  returns
  `h323name my`

- `h323name set "RealPresence Group Series Demo"`
  returns
  `h323name "RealPresence Group Series Demo"`

- `h323name get`
  returns
  `h323name "RealPresence Group Series Demo"`

Limitations

None

Comments

None

hangup

Hangs up the current video call.

Syntax

```
hangup video ["callid"]
hangup all
```

Parameter	Description	User Accessible	Additional Restrictions
video	Disconnects the current video call. If the "callid" parameter is omitted, the system disconnects all video far sites in the call.	✓	
all	Disconnects all video and audio sites in the call.	✓	

Feedback Examples

- `hangup video`
  returns
  `hanging up video`

- `hangup video 42`
  returns
  `hanging up video`
  and disconnects the specified site, leaving other sites connected

- If `callstate register` is used for notifications,
  `hangup video 42`
  returns
  ```
  hanging up video
  cleared: call[42]
  dialstring[IP:192.168.1.101 NAME:RealPresence Group Series Demo]
  ended: call[42]
  ```
  and disconnects the specified site, leaving other sites connected

Limitations

None

Comments

After sending the `hangup` command, if registered for notification, the feedback response will notify that the call has ended. The feedback response can take up to 15 seconds.

hostname

Gets or sets the LAN host name, which is assigned to the system for TCP/IP configuration and can be used in place of an IP address when dialing IP calls.

Syntax

```
hostname get
hostname set ["hostname"]
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.		
set	Sets the system's LAN host name when followed by the "hostname" parameter.		
"hostname"	Character string specifying the LAN host name of the system. The LAN host name follows these format rules: Starts with a letter (A-a to Z-z). It is not case sensitive. Ends with a letter (A-a to Z-z) or a number (0 to 9). May include letters, numbers, and a hyphen. May not be longer than 63 characters. Note: The LAN host name is initialized during the setup wizard sequence. The LAN host name is the same as the system name, if the system name conforms to the rules above. If the system name does not conform to these rules, the invalid characters are removed from the system name.		

Feedback Examples

- `hostname set`
  returns
  `hostname ADMIN`

- `hostname set "My"`
  returns
  `hostname My`

- `hostname get`
  returns
  `hostname My`

Limitations

None

Comments

A LAN host name is required; it cannot be deleted or left blank.

After making a change, you must restart the system for the setting to take effect.

importdirectory

Imports local directory information in XML format.

Syntax

```
importdirectory
<import data line 1>
<import data line 2>
<import data line 3>
.
.
.
importcomplete
```

User Accessible

No

Additional Restrictions

None

Feedback Example

- `importdirectory`
  returns

```
<?xml version="1.0" encoding="UTF-8" ?>
<addresses>
<entrytype type="entry"  name="dawn" filename="dawn" uniqueid="local:26">
<address filename="dawn" langid="" displayname="dawn" name="dawn">
<h323 address="192.168.1.120"
speed="0"/>
<sip address="192.168.1.120"
 speed="0"/>
<category category="CONTACTS"/>
</address>
</entrytype>
<entrytype type="entry"  name="dawn " filename="dawn "
uniqueid="local:28">
<address filename="dawn
" langid="
" displayname="dawn
" name="dawn ">
<h323 address="192.168.1.120"
 speed="0"/>
<sip address="192.168.1.120"
 speed="0"/>
<category category="CONTACTS"/>
</address>
</entrytype>
<address filename="test
" langid="
" displayname="test
" name="test ">
<multisitename meeting_name="test " />
<multisitespeed meeting_speed="auto"/>
<multisitename0 site_name_0="dawn "/>
<mulitsitetype0 site_type_0="2" type_0="1000"/>
<mulitsiteprefcalltype0 pref_call_type_0="H323"/>
<multisiteuniqueid0 unique_id_0="local:28"/>
```

```
<multisitename1 site_name_1="dawn2 "/>
<mulitsitetype1 site_type_1="2" type_1="1000"/>
<mulitsiteprefcalltype1 pref_call_type_1="H323"/>
<multisiteuniqueid1 unique_id_1="local:30"/>
<multisitename2 site<?xml version="1.0" encoding="UTF-8" ?>
<addresses>
<entrytype type="entry"  name="dawn" filename="dawn" uniqueid="local:26">
<address filename="dawn
" langid="
" displayname="dawn
" name="dawn">
<h323 address="192.168.1.120"
 speed="0"/>
<sip address="192.168.1.120"
 speed="0"/>
<category category="CONTACTS"/>
</address>
</entrytype>
<entrytype type="entry"  name="dawn " filename="dawn "
uniqueid="local:28">
<address filename="dawn
" langid="
" displayname="dawn
" name="dawn ">
<h323 address="192.168.1.120"
 speed="0"/>
<sip address="192.168.1.120"
 speed="0"/>
<category category="CONTACTS"/>
</address>
</entrytype>
<address filename="test
" langid="
" displayname="test
" name="test ">
<multisitename meeting_name="test " />
<multisitespeed meeting_speed="auto"/>
<multisitename0 site_name_0="dawn "/>
```

```
<mulitsitetype0 site_type_0="2" type_0="1000"/>
<mulitsiteprefcalltype0 pref_call_type_0="H323"/>
<multisiteuniqueid0 unique_id_0="local:28"/>
<multisitename1 site_name_1="dawn2 "/>
<mulitsitetype1 site_type_1="2" type_1="1000"/>
<mulitsiteprefcalltype1 pref_call_type_1="H323"/>
<multisiteuniqueid1 unique_id_1="local:30"/>
<multisitename2 site_name_2="dawn3 "/>
<mulitsitetype2 site_type_2="2" type_2="1000"/>
<mulitsiteprefcalltype2 pref_call_type_2="H323"/>
<multisiteuniqueid2 unique_id_2="local:29"/>
</address>
</entrytype>
<entrytype type="group"  name="test1" filename="test1"
uniqueid="local:38">
<address filename="test1
" langid="
" displayname="test1
" name="test1">
<multisitename meeting_name="test1" />
<multisitespeed meeting_speed="auto"/>
</address>
</entrytype>
</addresses>_name_2="dawn3 "/>
<mulitsitetype2 site_type_2="2" type_2="1000"/>
<mulitsiteprefcalltype2 pref_call_type_2="H323"/>
<multisiteuniqueid2 unique_id_2="local:29"/>
</address>
</entrytype>
<entrytype type="group"  name="test1" filename="test1"
uniqueid="local:38">
<address filename="test1
" langid="
" displayname="test1
" name="test1">
<multisitename meeting_name="test1" />
<multisitespeed meeting_speed="auto"/>
</address>
```

```
    </entrytype>

    </addresses>
```

● importcomplete
returns
```
import succeeded
```

Limitations

None

Comments

A restart of the system is required after successfully importing directory information and occurs automatically after the import is complete.

When importing XML-formatted data, the imported data must be in the same format as was obtained from the system through the `exportdirectory` command or the export directory utility in the web interface. When importing data back into the system, use the data in its entirety (not edited in any form). The system may use the checksum utility to verify of integrity of the data when it is imported back into the system.

Duplicate entries are overwritten; other entries in the imported directory are added into the system's local directory.

All of the lines entered into the session after `importdirectory` is issued are interpreted as directory data.

You must include the `importcomplete` command as the last entry. Issuing the `importcomplete` command on its own line indicates that the directory import is complete.

If no data is received for 60 seconds during import, the import ends, and an `importdirectory timed out` error response is sent to the API session. All previous data entered is ignored.

Attempts to export and import directory information between different systems might fail. The message `import failed` indicates that the system was not able to import the information.

See Also

See the exportdirectory command.

importprofile

Imports system and user profile information in a CSV format. The input is submitted through the telnet or serial port.

Syntax

```
importprofile
<import data line 1>
<import data line 2>
<import data line 3>
. . .
importcomplete
```

User Accessible

No

Additional Restrictions

None

Feedback Example

- `importprofile`

  returns

  ```
  import started
  profileversion,0.2
  system.info.eulafile,eula
  system.info.hardwareversion,9
  system.info.humanreadablemodel,RealPresence Group 500
  system.info.humanreadableplatform,GROUPSERIES
  system.info.humanreadableversion,Dev - 4.1.3-0
  system.info.plcmstandardversion,Dev - 4.1.3-0
  system.info.serialnumber,8213130FE433CV
  audio.lineIO.lineinechocanceller,"False"
  audio.volume.speakervolume,"46"
  comm.Firewall.fixedportstcphigh,"3241"
  comm.Firewall.fixedportsudphigh,"3301"
  comm.NICs.H323Nic.h323extension,"177704997"
  comm.NICs.H323Nic.h323name,"Group Series 177704997"
  comm.NICs.SipNic.bfcptransportprotocol,"Prefer_UDP"
  comm.NICs.SipNic.thirdpartyinterop.ocs.sipuuid,"d503b976-c62f-5484-82c0-6
  4a47963    18d1"
  comm.Qos.tos.tosaudio,"5"
  comm.Qos.tos.tosfecc,"3"
  comm.Qos.tos.tosoam,"0"
  comm.Qos.tos.tosvideo,"4"
  location.country,"United States"
  location.language,"ENGLISHUS"
  pm.monRoleAuto,"True"
  pm.monitor[1].enable,"True"
  softupdate.url,"http://builds.softupdate.com/~test/softupdate      /"
  sourceman.camera[1].autowhitebalancegainb,"33"
  sourceman.camera[1].autowhitebalancegainr,"37"
  sourceman.camera[1].backlightcomp,"False"
  sourceman.camera[1].brightness,"11"
  sourceman.camera[1].contrast,"13"
  sourceman.camera[1].name,"Main"
  sourceman.camera[1].role,"People"
  ```

```
sourceman.camera[1].saturation,"6"

sourceman.camera[1].sharpness,"3"

sourceman.camera[1].videoquality,"Sharpness"

sourceman.camera[1].whitebalancemode,"atw"

video.monitor[1].Resolution,"1920x1080p 60Hz"

video.monitor[2].Resolution,"1920x1080p 60Hz"


importcomplete


importprofile succeeded
```

Limitations

None

Comments

When importing profile data, the imported data must be in the same format as was obtained from the system using the `exportprofile` command or the export profile utility in the web interface. When importing profile data back into the system, use the data in its entirety (not edited in any form). The system may use the checksum utility to verify of integrity of the data when it is imported back into the system.

`importprofile done` indicates that all the profile data has been imported.

When the system uses the Maximum security profile, this command is available only to Administrators.

A restart of the system is required after successfully importing system and user profile information and occurs automatically after the import is complete.

You must include the `importcomplete` command as the last entry. Issuing the `importcomplete` command on its own line indicates that the profile import is complete. If no data is received for 60 seconds during import, the import ends, and an `importprofile timed out` error response displays. All previous data entered is ignored.

The system might not allow certain parameters, such as passwords or software build information, to be updated during the import process. Logs messages indicate if a parameter is ignored during the import process.

Exporting a profile on one system model and importing the profile on another model is not supported. Attempts to export and import profile information between different systems might also fail. The message `importprofile failed` indicates that the system was not able to import the information.

See Also

See the exportprofile command.

ipaddress

Gets or sets the LAN IP address (IPv4) of the system.

Syntax

```
ipaddress get
ipaddress set "xxx.xxx.xxx.xxx"
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.	✓	
set	Sets the LAN IP address to the "xxx.xxx.xxx.xxx" parameter. This setting can only be changed when DHCP is off.		
"xxx.xxx.xxx.xxx"	IP address of the system.		

Feedback Examples

- `ipaddress set 192.168.1.101`
  returns
  `ipaddress 192.168.1.101`
- `ipaddress get`
  returns
  `ipaddress 192.168.1.101`

Limitations

None

Comments

Use this command when you need to allocate a static IP address to your system.

After making a change, you must restart the system for the setting to take effect.

lanport

Gets or sets the LAN port settings of the system.

Syntax

`lanport <get|auto|10hdx|10fdx|100hdx|100fdx|1000hdx|1000fdx>`

Parameter	Description	User Accessible	Additional Restrictions
`get`	Returns the current setting.	✓	

`auto|10hdx|10fdx|`
`100hdx|100fdx|`
`1000hdx|1000fdx`
	Sets the LAN speed and duplex mode. This parameter is not allowed while in a call.
	`auto`: Automatically negotiates the LAN speed and duplex mode.
	`10hdx`: 10 Mbps, half duplex
	`10fdx`: 10 Mbps, full duplex
	`100hdx`: 100 Mbps, half duplex
	`100fdx`: 100 Mbps, full duplex
	`1000hdx`: 1000 Mbps, half duplex
	`1000fdx`: 1000 Mbps, full duplex		

Feedback Examples

- `lanport auto`
  returns
  `lanport auto`
  `restart system for changes to take effect. restart now? <y,n>`
- `lanport get`
  returns
  `lanport auto`

Limitations

None

Comments

After making a change, you are prompted to restart the system.

ldapauthenticationtype

Gets or sets the authentication type required to authenticate with an LDAP server.

Syntax

```
ldapauthenticationtype get
ldapauthenticationtype set <anonymous|basic>
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.		
set	Sets the authentication type of an LDAP server. Note: This parameter does not change the setting on the server. Instead, this parameter changes how the Polycom system recognizes the server.		
anonymous	Specifies "anonymous" as the authentication type of an LDAP server.		
basic	Specifies "basic" as the authentication type of an LDAP server.		
ntlm	Specifies "ntlm" as the authentication type of an LDAP server. This is the default setting.		

Feedback Examples

- `ldapauthenticationtype get`
  returns
  `ldapauthenticationtype anonymous`
- `ldapauthenticationtype set basic`
  returns
  `ldapauthenticationtype basic`
- `ldapauthenticationtypeset ntlm`
  returns
  `ldapauthenticationtype ntlm`

Limitations

None

Comments

None

ldapbasedn

Gets or sets the base distinguished name (DN) of an LDAP server.

Syntax

```
ldapbasedn get
ldapbasedn set ["base dn"]
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.		
set	Sets the base DN of an LDAP server. To erase the current setting, omit the "base dn" parameter. Note: This parameter does not change the setting on the server. Instead, this parameter changes how the Polycom system recognizes the server.		
"base dn"	Specifies the base DN of an LDAP server. Valid characters include: Unicode (ISO-10646) characters, including IA5/ASCII characters and extended characters such as é, Ø, and å.		

Feedback Examples

- `ldapbasedn get`
  returns
  `ldapbasedn dc=hardware,dc=domain,dc=Polycom,dc=com`
  where:
  `dc`=domain component
- `ldapbasedn set dc=software,dc=domain,dc=Polycom,dc=com`
  returns
  `ldapbasedn dc=software,dc=domain,dc=Polycom,dc=com`
  where:
  `dc`=domain component

Limitations

None

Comments

None

ldapbinddn

Gets or sets the bind DN for LDAP Simple Authentication.

Syntax

```
ldapbinddn get
ldapbinddn set ["bind dn"]
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.		
set	Sets the bind DN for LDAP Simple Authentication. To erase the current setting, omit the "bind dn" parameter. Note: This parameter does not change the setting on the server. Instead, this parameter changes how the Polycom system recognizes the server.		
"bind dn"	Specifies the bind DN of an LDAP server. Valid characters include: Unicode (ISO-10646) characters, including IA5/ASCII characters and extended characters such as é, Ø, and å.		

Feedback Examples

- ```
  ldapbinddn get
  ```
  returns
  ```
  ldapbinddn cn=plcm admin1,ou=plcmsupport,ou=plcmhelp,
  dc=hardware,dc=domain,dc=polycom,dc=com
  ```
  where:
  ```
  cn=common name
  ou=organizational unit
  dc=domain component
  ```

- ```
  ldapbinddn set cn=plcm admin2,ou=plcmaccounts,ou=plcmservice,
  dc=hardware,dc=domain,dc=polycom,dc=com
  ```
  returns
  ```
  ldapbinddn cn=plcm admin2,ou=plcmaccounts,ou=plcmservice,
  dc=hardware,dc=domain,dc=polycom,dc=com
  ```
  where:
  ```
  cn=common name
  ou=organizational unit
  dc=domain component
  ```

Limitations

None

Comments

None

ldapdirectory

Gets or sets the LDAP directory server setting.

Syntax

```
ldapdirectory <get|yes|no>
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.	✓	
yes	Enables the LDAP directory server.		
no	Disables the LDAP directory server. This is the default setting.		

Feedback Examples

- `ldapdirectory get`
  returns
  `ldapdirectory yes`

- `ldapdirectory no`
  returns
  `ldapdirectory no`

Limitations

None

Comments

Each Polycom system supports a single global directory server at any given time. Therefore, enabling the LDAP directory server automatically disables any other global directory server, such as the Polycom GDS directory server, that is enabled.

If the Polycom GDS directory server and another directory server are defined on the system, the Polycom GDS directory server becomes the default directory server after upgrading the system software.

ldapntlmdomain

Gets or sets the domain in which authentication takes place in the Active Directory server.

Syntax

```
ldapntlmdomain get
ldapntlmdomain set ["domain"]
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.		
set	Sets the domain in which authentication takes place in the Active Directory server. To erase the current setting, omit the "domain" parameter. Note: This parameter does not change the setting on the server. Instead, this parameter changes how the Polycom system recognizes the server.		
"domain"	Specifies the domain in which authentication takes place in the Active Directory server. Valid characters include: 0 through 9, a through z, A through Z, hyphen (-), and period (.) Note: The domain name cannot begin or end with a hyphen or a period.		

Feedback Examples

- `ldapntlmdomain get`
  returns
  `ldapntlmdomain AUSTIN`

- `ldapntlmdomain set ANDOVER`
  returns
  `ldapntlmdomain ANDOVER`

Limitations

None

Comments

None

ldappassword

Sets the password for Simple or NT LAN Manager (NTLM) authentication of an LDAP server.

Syntax

`ldappassword set ["password"]`

Parameter	Description	User Accessible	Additional Restrictions
set	Sets the password for Simple authentication of an LDAP server. To erase the current setting, omit the "password" parameter. Note: This parameter does not change the setting on the server. Instead, this parameter changes how the Polycom system recognizes the server.		
ntlm	Specifies setting the password for NTLM authentication of an LDAP server.		
basic	Specifies setting the password for Simple authentication of an LDAP server.		
"password"	Specifies the password for Simple or NTLM authentication of an LDAP server. Valid characters include: Unicode (ISO-10646) characters, including IA5/ASCII characters and extended characters such as é, Ø, and å. Note: The server administrator may specify additional restrictions for password creation.		

Feedback Examples

- `ldappassword set ntlm P!cmp@s5wd`
  returns
  `ldappassword NTLM P!cmp@s5wd`
- `ldappassword set basic P0!yc0mp@s5`
  returns
  `ldappassword BASIC P0!yc0mp@s5`

Limitations

None

Comments

None

ldapserveraddress

Gets or sets the LDAP server address.

Syntax

```
ldapserveraddress get
ldapserveraddress set ["address"]
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.		
set	Sets the IP address or the DNS name of an LDAP server. To erase the current setting, omit the "address" parameter. Note: This parameter does not change the setting on the server. Instead, this parameter changes how the Polycom system recognizes the server.		
"address"	Specifies the IP address or the DNS name of an LDAP server. The DNS name requires alphanumeric characters. Valid characters include: 0 through 9 a through z A through Z - Note: The "-" character cannot be used as the first or last character in the DNS name.		

Feedback Examples

- `ldapserveraddress get`
  returns
  `ldapserveraddress hardware.domain.polycom.com`
- `ldapserveraddress set software.domain.polycom.com`
  returns
  `ldapserveraddress software.domain.polycom.com`

Limitations

None

Comments

None

ldapserverport

Gets or sets the port number of an LDAP server.

Syntax

```
ldapserverport get
ldapserverport set ["port number"]
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.		
set	Sets the port number of an LDAP server. To erase the current setting, omit the "port number" parameter. Note: This parameter does not change the setting on the server. Instead, this parameter changes how the Polycom system recognizes the server.		
"port number"	Specifies the port number of an LDAP server. The default setting is 389.		

Feedback Examples

- ```
  ldapserverport get
  ```
  returns
  ```
  ldapserverport 389
  ```
- ```
  ldapserverport set 636
  ```
  returns
  ```
  ldapserverport 636
  ```

Limitations

None

Comments

None

ldapsslenabled

Gets or sets the Secure Sockets Layer (SSL)/Transport Layer Security (TLS) encryption state for LDAP operations.

Syntax

```
ldapsslenabled get
ldapsslenabled set [on|off]
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.		
set	Sets the SSL encryption state for LDAP operations. Note: This parameter does not change the setting on the server. Instead, this parameter changes how the Polycom system recognizes the server.		
on	Specifies "on" as the encryption state for LDAP operations. This is the default setting.		
off	Specifies "off" as the encryption state for LDAP operations.		

Feedback Examples

- `ldapsslenabled get`
  returns
  `ldapsslenabled off`
- `ldapsslenabled set on`
  returns
  `ldapsslenabled on`

Limitations

None

Comments

None

ldapusername

Gets or sets the user name for NTLM authentication of an LDAP server.

Syntax

```
ldapusername get
ldapusername set ["user name"]
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.		
set	Sets the user name for NTLM authentication of an LDAP server. To erase the current setting, omit the "user name" parameter. Note: This parameter does not change the setting on the server. Instead, this parameter changes how the Polycom system recognizes the server.		
"user name"	Specifies the user name for NTLM authentication of an LDAP server. Valid characters include: Unicode (ISO-10646) characters, including IA5/ASCII characters and extended characters such as é, Ø, and å.		

Feedback Examples

- `ldapusername get`
  returns
  `ldapusername jpolycom`
- `ldapusername set mpolycom`
  returns
  `ldapusername mpolycom`

Limitations

None

Comments

None

listen

Registers the API session to listen for incoming video calls or system sleep/awake state, and provide notification when the registered state occurs.

Syntax

```
listen <video|sleep>
```

Parameter	Description	User Accessible	Additional Restrictions
video	Instructs the session to listen for incoming video calls. When this event occurs, the message "listen video ringing" is received.	✓	
sleep	Instructs the session to listen for when the system goes into sleep mode. When this event occurs, the message "listen going to sleep" is received. When the system wakes up, the message "listen waking up" is received. Deprecated. Polycom recommends using sleep register instead of this command.	✓	

Feedback Examples

- `listen sleep`
  returns
  `listen sleep registered`
  to acknowledge that the session is now registered to listen for sleep mode

- `listen video`
  returns
  `listen video registered`
  to acknowledge that the session is now registered to listen for incoming video calls

Limitations

None

Comments

None

localdir

Retrieves local directory entries (favorites).

Syntax

```
localdir <all>
localdir <search string>
localdir <search string> <size>
localdir entry <UID>
localdir range "start number" "end number"
localdir <search string> range "start number" "end number"
localdir grouplist
localdir grouplist <UID>
localdir grouplist <UID> <search string>
localdir grouplist range "start number" "end number"
```

Parameter	Description	User Accessible	Additional Restrictions
`*`	Returns all site and group entries from the local directory in flat list form.	✓	
`search string`	The name or string to use for the search. If the string has a space you must enclose it in quotations.	✓	
`size`	Specifies the maximum number of entries to return in the search.	✓	
`entry`	Retrieves information about a specific site when using a site UID.	✓	
`UID`	Unique identifier associated with a site or group. The UID is the second part of the returned response that follows the colon (":"). You must use the complete UID.	✓	
`grouplist`	Displays entries in the specified group. Using this parameter alone retrieves the top group tier, including entries.	✓	
`grouplist<UID>`	Retrieves a list of sites and groups in the specified group.	✓	
`grouplist<UID> <search string>`	Retrieves directories that match the string inside of the specified group.	✓	
`range`	Returns directory entries in the range specified.	✓	

Parameter	Description	User Accessible	Additional Restrictions
"start_no"	Specifies the beginning of the range of entries to return.	✓	
"stop_no"	Specifies the end of the range of entries to return.	✓	

Feedback Examples

- ```
  localdir sd 5
  ```
  returns
  ```
  localdir 0. SD-Austin-01@polycom.com:

  local#840780b28ef4234f84f64298909aca07:site

  localdir 1. SD-Austin-02@polycom.com:

  local#8852f4c7cb6d9b4fab7e53e2730a5219:site

  localdir 2. SD-Dallas-01@polycom.com:

  local#83840767145bf04a9ce2b307af6d5688:site

  localdir 3. SD-Dallas-02@polycom.com:

  local#158aa86dd780ca4f8731fcfd627e05ad:site

  localdir 4. SD-Houston-01@polycom.com:

  local#e2859e0318bca145ba9b6f641e7f39d2:site

  localdir 5. SD-Houston-02@polycom.com:

  local#f82be96eea3bd644a1963dc7fdf45011:site

  localdir sd 5 done
  ```
- ```
  localdir entry ldap#g#8852f4c7cb6d9b4fab7e53e2730a5219
  ```
  returns
  ```
  localdir 0. "SD-Austin-02@polycom.com" sip_spd:Auto
  sip_num:sip:SEA18-09.106@vtc.austin.com:site

  localdir 1. "SD-Austin-02@polycom.com"h323_spd:Autoh323_num:

  h323_ext:12067406489:site

  localdir entry ldap#g#8852f4c7cb6d9b4fab7e53e2730a5219 done
  ```
- ```
  localdir grouplist
  ```
  returns
  ```
  localdir 0. Admin Admin:ldap#g#589feda2e097073b52134c7984ca6b44:site
  ```
- ```
  localdir 1. Admin2 Admin2:ldap#g#e6b660a112b25d4cb2067243e73da458:site
  ```
- ```
  localdir 2. Group Series:ldap#g#0410894cfa213c418df5bd1226d46491:group
  ```
- ```
  localdir 3. HDX:ldap#g#011d8db58de14d48838549c5e0ec7465:group
  ```
- ```
  localdir 4. HDX_MISC:ldap#g#2331576d60cf9948a09860946f38a42b:group
  ```
- ```
  localdir 5. Sams 9006:ldap#g#e64ffc28a13917488dec8ac97959c80f:site
  ```
- ```
  localdir 6. Sams Saturn:ldap#g#5cb47f04e402d7478631ad45b5e6b493:site
  ```

- `localdir grouplist done`

Limitations

None

Comments

None

loglevel

Gets or sets the minimum log level of messages stored in the system's flash memory.

Syntax

```
loglevel get
loglevel set <debug|info|warning|error|critical>
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.		
set	Sets the debug level.		
debug	Sets debug level to log all messages. The default.		
info	Sets debug level to log all informational messages		
warning	Sets debug level to log all informational and warning messages		
error	Sets debug level to log all informational, warning, and error messages		
critical	Sets debug level to log all informational, warning, error, and critical messages		

Feedback Examples

- `loglevel get`
  returns
  `loglevel info`
- `loglevel set warning`
  returns
  `loglevel warning`
- `loglevel set error`
  returns
  `loglevel error`

Limitations

None

Comments

`warning` logs the fewest number of messages.

Polycom recommends leaving this setting at the default value of `debug`.

lyncdirectory

Gets or sets the options for the Microsoft directory service.

Syntax

```
lyncdirectory <get|on|off|status>
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.	✓	
on	Enables the Microsoft global directory service.	✓	
off	Disables the Microsoft global directory service.	✓	
status	Returns the current registration status of the Microsoft directory service.	✓	

Feedback Examples

- `lyncdirectory get`
  returns
  `lyncdirectory off`
- `lyncdirectory on`
  returns
  `lyncdirectory on`
- `lyncdirectory off`
  returns
  `lyncdirectory off`
- `lyncdirectory status`
  returns
  `lyncdirectory online`

Limitations

None

Comments

You can enable only one directory service at a time.

maxtimeincall

Gets or sets the maximum number of minutes allowed for call length.

Syntax

```
maxtimeincall get
maxtimeincall set [{0..2880}]
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.	✓	
set	Sets the maximum time for calls when followed by a parameter from `{0..2880}`. To erase the current setting, omit the time parameter or set it to `0`. The call will then stay up indefinitely.		
{0..2880}	Maximum call time in minutes. Must be an integer in the range `{0..2880}`. The value in minutes will be rounded up to hours in the system, the valid hour values are 1_hour, 2_hours to 12_hours, 24_hours and 48_hours.		

Feedback Examples

- `maxtimeincall set`
  returns
  `maxtimeincall <empty>`

- `maxtimeincall set 180`
  returns
  `maxtimeincall 180`

- `maxtimeincall get`
  returns
  `maxtimeincall 180`

Limitations

None

Comments

When the time has expired in a call, a message asks you if you want to hang up or stay in the call. If you do not answer within one minute, the call automatically disconnects.

monitor1screensaveroutput

Gets the current setting or sets whether to send either black video or "No Signal" to Monitor 1 when the screen saver activates.

Syntax

```
monitor1screensaveroutput <get|black|no_signal>
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.	✓	
black	Sends black video to Monitor 1 when the system goes to sleep and the screen saver activates.		
no_signal	Sends no signal to Monitor 1 when the system goes to sleep and the screen saver activates.		

Feedback Examples

- `monitor1screensaveroutput black`
  returns
  `monitor1screensaveroutput black`

- `monitor1screensaveroutput no_signal`
  returns
  `monitor1screensaveroutput no_signal`

- `monitor1screensaveroutput get`
  returns
  `monitor1screensaveroutput no_signal`

Limitations

None

Comments

Setting Monitor 1 automatically sets Monitor 2 to the same setting.

See Also

See the monitor2screensaveroutput command.

monitor2screensaveroutput

Gets the current setting or sets whether to send either black video or "No Signal" to Monitor 2 when the screen saver activates.

Syntax

```
monitor2screensaveroutput <get|black|no_signal>
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.	✓	
black	Sends black video to Monitor 2 when the system goes to sleep and the screen saver activates.		
no_signal	Sends no signal to Monitor 2 when the system goes to sleep and the screen saver activates.		

Feedback Examples

- `monitor2screensaveroutput black`
  returns
  `monitor2screensaveroutput black`
- `monitor2screensaveroutput no_signal`
  returns
  `monitor2screensaveroutput no_signal`
- `monitor2screensaveroutput get`
  returns
  `monitor2screensaveroutput no_signal`

Limitations

The `monitor2screensaveroutput` command is not supported on RealPresence Group 300 and 310 systems.

Comments

Setting Monitor 2 automatically sets Monitor 1 to the same setting.

See Also

See the monitor1screensaveroutput command.

mpautoanswer

Gets or sets the Auto Answer Multipoint mode, which determines how the system will handle an incoming call in a multipoint video conference.

Syntax

```
mpautoanswer <get|yes|no|donotdisturb>
```

Parameter	Description	User Accessible	Additional Restrictions
`get`	Returns the current setting.	✓	
`yes`	Connects incoming video calls automatically. The screen will split into a multipoint call progress screen as the incoming call is answered.		User role has access only if the **Allow Access to User Settings** option in the local or web interface is enabled. See the *Polycom RealPresence Group Series Administrator Guide* for more information.
`no`	For an incoming video call, the user will be notified and given the choice to answer the call. If the user selects Yes, the call is added to the ongoing conference. If the user selects No, the call is rejected. The default is No.		
`donotdisturb`	The user is not notified of incoming video calls. The sites that placed the calls receive a Call Rejected (H.323) code.		

Feedback Examples

- `mpautoanswer yes`
  returns
  `mpautoanswer yes`

- `mpautoanswer no`
  returns
  `mpautoanswer no`

- `mpautoanswer get`
  returns
  `mpautoanswer no`

- `mpautoanswer donotdisturb`
  returns
  `mpautoanswer donotdisturb`

Limitations

The `mpautoanswer` command is not supported on RealPresence Group 300 and 310 systems.

Comments

If `mpautoanswer` is set to `no` or `donotdisturb`, you must rely on API session notifications to answer inbound calls.

mpmode

Gets or sets the multipoint conference viewing mode for the system in a multipoint call. The multipoint mode can be set to auto, discussion, presentation, or fullscreen. By default, it is set to auto.

Syntax

`mpmode <get|auto|discussion|presentation|fullscreen>`

Parameter	Description	User Accessible	Additional Restrictions
`get`	Returns the current setting.	✓	
`auto`	In Auto mode, the system switches between Full Screen Mode and Discussion mode, depending on the interaction between the sites. If one site is talking uninterrupted for 15 seconds or more, the speaker appears full screen.	✓	
`presentation`	In Presentation mode, the person who is speaking appears full screen to the far sites, while the person who is speaking sees all the other sites on a split screen.	✓	
`discussion`	In Discussion mode (also called Continuous Presence mode), every site sees all the sites in the meeting at the same time, on a split screen.	✓	
`fullscreen`	In Full Screen mode, every site in the call sees the current speaker, or the latest person to speak, on the full screen.	✓	

Feedback Examples

- `mpmode auto`
  returns
  `mpmode auto`
- `mpmode discussion`
  returns
  `mpmode discussion`
- `mpmode get`
  returns
  `mpmode discussion`

Limitations

None

Comments

This option is not available unless the multipoint option is enabled.

What you see during a multipoint call can depend on many factors such as the system's monitor configuration, the number of sites in the call, whether content is shared, and whether dual monitor emulation is used.

mute

Gets or sets the near or far site mute settings.

Syntax

```
mute <register|unregister>
mute near <get|on|off|toggle>
mute far get
```

Parameter	Description	User Accessible	Additional Restrictions
register	Registers to receive notification when the mute mode changes.	✓	
unregister	Disables register mode.	✓	
near	Sets the command for the near site. Requires on, off, toggle, or get.	✓	
get	Returns the current setting for the near or far site.	✓	
on	Mutes the near site (mute near on).	✓	
off	Unmutes the near site (mute near off).	✓	
toggle	If mute near mode is mute near on, this switches to mute near off, and vice versa.	✓	
far	Returns the mute state of the far site system. Requires the parameter get.	✓	

Feedback Examples

- `mute register`
  returns
  `mute registered`
- `mute near on`
  returns
  `mute near on`
- `mute far get`
  returns
  `mute far off`

Limitations

None

Comments

In register mode, the system sends notification to the API session when the far or near site is muted or unmuted.

muteautoanswer

Gets or sets the Mute Auto Answer Calls mode. When this setting is selected, the microphone is muted to prevent the far site from hearing the near site when the system answers automatically.

Syntax

```
muteautoanswer <get|yes|no>
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.	✓	
yes	Enables Mute Auto Answer Calls mode. The microphone will be muted when the system receives a call while in Auto Answer mode.		User role has access only if the **Allow Access to User Settings** option in the local or web interface is enabled. See the *Polycom RealPresence Group Series Administrator Guide* for more information.
no	Disables Mute Auto Answer Calls mode. The microphone will not be muted when the system receives a call while in Auto Answer mode.		

Feedback Examples

- `muteautoanswer yes`
  returns
  `muteautoanswer yes`
- `muteautoanswer no`
  returns
  `muteautoanswer no`
- `muteautoanswer get`
  returns
  `muteautoanswer no`

Limitations

None

Comments

None

natconfig

Gets or sets the NAT configuration.

Syntax

```
natconfig <get|auto|manual|off>
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.		
auto	Specifies that the system is behind a NAT; specifies that the system will automatically discover the public (WAN) address.		
manual	Specifies that the system is behind a NAT. Requires the WAN address to be assigned using the wanipaddress command on page 389.		
off	Disables the option when the system is not behind a NAT.		

Feedback Examples

- `natconfig auto`
  returns
  `natconfig auto`

- `natconfig manual`
  returns
  `natconfig manual`

- `natconfig off`
  returns
  `natconfig off`

- `natconfig get`
  returns
  `natconfig off`

Limitations

None

Comments

None

nath323compatible

Gets or sets the **NAT is H.323 Compatible** setting.

Syntax

```
nath323compatible <get|yes|no>
```

Parameter	Description	User Accessible	Additional Restrictions
`get`	Returns the current setting.		
`yes`	Specifies that NAT is capable of translating H.323 traffic.		
`no`	Specifies that NAT is not capable of translating H.323 traffic.		

Feedback Examples

- `nath323compatible yes`
  returns
  `nath323compatible yes`
- `nath323compatible no`
  returns
  `nath323compatible no`
- `nath323compatible get`
  returns
  `nath323compatible no`

Limitations

None

Comments

None

nearloop

Activates or deactivates the Near End Loop test.

Syntax

```
nearloop <on|off>
```

Parameter	Description	User Accessible	Additional Restrictions
on	Activates the Near End Loop, a complete internal test of the system.	✓	
off	Deactivates the Near End Loop.	✓	

Feedback Examples

- `nearloop on`
  returns
  `nearloop on`
- `nearloop off`
  returns
  `nearloop off`

Limitations

None

Comments

When Near End Loop is on, you can test the encoder/decoder on the system. This test is not available when you are in a call.

netstats

Returns network statistics for each call connection.

Syntax

```
netstats [{0..n}]
```

Parameter	Description	User Accessible	Additional Restrictions
{0..n}	Call in a multipoint call, where n is the maximum number of calls supported by the system. 0 is the first site connected. If no call is specified, netstats returns information about the near site.	✓	

Feedback Examples

- `netstats 0`
  returns
  ```
  call:0 txrate:128 K rxrate:128 K pktloss:0 %pktloss:0.0%
  tvp:H.263 rvp:H.263 tvf:CIF rvf:CIF tap:G.722.1 rap:G.722.
  1 tcp:H.323 rcp:H.323 tcp:- rcp:-- tcf:-- rcf:H.239
  ```
  where:
  ```
  txrate = transmit clock rate
  rxrate = receive clock rate
  pktloss = number of packet loss/errors
  %pktloss = percentage of packet loss/errors
  tvp = transmit video protocol
  rvp = receive video protocol
  tvf = transmit video format
  rvf = receive video format
  tap = transmit audio protocol
  rap = receive audio protocol
  tcp = transmit comm protocol
  rcp = receive comm protocol
  tcp = transmit content protocol
  rcp = receive content protocol
  tcf = transmit content format
  rcf = receive content format
  ```

Limitations

None

Comments

Both `pktloss` and `%pktloss` report only numbers related to packet loss on the transmit. These numbers are not affected by packet loss on the Real-time Transport Protocol (RTP) that is received.

The number listed for `%pktloss` is not cumulative and is calculated every 5 seconds. The number listed for `pktloss` is calculated every 5 seconds and is cumulative.

nonotify

Unregisters the API client to receive status notifications.

Syntax

```
nonotify <callstatus|linestatus|mutestatus|screenchanges>
nonotify <sysstatus|sysalerts|vidsourcechanges>
```

Parameter	Description	User Accessible	Additional Restrictions
calendarmeetings	Stops the system from receiving meeting reminders.	✓	
callstatus	Stops the system from receiving changes in call status, such as a connection or disconnection.	✓	
linestatus	Stops the system from receiving line status notifications.	✓	
mutestatus	Stops the system from receiving changes in audio mute status.	✓	
screenchanges	Stops the system from receiving notification when a user interface screen is displayed.	✓	
sysstatus	Stops the system from receiving system status notifications.	✓	
sysalerts	Stops the system from receiving system alerts.	✓	
vidsourcechanges	Stops the system from receiving notification of camera source changes.	✓	

Feedback Examples

- `nonotify callstatus`
  returns
  `nonotify callstatus success`
- If entered again,
  `nonotify callstatus`
  returns
  `info: event/notification not active:callstatus`
- `nonotify calendarmeetings`
  returns
  `nonotify calendarmeetings success`

Limitations

None

Comments

None

See Also

See the related notify command.

notify

Lists the notification types that are currently being received, or registers to receive status notifications.

Syntax

```
notify
notify <callstatus|linestatus|mutestatus|screenchanges>
notify <sysstatus|sysalerts|vidsourcechanges>
notify calendarmeetings
```

Parameter	Description	User Accessible	Additional Restrictions
notify	Lists the notification types that are currently being received, in the following format: `registered for <num> notifications[:notification type>...]`	✓	
calendarmeetings	Registers the API client to receive meeting reminders.	✓	
callstatus	Registers the system to receive changes in call status, such as a connection or disconnection, in the following format: `notification:callstatus:<call direction>:<call id>:<far site name>:<far site number>:<connection status>:<call speed>:<status-specific cause code from call engine>:<calltype>`	✓	

linestatus	Registers the system to receive line status notifications as they occur, in the following format:
	`notification:linestatus:<direction>:`
	`<call id>:<line id>:<channel id>:`
	`<connection status>`
		✓	

mutestatus	Registers the system to receive changes in audio mute status, in the following format: `notification:mutestatus:<near or far>:<call id>:<site name>:<site number>:<mute status>`	✓	

Parameter	Description	User Accessible	Additional Restrictions
screenchanges	Registers the system to receive notification when a user interface screen is displayed, in the following format: `notification:screenchange:<scree n name>:<screen def name>`	✓	
sysstatus	Registers the system to receive system status notifications, in the following format: `notification:sysstatus:<sys parameter name>:<value1>[:<value2>...]`	✓	
sysalerts	Registers the system to receive system alerts, in the following format: `notification:sysalert:<alert name>:<value1>[:<value2>...]`	✓	
vidsourcechanges	Registers the system to receive notification of camera source changes, in the following format: `notification:vidsourcechange:<ne ar or far>:<camera index>:<camera name>:<people or content>`	✓	

Feedback Examples

- `notify mutestatus`
  returns
  `notify mutestatus success`
  acknowledging that the session is now registered to receive mutestatus notifications

- `notify callstatus`
  returns
  `notify callstatus success`
  acknowledging that the session is now registered to receive callstatus notifications

- If entered again,
  `notify callstatus`
  returns
  `info: event/notification already active:callstatus`

- `notify`
  returns
  `registered for 2 notifications:mutestatus:`

- `notify calendarmeetings`
  returns
  `notify calendarmeetings success`

The following are examples of notifications that may be returned after registering to receive them.

- `notification:callstatus:outgoing:34:Polycom Group Series Demo:192.168.1.101:connected:384:0:videocall`

- `notification:mutestatus:near:near:near:near:muted`
- `notification:screenchange:systemsetup:systemsetup_a`
- `notification:vidsourcechange:near:1:Main:people`
- `notification:linestatus:outgoing:32:0:0:disconnected`
- `notification:vidsourcechange:near:6:ppcip:content`
- `notification:vidsourcechange:near:none:none:content`
- `notification: calendarmeetings:`
  `AAAaAEFsZXguTWFjRG9uYWxkQHBvbHljb20uY29tAVEACIjMne2/ndgARgAAAADr9GlhsSjWE`
  `ZBcAAKzMphJBwA4wicbtr3UEZArAKAk09LtAAACZpKWAADe7hJleQIOS7j2mzRJxkLKAAADI/`
  `G8AAAQ:Product Planning:10`

Limitations

None

Comments

The `notify callstatus` command registers the current API session for call status notifications. The API client receives call status notifications as a call progresses.

Registration for status notifications is session-specific. For example, registering for alerts in a Telnet session does not return alerts in a simultaneous RS-232 session with the same system.

Duplicate registrations produce another success response. The notify setting remains in effect, even if you restart the system or update the software with system settings saved.

See Also

See also the nonotify command and the callinfo command.

ntpmode

Sets the Network Time Protocol (NTP) server mode, which determines how the system connects to the time server to obtain time settings.

Syntax

```
ntpmode <get|auto|off|manual>
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current time server mode.		
auto	Sets the connection to the time server as automatic.		
off	Turns off the connection to the time server.		
manual	Sets the connection to the time server as manual. You can then use the ntpserver command to manually set the NTP server address.		

Feedback Examples

- `ntpmode get`
  returns
  `ntpmode manual`
- `ntpmode auto`
  returns
  `ntpmode auto`
- `ntpmode off`
  returns
  `ntpmode off`
- `ntpmode manual`
  returns
  `ntpmode manual`

Limitations

None

Comments

None

ntpsecondaryserver

Sets the NTP server to use for time settings when the primary time server does not respond.

Syntax

```
ntpsecondaryserver get
ntpsecondaryserver set <"xxx.xxx.xxx.xxx"|server name">
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.		
set	Sets the IP address of the NTP server using the specified IP address or DNS name.		

Feedback Examples

- `ntpsecondaryserver get`
  returns
  `ntpsecondaryserver 172.26.44.22`

- `ntpsecondaryserver set`
  returns
  `ntpsecondaryserver ""`

- `ntpsecondaryserver set 172.26.44.22`
  returns
  `ntpsecondaryserver 172.26.44.22`

Limitations

None

Comments

You must first set the `ntpmode` command to manual before using the `ntpsecondaryserver` command.

ntpserver

Sets the NTP server to use for time settings when the time server is set to manual.

Syntax

```
ntpserver get
ntpserver set <"xxx.xxx.xxx.xxx"|server name">
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.		
set	Sets the IP address of the NTP server using the specified IP address or DNS name.		

Feedback Examples

- `ntpserver get`
  returns
  `ntpserver 192.168.1.205`

- `ntpserver set`
  returns
  `ntpserver <empty>`

- `ntpserver set 192.168.1.205`
  returns
  `ntpserver 192.168.1.205`

Limitations

None

Comments

You must first set the `ntpmode` command to manual before using the `ntpserver` command.

oobcomplete

Completes the setup wizard and restarts the Polycom system.

Syntax

`oobcomplete`

User Accessible

No

Feedback Examples

- `oobcomplete`
  returns
  `oobcomplete`

Limitations

None

Comments

The `oobcomplete` command is processed only when the Polycom system is in setup wizard mode.

To execute `oobcomplete` successfully, the Polycom system name must be configured.

powerdown

Turns the system off.

Syntax

```
powerdown
```

Parameter	Description	User Accessible	Additional Restrictions
powerdown	Turns the system off.	✓	

Feedback Examples

- `powerdown`
  returns
  `powerdown`

Limitations

None

Comments

The `powerdown` command does not prompt the user to confirm and turns off the system with no other feedback returned.

After the system turns off, it cannot be restarted remotely. The system must be restarted manually.

popupinfo

Gets the current setting or registers or unregisters the session to receive popup text and button choices text.

Syntax

```
popupinfo <get|register|unregister>
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.	✓	
register	Registers to receive popup information.	✓	
unregister	Unregisters to receive popup information.	✓	

Feedback Examples

- `popupinfo register`
  returns
  `popupinfo registered`

- `popupinfo unregister`
  returns
  `popupinfo unregistered`

- `popupinfo get`
  returns
  `popupinfo unregistered`

The following examples show notifications that may be returned after registering to receive popup text and button choices text.

- `popupinfo: question: Sorry. Cannot dial number because you are already in a call with the site.`

- `popupinfo: choice0: Ok`
  is returned if a call fails

- `popupinfo: question: Save Changes?`
  `popupinfo: choice0: Yes`
  `popupinfo: choice1: No`
  `popupinfo: answered: Yes`
  is returned if the user edits the password field

Limitations

None

Comments

None

preset

Sets the presets or goes (moves) to the presets for the near or far camera source. Also registers or unregisters the API session to give notification when the user sets or goes to presets.

Syntax

```
preset <register|unregister>
preset register get
preset far <go|set> <{0..15}>
preset near <go|set> <{0..99}>
```

Parameter	Description	User Accessible	Additional Restrictions
register	Registers the system to give notification when the user or far site sets or goes to a preset. Returns the current preset registration state when followed by the `get` parameter.		
unregister	Disables register mode.		
far	Specifies the far camera. Requires a `set` or `go` parameter and a preset identifier.		
go	Moves the camera to a camera preset. Requires a "`preset`" parameter.		
set	Sets a camera preset. Requires a "`preset`" parameter.		
{0..15}, {0..99}	Camera preset identifier. Must be an integer in the range {0..15} for a far-site camera or {0..99} for a near-site camera.		
near	Specifies the near camera. Requires a `set` or `go` parameter and a preset identifier.		

Feedback Examples

- `preset register`
  returns
  `preset registered`

- `preset near go 1`
  returns
  `preset near go 1`
  and moves the near-site camera to the preset 1 position

- `preset near set 2`
  returns
  `preset near set 2`
  and saves the current location/position of the near-site camera as preset 2

Comments

Up to 100 preset camera positions can be set. These camera presets can be distributed across the far camera and up to four near-site cameras.

provisionserveraddress

Gets or sets the IP address for the provisioning server.

Syntax

`provisionserveraddress <get|set> <"Server Address">`

Parameter	Description	User Accessible	Additional Restrictions
`get`	Returns the current setting.	✓	
`set`	Sets the IP address of the provisioning server.	✓	
`"Server Address"`	Specifies the IP address to use when using the `set` command.	✓	

Feedback Examples

- `provisionserveraddress get`
  returns
  `provisionserveraddress 10.223.15.152`
- `provisionserveraddress set 192.168.1.1`
  returns
  `provisionserveraddress 192.168.1.1`

Limitations

None

Comments

None

provisionserverdomain

Gets or sets the domain name of the provisioning server.

Syntax

```
provisionserverdomain <get|set|"domain name">
```

Parameter	Description	User Accessible	Additional Restrictions
`get`	Returns the current setting.	✓	
`set`	Sets the domain name of the provisioning server.	✓	
`"Server Address"`	Specifies the domain name for the provisioning server address when using the `set` command.	✓	

Feedback Examples

- `provisionserverdomain get`
  returns
  `provisionserverdomain Polycom`
- `provisionserverdomain set corporate1`
  returns
  `provisionserverdomain corporate1`

Limitations

None

Comments

None

provisionserverenable

Gets or sets the current setting for the provisioning server.

Syntax

```
provisionserverenable <get|true|false>
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.	✓	
true	Enables the provisioning server.	✓	
false	Disables the provisioning server.	✓	

Feedback Examples

- `provisionserverenable get`
  returns
  `provisionserverenable false`

- `provisionserverenable true`
  returns
  `provisionserverenable true`

- `provisionserverenable false`
  returns
  `provisionserverenable false`

Limitations

None

Comments

None

provisionserverpassword

Sets the password for the provisioning server.

Syntax

```
provisionserverpassword <set> <"password">
```

Parameter	Description	User Accessible	Additional Restrictions
set	Sets the password for the provisioning server.	✓	
"password"	Specifies the password for the provisioning server when using the set command.	✓	

Feedback Examples

- `provisionserverpassword set "Polycom01"`
  returns
  `provisionserverpassword accepted`

- `provisionserverpassword set Pcom 01`
  returns
  `error: command has illegal parameters.`

- `provisionserverpassword set "Pcom 01"`
  returns
  `provisionserverpassword accepted`

Limitations

None

Comments

None

provisionserverstatus

Gets the current status of the provisioning server.

Syntax

```
provisionserverstatus <get>
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current status of the provisioning server.	✓	

Feedback Examples

- ```
  provisionserverstatus get
  ```
  returns
  ```
  provisionserverstatus registered
  ```
- ```
  provisionserverstatus get
  ```
  returns
  ```
  provisionserverstatus unregistered
  ```

Limitations

None

Comments

None

provisionservertype

Gets or sets the provisioning server type.

Syntax

```
provisionservertype <get|rpm|dms>
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.	✓	
rpm	Sets the provisioning server type to RealPresence Resource Manager.	✓	
dms	Sets the provisioning server type to DMS.	✓	

Feedback Examples

- `provisionservertype get`
  returns
  `provisionservertype rpm`

- `provisionservertype dms`
  returns
  `provisionservertype dms`

- `provisionservertype rpm`
  returns
  `provisionservertype rpm`

Limitations

None

Comments

None

provisionserverupdate

Updates the connection to the provisioning server.

Syntax

```
provisionserverupdate
```

User Accessible

No

Additional Restrictions

None

Feedback Examples

- ```
  provisionserverupdate
  ```
  returns
  ```
  provisionserverupdate success
  ```
- ```
  provisionserverupdate
  ```
  returns
  ```
  provisionserverupdate failed
  ```
- ```
  provisionserverupdate
  ```
  returns
  ```
  provisioning is already in progress
  ```

Limitations

None

Comments

None

provisionserveruser

Gets or sets the user name assigned to the provisioning server account.

Syntax

```
provisionserveruser <get|set> <"User Name">
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.	✓	
set	Sets the user name for the provisioning server.	✓	
"User Name"	Specifies the user name for the provisioning server when using the set command.	✓	

Feedback Examples

- `provisionserveruser get`
  returns
  `provisionserveruser John Smith`

- `provisionserveruser set Harry Thomas`
  returns
  `provisionserveruser Harry Thomas`

Limitations

None

Comments

None

reboot

Restarts the system.

Syntax

```
reboot [now]
```

Parameter	Description	User Accessible	Additional Restrictions
now	restarts the system without prompting you.	✓	

Feedback Examples

- `reboot now`
  does not prompt the user to confirm and restarts the system with no other feedback returned.

Limitations

None

Comments

The preferred format is `reboot now`.

recentcalls

Returns a list of recent calls.

Syntax

```
recentcalls
```

User Accessible

```
None
```

Additional Restrictions

```
None
```

Feedback Examples

- ```
  recentcalls
  ```
  returns

  ```
  "Polycom Demo" 30/Sep/2015 14:39:56 Out
  192.168.1.101 30/Sep/2015 14:39:56 Out
  192.168.1.102 30/Sep/2015 14:40:35 Out
  192.168.1.103 30/Sep/2015 20:27:33 Out
  "John Polycom" 30/Sep/2015 02:13:23 In
  192.168.1.104 30/Sep/2015 02:20:08 In
  192.168.1.105 30/Sep/2015 02:21:40 In
  192.168.1.106 30/Sep/2015 05:53:04 In
  "Mary Polycom" 30/Sep/2015 07:00:19 In
  ```

Limitations

None

Comments

The number of items returned depends on the value entered for the **Maximum Number to Display** option in the system web interface.

remotemonenable

Gets the state of remote room and call monitoring.

Syntax

```
remotemonenable <get>
```

User Accessible

Yes

Additional Restrictions

None

Feedback Examples

- `remotemonenable get`
  returns
  `remotemonenable on`
- `remotemonenable get`
  returns
  `remotemonenable off`

Limitations

None

Comments

None

resetsystem

Resets the system and, optionally, deletes system settings or local address book entries.

Syntax

```
resetsystem [deletesystemsettings]
[deletelocaldirectory][deletecdr][deletelogs][deletecertificates]
```

Parameter	Description	User Accessible	Additional Restrictions
deletesystemsettings	Resets all configuration settings to default values.		
deletelocaldirectory	Deletes all local directory entries from the address book.		
deletecdr	Deletes the CDR file from the /opt/polycom/cdr directory after copying the contents of the file to the trace log.		
deletelogs	Deletes the system logs.		
deletecertificates	Deletes all certificates from the system.		

Feedback Examples

- `resetsystem`
  returns
  `resetsystem`

- `resetsystem deletesystemsettings`
  returns
  `resetsystem deletesystemsettings`

- `resetsystem deletelocaldirectory`
  returns
  `resetsystem deletelocaldirectory`

- `resetsystem deletecdr`
  returns
  `resetsystem deletecdr`

- `resetsystem deletesystemsettings deletelocaldirectory deletecdr`
  returns
  `resetsystem deletesystemsettings deletelocaldirectory deletecdr`

- `resetsystem deletelogs`
  returns
  `resetsystem deletelogs`

● `resetsystem deletecertificates`
  returns
  `resetsystem deletecertificates`

Limitations

None

Comments

None

rs232 baud

Gets or sets the baud rate for the first RS-232 port.

Syntax

```
rs232 baud <get|9600|14400|19200|38400|57600|115200>
```

Parameter	Description	User Accessible	Additional Restrictions
`get`	Returns the current baud rate setting.	✓	
`9600|19200|38400|57600|115200`	Sets the RS-232 port to this baud rate.		

Feedback Examples

- `rs232 baud 9600`
  returns
  `rs232 baud 9600`
- `rs232 baud get`
  returns
  `rs232 baud 9600`

Limitations

None

Comments

None

rs232 mode

Gets or sets the operational mode of the first RS-232 port.

Syntax

`rs232 mode <get|off|control|passthru|control|debug|camera_ptz|closed_caption>`

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current mode setting.	✓	
passthru	Sets the RS-232 port to Pass Thru mode.		
off	Sets the operational mode of the RS-232 port to off.		
control	Sets the RS-232 port to Control mode.		
camera_ptz	Sets the RS-232 port to Camera PTZ mode.		
closed_caption	Sets the RS-232 port to Closed Caption mode.		

Feedback Examples

- `rs232 mode control`
  returns
  `rs232 mode control`
- `rs232port1 mode closed_caption`
  returns
  `rs232port1 mode closed_caption`

Limitations

None

Comments

None

rs232login

Gets or sets the serial port login requirements.

Syntax

`rs232login <get|off|pwonly|pwuser>`

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.	✓	
off	Disables RS232 login requirements.	✓	
pwonly	Sets the serial port login requirement to use only the admin password.	✓	
pwuser	Sets the serial port login requirement to use both admin and user passwords.	✓	

Feedback Examples

- `rs232login get`
  returns
  `rs232login off`
- `rs232login pwonly`
  returns
  `rs232login pwonly`

Limitations

None

Comments

None

screen

Returns the name of the current user interface screen on the system, registers or unregisters for screen changes, or goes to a specific user interface screen.

Syntax

```
screen
screen register get
screen [register|unregister]
screen "screen_name"
```

Parameter	Description	User Accessible	Additional Restrictions
`get`	Returns the registration state for screen change events when followed by the `get` parameter.		
`screen`	Returns the name of the current user interface screen if not followed by other parameters.		
`register`	Registers for user interface screen changes. In register mode, the name of every screen accessed is listed.		
`unregister`	Unregisters from user interface screen changes.		
`"screen_name"`	Changes the user interface to display the specified screen. The supported screens depend on the system configuration. To determine the name to use for a specific screen, navigate to that screen in the user interface and send the `screen` command.		

Feedback Examples

- `screen`
  returns
  `screen: adminsettings`
  if the Admin Settings screen is currently displayed in the user interface

- `screen register`
  returns
  `screen registered`

- `screen monitors`
  returns
  `screen: monitors`
  and displays the Monitors screen in the user interface

Limitations

None

Comments

Only a small number of user interface screens are available using this command.

serialnum

Returns the serial number of the system.

Syntax

```
serialnum
```

User Accessible

Yes

Additional Restrictions

None

Feedback Examples

- `serialnum`
  returns
  `serialnum 82065205E72E1`

Limitations

None

Comments

None

session

Names or finds an active API session.

Syntax

```
session name "session-name"
session find "session-name"
```

Parameter	Description	User Accessible	Additional Restrictions
name	Names the current API session.	✓	
find	Finds an active API session for this system.	✓	
session-name	Unique string that identifies the session.		

Feedback Examples

- ```
  session name sessionone
  ```
  returns
  ```
  session name sessionone success
  ```

- ```
  If entered again,
  session name sessionone
  ```
  returns
  ```
  info: the supplied session name is already in use
  session name sessionone failed
  ```

- ```
  session find sessionone
  ```

  returns
  ```
  info: session sessionone attached
  ```

- ```
  session find sessiontwo
  ```

  returns
  ```
  info: session sessiontwo not connected
  ```

Limitations

None

Comments

None

setpassword

Sets the admin password for the Polycom system local admin account.

Syntax

```
setpassword admin room "currentacctpasswd" "newacctpasswd"
```

Parameter	Description	User Accessible	Additional Restrictions
`admin`	Specifies the Polycom system local admin account.		
`room`	Changes the room password.		
`"currentacctpasswd"`	The current account password.		
`"newacctpasswd"`	The new account password.		

Feedback Examples

- `setpassword admin room 123 456`
  returns
  `password changed`
- `setpassword admin room '' 456`
  returns
  `password changed`
- `setpassword admin room 123 ''`
  returns

  `password changed`

Limitations

None

Comments

If the account has no administrator room password, enter a pair of single quotes (") to denote an empty password.

sleep

Gets or sets options for sleep mode.

Syntax

```
sleep
sleep <register|unregister>
sleep mute <get|on|off>
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting for the `sleep mute` command.	✓	
on	Mutes the system microphone while the system is in sleep mode.	✓	
off	Unmutes the microphone while the system is in sleep mode.	✓	
mute	Mutes the system microphone while the system is in sleep mode.	✓	
sleep	Places the system in sleep mode, if not followed by other parameters.	✓	
register	Registers the system for sleep or wake events.	✓	
unregister	Unregisters the system for sleep or wake events.	✓	

Feedback Examples

- `sleep`
  returns
  `sleep`
  This command puts the system into sleep mode.

- `sleep register`
  returns
  `sleep registered`

- If entered again,
  `sleep register`
  returns
  `info: event/notification already active:sleep`

- `sleep unregister`
  returns
  `sleep unregistered`

- If entered again,
  `sleep unregister`
  returns
  `info: event/notification not active:sleep`

- `sleep mute get`
  returns
  `sleep mute off`

- `sleep mute on`
  returns
  `sleep mute on`

Limitations

None

Comments

None

See Also

None

sleeptime

Gets or sets the wait time value before the system goes to sleep and displays the screen saver.

Syntax

```
sleeptime <get|0|1|3|15|30|60|120|240|480>
```

Parameter	Description	User Accessible	Additional Restrictions
`get`	Returns the current setting.	✓	
`off|1|3|15|30|45| 60|120|240|480`	Sets the number of minutes from last user interaction to entering sleep mode. The default value is `3`. A value of `0` indicates that the system will never go to sleep.		

Feedback Examples

● `sleeptime 30`
  returns
  `sleeptime 30`

Limitations

None

Comments

None

snmpadmin

Gets or sets the SNMP administrator name.

Syntax

```
snmpadmin get
snmpadmin set ["admin name"]
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.		
set	Sets the administrator name when followed by the "admin name" parameter. To erase the current setting, omit "admin name".		
"admin name"	SNMP administrator contact name. Character string. Enclose the character string in quotation marks if it includes spaces. Example: "John Admin"		

Feedback Examples

- `snmpadmin get`
  returns
  `snmpadmin "John Admin"`
- `snmpadmin set "John Admin"`
  returns
  `snmpadmin "John Admin"`
- `snmpadmin set`
  returns
  `error: command needs more parameters to execute successfully`

Limitations

None

Comments

After making a change, you must restart the system for the setting to take effect.

snmpcommunity

Gets or sets the SNMP community name.

Syntax

```
snmpcommunity get
snmpcommunity set ["community name"]
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.		
set	Sets the SNMP community name when followed by the "community name" parameter. To erase the current setting, omit the parameter.		
"community name"	SNMP community name. Character string. Enclose the character string in quotation marks if it includes spaces.		

Feedback Examples

- `snmpcommunity set`
  returns
  `snmpcommunity <empty>`
- `snmpcommunity set Public`
  returns
  `snmpcommunity Public`
- `snmpcommunity get`
  returns
  `snmpcommunity Public`

Limitations

None

Comments

After making a change, you must restart the system for the setting to take effect.

snmpconsoleip

Gets or sets the SNMP console IP address.

Syntax

```
snmpconsoleip get
snmpconsoleip set ["xxx.xxx.xxx.xxx"]
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.		
set	Sets the SNMP console IP address when followed by the "xxx.xxx.xxx.xxx" parameter. To erase the current setting, omit the parameter.		
"xxx.xxx.xxx.xxx"	IP address of the console.		

Feedback Examples

- `snmpconsoleip set`
  returns
  `snmpconsoleip <empty>`

- `snmpconsoleip set 192.168.1.111`
  returns
  `snmpconsoleip 192.168.1.111`

- `snmpconsoleip get`
  returns
  `snmpconsoleip 192.168.1.111`

Limitations

None

Comments

After making a change, you must restart the system for the setting to take effect.

snmplocation

Gets or sets the SNMP location name.

Syntax

```
snmplocation get
snmplocation ["location name"]
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.		
"location name"	SNMP location name. Enclose the location name in quotation marks if it includes spaces. To erase the current setting, omit the parameter.		

Feedback Examples

- `snmplocation`
  returns
  `snmplocation <empty>`
- `snmplocation set "Mary_Polycom in United States"`
  returns
  `snmplocation "Mary_Polycom in United States"`
- `snmplocation get`
  returns
  `snmplocation "Mary_Polycom in United States"`

Limitations

None

Comments

You must restart the system after making a change to the SNMP setting.

snmpnotification legacy

Enables or disables SNMP notifications for the legacy version of the Polycom Management Information Base (MIB) that is available for download from the SNMP section of the web interface.

Syntax

```
snmpnotification legacy <get|true|false>
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting for legacy SNMP notifications.		
true	Enables legacy SNMP notifications.		
false	Disables legacy SNMP notifications.		

Feedback Examples

- `snmpnotification legacy get`
  returns
  `snmpnotification legacy true`
- `snmpnotification legacy true`
  returns
  `snmpnotification legacy true`
- `snmpnotification legacy false`
  returns
  `snmpnotification legacy false`

Limitations

None

Comments

None

snmpnotification new

Enables or disables SNMP notifications for the current version of the Polycom MIB that is available for download from the SNMP section of the web interface.

Syntax

```
snmpnotification new <get|true|false>
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting for SNMP notifications.		
true	Enables new SNMP notifications.		
false	Disables new SNMP notifications.		

Feedback Examples

- `snmpnotification new get`
  returns
  `snmpnotification new true`
- `snmpnotification new true`
  returns
  `snmpnotification new true`
- `snmpnotification new false`
  returns
  `snmpnotification new false`

Limitations

None

Comments

None

snmpsystemdescription

Gets or sets the SNMP system description.

Syntax

```
snmpsystemdescription get
snmpsystemdescription set ["system description"]
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.		
set	Sets the SNMP system description when followed by the "system description" parameter. To erase the current setting, omit the parameter.		
"system description"	SNMP system description.		

Feedback Examples

- `snmpsystemdescription set`
  returns
  `snmpsystemdescription <empty>`

- `snmpsystemdescription set "videoconferencing system"`
  returns
  `snmpsystemdescription "videoconferencing system"`

- `snmpsystemdescription get`
  returns
  `snmpsystemdescription "videoconferencing system"`

Limitations

None

Comments

After making a change, you must restart the system for the setting to take effect.

snmptrapversion

Gets or sets the SNMP trap version.

Syntax

```
snmptrapversion get
snmptrapversion set <v1|v2c>
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.		
set	Sets the SNMP trap protocol that the system uses.		
v1|v2c	SNMP trap version 1 or version 2c.		

Feedback Examples

- `snmptrapversion get`
  returns
  `snmptrapversion v2c`
- `snmptrapversion set v2c`
  returns
  `snmptrapversion v2c`
- `snmptrapversion set v1`
  returns
  `error: command has illegal parameters`

Limitations

None

Comments

After making a change, you must restart the system for the setting to take effect.

speeddial

Returns speed dial (Sites) entries.

Syntax

```
speeddial names <all|video|phone> [<range_start>] [<range_end>]
speeddial names <all|video|phone> size
speeddial group "group_name" [<range_start>] [<range_end>]
speeddial group "group_name" size
speeddial address "sys_name" ["sys_label"]
```

Parameter	Description	User Accessible	Additional Restrictions

names	Returns a list of system names in the speed dial (Sites) list. Also returns the system type: video, multicodec, phone, or multisite. A multicodec system appears as a single row. The response is in the following format:
	`speeddial names {0..n}.`
	`name:"sys_name"`
	
	`sys_label:"sys_label"`
	`                    type:`
	`<video|multicodec|phone|group>`
	`...`
	`speeddial names <all|video|phone>`
	`done`
		✓	

<all|video>	Specifies the type of entries to return. `video` returns entries that have video addresses. `all` returns entries with video numbers or phone numbers or both.	✓	

size	Returns the size of the result set that will be returned by the command. The size parameter can be used with the names command.
	The response is returned in the following format:
	`speeddial names <all|video|phone>`
	`size {0..n}`
		✓	

range_start	For the names and group commands, specifies the beginning of the range of entries to return.	✓	

Parameter	Description	User Accessible	Additional Restrictions
range_end	For the names and group command, specifies the end of the range of entries to return. If a range_start is specified without a range_end, then the single range_start entry is returned. If range_end is -1, all entries starting with range_start are returned.	✓	

group	Returns a list of the names of all the sites included in a local directory group in this format:
	`speeddial group {0..n}.`
	`name:"site_sys_name"`
	`sys_label:"site_sys_label"`
	`...`
	`speeddial group "group_name"`
	`[range] done`
	`speeddial group size <num_entries>`
	Note: For ITP version 2.5 and later a "group" is a local directory multisite entry.
		✓	

group_name_multisite_entry_name	A local directory group name.	✓	
address	Obtains the address information for a specified entry. If the entry is an ITP system, the results include the addresses for all codecs. If the codecs support multiple protocols, the different addresses are returned on separate lines. This command is not supported for multisite entries.	✓	
sys_name	The friendly name for a speed dial entry. It is the name of the person or the room. It is surrounded by quotes if it contains spaces.	✓	
sys_label	If a person/room has more than one system, the result set includes a row for each system. If those systems are of the same type, such as all RealPresence Group Series systems, the client considers that entry to be a telepresence system with multiple codecs rather than separate systems. If the systems are of different types, such as a RealPresence Group Series system and a CMA Desktop system, then this sys_label attribute is included to differentiate the systems.	✓	
type	The type of speed dial entry. Possible values are: `video, multicodec, phone, group.`	✓	

Parameter	Description	User Accessible	Additional Restrictions
site_sys_name	The name of a site in a group. It is surrounded by quotes if it contains spaces.	✓	
site_sys_label	The label associated with a site name in a group. It is surrounded by quotes if it contains spaces.	✓	
codec: <1..4>	If the entry is a telepresence system, each codec includes a codec number attribute.	✓	
h323_spd	The preferred speed for an H.323 call to this entry. If no speed is associated with the entry, then the value of the configuration variable globaladdrmaxh323 is returned. The default is 384.	✓	
h323_num	H.323 address or alias.	✓	
h323_ext	H.323 extension or E.164 number.	✓	
sip_spd	The preferred speed for a SIP call to this entry. If no speed is associated with the entry, then this is the same as the h323_spd.	✓	
sip_num	SIP address.	✓	
xmpp_addr	XMPP address, also known as the Jabber ID (JID).	✓	

Feedback Examples

- ` speeddial names all size 4`
  returns
  ```
  speeddial names 0. name:"Evergreen" sys_label:"groupseries" type:video
  speeddial names 1. name:"ITP Staff Mtg" sys_label:"" type:group
  speeddial names 2. name:"Magnolia" sys_label:"groupseries" type:video
  speeddial names 3. name:"Vineyard" sys_label:"groupseries" type:multicodec
  speeddial names all done
  ```

Speed dial entries can link to either local or global directory entries and can be a local group.

- ` speeddial names all 0 1`
  returns
  ```
  speeddial names 0. name:"Evergreen" sys_label:"groupseries" type:video
  speeddial names 1. name:"ITP Staff Mtg" sys_label:"" type:group
  speeddial names all 0 1 done
  ```

- ` speeddial group`
  returns
  ```
  speeddial group "Monday Staff Mtg"speeddial multi sites 0. name:"Eng RPX"
  sys_label:"groupseries"
  speeddial multi sites 1. name:"John Doe" sys_label:""
  speeddial multi sites 2. name:"John Doe" sys_label:""
  speeddial multi sites 3. name:"TPW" sys_label:"groupseries"
  speeddial multi sites "Monday Staff Mtg" done
  ```

  The group query is the same as that for the local directory. It returns all the sites in the group.

- ` speeddial address "Vineyard" "groupseries"`
  returns
  ```
  speeddial address 0. name:"Vineyard" sys_label:"groupseries" codec:1
                      h323_spd:384 h323_num: h323_ext:44042
    speeddial address 1. name:"Vineyard" sys_label:"groupseries" codec:2
                      h323_spd:384 h323_num: h323_ext:44043
    speeddial address 2. name:"Vineyard" sys_label:"groupseries" codec:3
    h323_spd:384 h323_num: h323_ext:44044
    speeddial address name:"Vineyard" sys_label:"groupseries" done
  ```

  If the entry is an ITP system, the results include address information for each codec. If the entry has multiple endpoints of different types, the addresses for each endpoint are returned including a `sys_label` attribute to distinguish the endpoints. For Polycom RealPresence Resource Manager, `sys_label` is the type of endpoint, such as CMA Desktop.

Limitations

None

Comments

You do not need to enclose a value in quotes unless it contains a space.

See Also

See the addrbook command and the gaddrbook command.

sshenable

Sets secure access to the API.

Syntax

```
sshenable <true | false>
```

Parameter	Description	User Accessible	Additional Restrictions
true	Enables SSH		
false	Disables SSH		

Feedback Examples

- `sshenable true`

  returns

  `sshenable true`
- `sshenable false`

  returns

  `sshenable false`

Limitations

None

Comments

None

status

Returns the current status of devices and services associated with the following:

- Call control
- Audio
- LAN
- Servers
- Log management

Syntax

```
status
```

Parameter	Description	User Accessible	Additional Restrictions
status	Returns the current status of system settings.	✓	

Feedback Examples

- ```
  status
  ```
  returns
  ```
  inacall offline
  autoanswerp2p online
  remotecontrol online
  microphone offline
  visualboard online
  globaldirectory offline
  ipnetwork online
  gatekeeper online
  sipserver online
  logthreshold offline
  meetingpassword offline
  calendar online
  rpms online
  ```

Limitations

None

Comments

None

subnetmask

Gets or sets the subnet mask of the system.

Syntax

```
subnetmask get
subnetmask set ["xxx.xxx.xxx.xxx"]
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current subnet mask.		
set	Sets the subnet mask of the system when followed by the "xxx.xxx.xxx.xxx" parameter. To erase the current setting, omit "xxx.xxx.xxx.xxx". This parameter is not allowed while in a call.		
"xxx.xxx.xxx.xxx"	Subnet mask of the system.		

Feedback Examples

- `subnetmask set 255.255.255.0`
  returns
  `subnetmask 255.255.255.0`
- `subnetmask get`
  returns
  `subnetmask 255.255.255.0`

Limitations

None

Comments

After making a change, you must restart the system for the setting to take effect.

systemname

Gets or sets the name of the system.

Syntax

```
systemname get
systemname set "system name"
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.	✓	
set	Sets the system name to "system name".		
"system name"	Character string specifying the system name. Enclose the string in quotation marks if it includes spaces. Example: "Polycom Group Series Demo"		

Feedback Examples

● `systemname set "RealPresence Group Series Demo"`
  returns
  `systemname "RealPresence Group Series Demo"`

● `systemname set get`
  returns
  `systemname "RealPresence Group Series Demo"`

Limitations

None

Comments

The first character must be a numeric (a digit) or an alphabetic (a letter) character including foreign language characters. The name can be any combination of alphanumeric characters and may be up to 30 characters in length. The system name cannot be blank.

systemsetting 323gatewayenable

Get the current setting or enables IP-to-IP calling through a gateway.

Syntax

```
systemsetting 323gatewayenable <True|False>
systemsetting get 323gatewayenable
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.		
True	Enables IP gateway calls.		
False	Disables IP gateway calls.		

Feedback Examples

- ```
  systemsetting 323gatewayenable True
  ```
  returns
  ```
  systemsetting 323gatewayenable True
  ```
- ```
  systemsetting get 323gatewayenable
  ```
  returns
  ```
  systemsetting 323gatewayenable True
  ```

Limitations

None

Comments

None

systemsetting bfcptransportprotocol

Gets the current setting or indicates the Binary Floor Control Protocol (BFCP) connection and provides an option to set the connection preference to UDP or TCP.

Syntax

```
systemsetting bfcptransportprotocol <Prefer_UDP|Prefer_TCP|UDP_Only|TCP_Only>
systemsetting get bfcptransportprotocol
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.		
Prefer_TCP	Specifies TCP as the BFCP connection preference.		
Prefer_UDP	Specifies UDP as the BFCP connection preference.		
UDP_Only	Specifies UDP as the BFCP transport protocol.		
TCP_Only	Specifies TCP as the BFCP transport protocol.		

Feedback Examples

- `systemsetting get bfcptransportprotocol`
  returns
  `systemsetting bfcptransportprotocol Prefer_UDP`
- `systemsetting bfcptransportprotocol Prefer_TCP`
  returns
  `systemsetting bfcptransportprotocol Prefer_TCP`
- `systemsetting get bfcptransportprotocol`
  returns
  `systemsetting bfcptransportprotocol Prefer_TCP`
- `systemsetting bfcptransportprotocol UDP_Only`
  returns
  `systemsetting bfcptransportprotocol UDP_Only`

Limitations

None

Comments

The BFCP Transport Protocol in which your system is operating determines which protocol is required.

systemsetting cameracontent

Gets the current setting or specifies Camera 1 as a People or Content source.

Syntax

```
systemsetting cameracontent <People|Content>
systemsetting get cameracontent
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.	✓	
People	Specifies camera as a People source.		
Content	Specifies camera as a Content source.		

Feedback Examples

- ```
  systemsetting cameracontent People
  ```
  returns
  ```
  systemsetting cameracontent People
  ```
- ```
  systemsetting cameracontent Content
  ```
  returns
  ```
  systemsetting cameracontent Content
  ```
- ```
  systemsetting get cameracontent
  ```
  returns
  ```
  systemsetting cameracontent Content
  ```

Limitations

The systemsetting cameracontent command is not supported on RealPresence Group 300 and 310 systems.None

Comments

None

systemsetting cameracontent1

Gets the current setting or specifies Camera 2 as a People or Content source.

Syntax

```
systemsetting cameracontent1 <People|Content>
systemsetting get cameracontent1
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.	✓	
People	Specifies camera as a People source.		
Content	Specifies camera as a Content source.		

Feedback Examples

- `systemsetting cameracontent1 People`
  returns
  `systemsetting cameracontent1 People`
- `systemsetting cameracontent1 Content`
  returns
  `systemsetting cameracontent1 Content`
- `systemsetting get cameracontent1`
  returns
  `systemsetting cameracontent1 Content`

Limitations

The `systemsetting cameracontent1` command is not supported on RealPresence Group 300 and 310 systems.

Comments

None

systemsetting cameracontent2

Gets the current setting or specifies Camera 3 as a People or Content source.

Syntax

```
systemsetting cameracontent2 <People|Content>
systemsetting get cameracontent2
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.	✓	
People	Specifies camera as a People source.		
Content	Specifies camera as a Content source.		

Feedback Examples

- `systemsetting cameracontent2 People`
  returns
  `systemsetting cameracontent2 People`
- `systemsetting cameracontent2 Content`
  returns
  `systemsetting cameracontent2 Content`
- `systemsetting get cameracontent2`
  returns
  `systemsetting cameracontent2 Content`

Limitations

The `systemsetting cameracontent2` command is not supported on RealPresence Group 300, 310, and 500 systems.

Comments

None

systemsetting cameracontent3

Gets the current setting or specifies Camera 4 as a people or content source.

Syntax

```
systemsetting cameracontent3 <People|Content>
systemsetting get cameracontent3
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.	✓	
People	Specifies camera as a people source.		
Content	Specifies camera as a content source.		

Feedback Examples

- `systemsetting cameracontent3 People`
  returns
  `systemsetting cameracontent3 People`
- `systemsetting cameracontent3 content`
  returns
  `systemsetting cameracontent3 Content`
- `systemsetting get cameracontent3`
  returns
  `systemsetting cameracontent3 People`

Limitations

The `systemsetting cameracontent3` command is not supported on RealPresence Group 300, 310, and 500 systems.

Comments

None

systemsetting connectionpreference

Gets the current setting or specifies whether the system uses the Video Dialing Order or the Audio Dialing Order first when placing calls.

Syntax

```
systemsetting connectionpreference <VIDEO_THEN_AUDIO|AUDIO_THEN_VIDEO> systemsetting
get connectionpreference
```

Parameter	Description	User Accessible	Additional Restrictions
`get`	Returns the current setting.		
`VIDEO_THEN_AUD IO`	Sets Video as the preferred call choice before Audio calls.		
`AUDIO_THEN_VID EO`	Sets Audio as the preferred call choice before Video calls.		

Feedback Examples

- `systemsetting connectionpreference VIDEO_THEN_AUDIO`
  returns
  `systemsetting connectionpreference VIDEO_THEN_AUDIO`
- `systemsetting get connectionpreference`
  returns
  `systemsetting connectionpreference VIDEO_THEN_AUDIO`

Limitations

None

Comments

None

systemsetting dialingmethod

Gets or sets the preferred method for dialing various call types.

Syntax

```
systemsetting dialingmethod <Auto|Manual>
systemsetting get dialingmethod
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.		
Auto	Sets the dialing mode to Auto. Calls use the configured dialing order.		
Manual	Sets the dialing mode to Manual. The system prompts the user to select the call type from a list when placing a call.		

Feedback Examples

- `systemsetting dialingmethod Auto`
  returns
  `systemsetting dialingmethod Auto`

- `systemsetting get dialingmethod`
  returns
  `systemsetting dialingmethod Auto`

Limitations

None

Comments

None

systemsetting displayiconsincall

Gets or specifies whether to display icons on the info bar when the system is in a call.

Syntax

```
systemsetting displayiconsincall <True|False>
systemsetting get displayiconsincall
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.	✓	
True	Specifies to display the icons on the info bar while in a call.		
False	Specifies to not display the icons on the info bar while in a call.		

Feedback Examples

- `systemsetting displayiconsincall True`
  returns
  `systemsetting displayiconsincall True`
- `systemsetting get displayiconsincall`
  returns
  `systemsetting displayiconsincall True`

Limitations

None

Comments

None

systemsetting enablepolycommics

Gets or specifies whether the Polycom C-Link 2 microphone arrays attached to the system are enabled.

Syntax

```
systemsetting enablepolycommics <True|False>
systemsetting get enablepolycommics
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.		
True	Enables Polycom microphones.		
False	Disables Polycom microphones.		

Feedback Examples

- `systemsetting enablepolycommics True`
  returns
  `systemsetting enablepolycommics True`
- `systemsetting get enablepolycommics`
  returns
  `systemsetting enablepolycommics True`

Limitations

None

Comments

None

systemsetting iph323enable

Gets the current setting or specifies whether IP calls are or are not allowed.

Syntax

```
systemsetting iph323enable <True|False>
systemsetting get iph323enable
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.	✓	
True	Enables IP call capability.		
False	Disables IP call capability.		

Feedback Examples

- `systemsetting iph323enable True`
  returns
  `systemsetting iph323enable True`

- `systemsetting get iph323enable`
  returns
  `systemsetting iph323enable True`

Limitations

None

Comments

None

systemsetting lineinlevel

Gets the current setting or returns the volume level for audio input 1.

Syntax

```
systemsetting lineinlevel {0..10}
systemsetting get lineinlevel
```

Parameter	Description	User Accessible	Additional Restrictions
`get`	Returns the current setting.	✓	
`0..10`	Sets the volume level for input 1. Valid range is `0` to `10`.		

Feedback Examples

- `systemsetting lineinlevel 5`
  returns
  `systemsetting lineinlevel 5`
- `systemsetting get lineinlevel`
  returns
  `systemsetting lineinlevel 5`

Limitations

The `systemsetting lineinlevel` command is not supported on RealPresence Group 300, 310, and 500 systems.

Comments

None

systemsetting lineoutmode

Gets the current setting or specifies whether the volume for a device connected to the audio line out connectors is variable or fixed.

Syntax

```
systemsetting lineoutmode <fixed|variable>
systemsetting get lineoutmode
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.	✓	
fixed	Sets the volume to the audio level specified in the system interface.		
variable	Allows users to set the volume with the remote control.		

Feedback Examples

- `systemsetting lineoutmode fixed`
  returns
  `systemsetting lineoutmode fixed`
- `systemsetting get lineoutmode`
  returns
  `systemsetting lineoutmode fixed`

Limitations

The `systemsetting lineoutmode` command is not supported on RealPresence Group 300, 310, and 500 systems.

Comments

None

systemsetting maxrxbandwidth

Gets the sets the maximum receive line speed between 64 kbps and 6144 kbps.

Syntax

```
systemsetting maxrxbandwidth [speed]
systemsetting get maxrxbandwidth
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.		
speed	Sets the maximum speed for receiving calls.		

Feedback Examples

- `systemsetting maxrxbandwidth 1920`
  returns
  `systemsetting maxrxbandwidth 1920`

- `systemsetting get maxrxbandwidth`
  returns
  `systemsetting maxrxbandwidth 1920`

Limitations

None

Comments

None

systemsetting maxtxbandwidth

Gets or sets the maximum transmit line speed between 64 kbps and 6144 kbps.

Syntax

```
systemsetting maxtxbandwidth [speed]
systemsetting get maxtxbandwidth
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.		
speed	Sets the maximum speed for placing calls.		

Feedback Examples

- `systemsetting maxtxbandwidth 1920`
  returns
  `systemsetting maxtxbandwidth 1920`

- `systemsetting get maxtxbandwidth`
  returns
  `systemsetting maxtxbandwidth 1920`

Limitations

None

Comments

None

systemsetting mediainlevel

Gets or specifies the volume level for the media audio 3.5mm input.

Syntax

```
systemsetting mediainlevel <auto|0..10>
systemsetting get mediainlevel
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.	✓	
auto	Allows the system software to adjust the input level.		
0..10	Sets the volume level of the media input to the specified value.		

Feedback Examples

- ```
  systemsetting mediainlevel 5
  ```
  returns
  ```
  systemsetting mediainlevel 5
  ```
- ```
  systemsetting get mediainlevel
  ```
  returns
  ```
  systemsetting mediainlevel 5
  ```

Limitations

The `systemsetting mediainlevel` command is not supported on RealPresence Group 300, 310, and 500 systems.

Comments

None

systemsetting model

Returns the model of the system.

Syntax

```
systemsetting get model
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.	✓	

Feedback Examples

- `systemsetting get model`
  returns
  `systemsetting model "RealPresence Group 700"`

Limitations

None

Comments

None

systemsetting primarycamera

Gets or specifies which camera is the main camera.

Syntax

```
systemsetting primarycamera {1..4}
systemsetting get primarycamera
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.	✓	
1..4	Sets the specified input as the primary camera (numbering convention matches the numbering in the on-screen user interface). Camera 3 and Camera 4 are available on Polycom RealPresence Group 700 systems only.		

Feedback Examples

- `systemsetting primarycamera 1`
  returns
  `systemsetting primarycamera 1`
- `systemsetting get primarycamera`
  returns
  `systemsetting primarycamera 1`

Limitations

None

Comments

The `systemsetting primarycamera` command causes the system to restart.

The primary camera is active when the system initializes, and its source is automatically set to **People**.

systemsetting remotechannelid

Gets or specifies the IR identification channel to which the system responds.

Syntax

```
systemsetting remotechannelid {0..15}
systemsetting get remotechannelid
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.	✓	
0..15	Sets the channel ID to be used with the remote control.		

Feedback Examples

- `systemsetting remotechannelid 7`
  returns
  `systemsetting remotechannelid 7`
- `systemsetting get remotechannelid`
  returns
  `systemsetting remotechannelid 7`

Limitations

None

Comments

None

systemsetting selfview

Gets or sets the Automatic Self View Control setting.

Syntax

```
systemsetting selfview <on|off|auto>
systemsetting get selfview
```

Parameter	Description	User Accessible	Additional Restrictions
`get`	Returns the current setting.	✓	
`on`	Enables self-view. This setting is not available if `systemsetting selfview` is set to `auto`.	✓	
`off`	Disables self-view. This setting is not available if `systemsetting selfview` is set to `auto`.	✓	
`auto`	Sets self-view to auto mode.	✓	

Feedback Examples

- `systemsetting selfview on`
  returns
  `systemsetting selfview on`

- `systemsetting selfview off`
  returns
  `systemsetting selfview off`

- `systemsetting get selfview`
  returns
  `systemsetting selfview on`

Limitations

None

Comments

None

systemsetting sipaccountname

Gets or sets the SIP user account name.

Syntax

```
systemsetting sipaccountname <"sipuser">
systemsetting get sipaccountname
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.		
"sipuser"	Specifies the user account name.		

Feedback Examples

- `systemsetting sipaccountname polycom_user`
  returns
  `systemsetting sipaccountname polycom_user`
- `systemsetting get sipaccountname`
  returns
  `systemsetting sipaccountname polycom_user`

Limitations

None

Comments

None

systemsetting sipdebug

Gets or sets the state of SIP debug tracing in the system log.

Syntax

```
systemsetting sipdebug <True|False>
systemsetting get sipdebug
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.		
True	Enables SIP debug tracing in the system log.		
False	Disables SIP debug tracing in the system log.		

Feedback Examples

- `systemsetting sipdebug True`
  returns
  `systemsetting sipdebug True`

- `systemsetting get sipdebug`
  returns
  `systemsetting sipdebug True`

Limitations

None

Comments

None

systemsetting sipenable

Enables or disables SIP calling.

Syntax

```
systemsetting sipenable <True|False>
systemsetting get sipenable
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.	✓	
True	Enables SIP calling.		
False	Disables SIP calling.		

Feedback Examples

- `systemsetting sipenable True`
  returns
  `systemsetting sipenable True`

- `systemsetting get sipenable`
  returns
  `systemsetting sipenable True`

Limitations

None

Comments

None

systemsetting sipforcereuse

Enables or disables the SIP force reuse function, which forces the proxy server to reuse the existing SIP connection for requests in the reverse direction by using the SIP port as the source por6t.

Syntax

```
systemsetting get sipforcereuse
systemsetting sipforcereuse <True|False>
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.		
True	Enables the SIP force reuse function.		
False	Disables the SIP force reuse function.		

Feedback Examples

- ```
  systemsetting get sipforcereuse
  ```
  returns
  ```
  systemsetting sipforcereuse True
  ```
- ```
  systemsetting sipforcereuse True
  ```
  returns
  ```
  systemsetting sipforcereuse True
  ```
- ```
  systemsetting sipforcereuse False
  ```
  returns
  ```
  systemsetting sipforcereude False
  ```

Limitations

None

Comments

None

systemsetting sippassword

Sets the SIP server password.

Syntax

```
systemsetting sippassword <"password">
```

Parameter	Description	User Accessible	Additional Restrictions
"password"	Password used to register with SIP server.		

Feedback Examples

- ```
  systemsetting sippassword secret
  ```
  returns
  ```
  systemsetting sippassword secret
  ```

Limitations

None

Comments

None

systemsetting sipproxyserver

Gets or sets the address of the SIP proxy server.

Syntax

```
systemsetting sipproxyserver <address>
systemsetting get sipproxyserver
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.		
address	Address of the proxy server. Format can be either an actual IP address or a valid DNS hostname (PQP or FQP).		

Feedback Examples

- `systemsetting sipproxyserver pserver.abc.com`
  returns
  `systemsetting sipproxyserver pserver.abc.com`
- `systemsetting get sipproxyserver`
  returns
  `systemsetting sipproxyserver pserver.abc.com`

Limitations

None

Comments

None

systemsetting sipregistrarserver

Gets or sets the address of the SIP registrar server.

Syntax

```
systemsetting sipregistrarserver <address>
systemsetting get sipregistrarserver
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.		
address	Address of the registrar server. Format can be either an actual IP address or a valid DNS hostname (PQP or FQP).		

Feedback Examples

- ```
  systemsetting sipregistrarserver pserver.abc.com
  ```
  returns
  ```
  systemsetting sipregistrarserver pserver.abc.com
  ```
- ```
  ssystemsetting get sipregistrarserver
  ```
  returns
  ```
  systemsetting sipregistrarserver pserver.abc.com
  ```

Limitations

None

Comments

None

systemsetting siptransportprotocol

Gets or sets the protocol the system uses for SIP signaling.

Syntax

```
systemsetting siptransportprotocol <Auto|TLS|TCP|UDP>
systemsetting <get> siptransportprotocol
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.	✓	
Auto	Sets the SIP transport protocol to automatic negotiation.	✓	
TLS	Sets TLS as the SIP transport protocol. TLS provides a secure transport.	✓	
TCP	Sets TCP as the SIP transport protocol. TCP provides a reliable transport.	✓	
UDP	Sets UDP as the SIP transport protocol. UDP provides a best-effort transport.	✓	

Feedback Examples

- `systemsetting get siptransportprotocol`
  returns
  `systemsetting siptransportprotocol Auto`
- `systemsetting siptransportprotocol TLS`
  returns
  `systemsetting siptransportprotocol TLS`
- `systemsetting siptransportprotocol TCP`
  returns
  `systemsetting siptransportprotocol TCP`
- `systemsetting siptransportprotocol UDP`
  returns
  `systemsetting siptransportprotocol UDP`

Limitations

None

Comments

None

systemsetting sipusername

Gets or sets the system's SIP name.

Syntax

```
systemsetting sipusername ["name"]
systemsetting get sipusername
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.		
"name"	Specifies the SIP URI for SIP registration.		

Feedback Examples

- `systemsetting sipusername Polycom`
  returns
  `systemsetting sipusername Polycom`
- `systemsetting get sipusername`
  returns
  `systemsetting sipusername Polycom`

Limitations

None

Comments

None

systemsetting stereoenable

Gets the current setting or specifies whether Polycom StereoSurround is used for all calls.

Syntax

```
systemsetting stereoenable <True|False>
systemsetting get stereoenable
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.	✓	
True	Enables Polycom stereo.		
False	Disables Polycom stereo.		

Feedback Examples

- `systemsetting stereoenable True`
  returns
  `systemsetting sstereoenable True`
- `systemsetting get stereoenable`
  returns
  `systemsetting stereoenable True`

Limitations

None

Comments

None

systemsetting telnetenabled

Gets or sets the Telnet ports.

Syntax

```
systemsetting telnetenabled <on|off|port24only>
systemsetting get telnetenabled
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.		
on	Enables port 23 and port 24.		
off	Disables port 23 and port 24.		
port24only	Enables port 24 and disables port 23.		

Feedback Examples

- `systemsetting get telnetenabled`
  returns
  `systemsetting telnetenabled True`
- `systemsetting telnetenabled on`
  returns
  `systemsetting telnetenabled on`
- `systemsetting telnetenabled`
  returns
  `error: command needs more parameters to execute successfully`

Limitations

None

Comments

After making a change, you must restart the system for the setting to take effect.

systemsetting transcodingenabled

Gets or specifies whether the system allows each far-site system to connect at the best possible call rate and audio/video algorithm.

Syntax

```
systemsetting transcodingenabled <True|False>
systemsetting get transcodingenabled
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.		
True	Enables transcoding.		
False	Disables transcoding.		

Feedback Examples

- `systemsetting transcodingenabled True`
  returns
  `systemsetting transcodingenabled True`
- `systemsetting get transcodingenabled`
  returns
  `systemsetting transcodingenabled True`

Limitations

None

Comments

None

systemsetting uspairingenabled

Gets the current setting or detects and unpairs a RealPresence Group Series system from the RealPresence Mobile application on an Apple® iPad tablet.

Syntax

```
systemsetting uspairingenabled <Disabled|Manual|Auto>
systemsetting get uspairingenabled
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.	✓	
Disabled	Disables SmartPairing in automatic mode. You can still enter the IP address and admin password in the RealPresence Mobile application in order to pair with the system.		
Manual	Enables SmartPairing in manual mode. You must enter the admin password in the RealPresence Mobile application in order to pair with the system.		
Auto	Enables a RealPresence Mobile application to automatically detect and pair with the system when in range. The application automatically unpairs when out of range.		

Feedback Examples

- `systemsetting uspairingenabled Manual`
  returns
  `systemsetting uspairingenabled Manual`
- `systemsetting get uspairingenabled`
  returns
  `systemsetting uspairingenabled Auto`

Limitations

None

Comments

None

systemsetting webenabled

Gets or specifies whether to allow remote access to the system using the web interface.

Syntax

```
systemsetting webenabled <True|False>
systemsetting get webenabled
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.		
True	Enables remote access from the web interface.		
False	Disables remote access from the web interface.		

Feedback Examples

- `systemsetting webenabled True`
  returns
  `systemsetting webenabled True`

- `systemsetting get webenabled`
  returns
  `systemsetting webenabled True`

Limitations

None

Comments

None

systemsetting whitebalancemode

Gets or sets the user white balance mode for a Polycom camera on Camera port 1.

Syntax

```
systemsetting whitebalancemode <Auto|Manual|3200K|3680K|4160K|4640K|5120K|5600K>
systemsetting get whitebalancemode
```

Parameter	Description	User Accessible	Additional Restrictions
`get`	Returns the current setting.		
`Auto|Manual|3200K|3680K|4160K|4640K|5120K|5600K`	`Auto` - **Automatic white balance** `Manual` - **Manual one touch white balance** `3200K`—**3200° Kelvin** `3680K`—**3680° Kelvin** `4160K`—**4160° Kelvin** `4640K`—**4640° Kelvin** `5120K`—**5120° Kelvin** `5600K`—**5600° Kelvin**		

Feedback Examples

- `systemsetting whitebalancemode Auto`
  returns
  `systemsetting whitebalancemode Auto`
- `systemsetting get whitebalancemode`
  returns
  `systemsetting whitebalancemode Auto`

Limitations

None

Comments

None

systemsetting whitebalancemode1

Gets or sets the user white balance mode for a Polycom camera on Camera port 2.

Syntax

```
systemsetting whitebalancemode1 <Auto|Manual|3200K|3680K|4160K|4640K|5120K|5600K>
systemsetting get whitebalancemode1
```

Parameter	Description	User Accessible	Additional Restrictions
`get`	Returns the current setting.		
`<Auto|Manual|3200K|3680K|4160K|4640K|5120K|5600K`	`Auto` - **Automatic white balance** `Manual` - **Manual one touch white balance** `3200K`—**3200° Kelvin** `3680K`—**3680° Kelvin** `4160K`—**4160° Kelvin** `4640K`—**4640° Kelvin** `5120K`—**5120° Kelvin** `5600K`—**5600° Kelvin**		

Feedback Examples

- `systemsetting whitebalancemode1 Auto`
  returns
  `systemsetting whitebalancemode1 Auto`

- `systemsetting get whitebalancemode1`
  returns
  `systemsetting whitebalancemode1 Auto`

Limitations

The `systemsetting whitebalancemode1` command is not supported on RealPresence Group 300, 310, and 500 systems.

Comments

None

uptime

Returns the total time the RealPresence Group Series system has been running since the last system start.

Syntax

```
uptime get
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.	✓	

Feedback Example

- ```
  uptime get
  ```
  returns
  ```
  1 Hour, 10 Minutes
  ```

Limitations

None

Comments

None

usegatekeeper

Gets or sets the gatekeeper mode.

Syntax

```
usegatekeeper <get|off|specify|auto>
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.	✓	
off	Select this option if no gatekeeper is required.		
specify	Specifies a gatekeeper. If this option is selected, you must enter the gatekeeper IP address or name using the gatekeeperip command.		
auto	Sets the system to automatically find an available gatekeeper.		

Feedback Examples

- ```
  usegatekeeper off
  ```
  returns
  ```
  usegatekeeper off
  ```

- ```
  usegatekeeper specify
  ```
  returns
  ```
  usegatekeeper specify
  ```

- ```
  usegatekeeper auto
  ```
  returns
  ```
  usegatekeeper auto
  ```

- ```
  usegatekeeper get
  ```
  returns
  ```
  usegatekeeper auto
  ```

Limitations

None

Comments

None

See Also

See the gatekeeperip command.

vcbutton

Controls a content video source. It can also register or unregister the API session to receive notification of content events.

Syntax

```
vcbutton play {1..6}
vcbutton <get|stop|register|unregister>
vcbutton map <get|{1..6}>
vcbutton source get
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting (`play` or `stop`).	✓	
play	Starts sending the content from the specified content video source. If no content video source is specified, starts sending content from the default content video source. Starts content from any content video source without the need to change source mapping and without needing to stop the currently playing content video source. Fails and does not stop the current content video source if the specified content video source is not valid. Stops the current content video source if the specified content video source is valid but is currently unavailable.	✓	
{1..6}	Specifies a content video source. 5 is not supported.	✓	
stop	Stops sending content from the content video source that is currently playing.	✓	
register	Registers the API session to receive notifications about content events.	✓	
unregister	Unregisters the API session to receive notifications about content events.	✓	
map get	Gets the content video source currently specified for control.	✓	
map {1..6}	Specifies the content video source to control. Note: This parameter is only necessary if no video source was specified when using the vcbutton play command. 5 is not supported.	✓	
source get	Gets the content video source that is currently playing.	✓	

Feedback Examples

If not registered for notifications:

- ```
  vcbutton play 4
  ```
  returns
  ```
  vcbutton play 4
  vcbutton play succeeded
  camera near 4
  ```

If registered for notifications:

- ```
  vcbutton play 4
  ```
  returns
  ```
  Control event: vcbutton play
  Control event: vcbutton source 4
  Control event: vcbutton play
  vcbutton play 4
  vcbutton play succeeded
  camera near 4
  ```

- ```
  vcbutton play 3
  ```
  returns
  ```
  vcbutton play failed
  ```

- ```
  vcbutton play
  ```
  returns
  ```
  Control event: vcbutton play
  vcbutton play succeeded
  ```

- ```
  vcbutton play
  ```
  returns
  ```
  vcbutton play failed
  ```

- ```
  vcbutton play 2
  ```
  returns
  ```
  error: input 2 is not a content source
  vcbutton play failed
  ```

- ```
  vcbutton play 7
  ```
  returns
  ```
  error: invalid value! (valid ranges 2..6)
  vcbutton play failed
  ```

- ```
  vcbutton register
  ```
  returns
  ```
  vcbutton registered
  ```

- ```
  vcbutton stop
  ```
  returns
  ```
  Control event: vcbutton stop
  Camera near none
  vcbutton stop
  vcbutton stop succeeded
  ```

- ```
  vcbutton get
  ```
  returns
  ```
  vcbutton stop
  vcbutton get succeeded
  ```

- `vcbutton source get`
  returns
  `vcbutton source get 1`
  `vcbutton source get succeeded`

- `vcbutton source get`
  returns
  `vcbutton source get none`
  `vcbutton source get succeeded`

Polycom recommends registering for notifications. If vcbutton register is used for notifications, the following responses occur.

- Pressing the play button at the far site
  returns
  `Control event: vcbutton farplay`

- Pressing the stop button on the local system
  returns
  `Control event: vcbutton stop`

Limitations

`vcbutton 1` and `vcbutton 2` are not supported on RealPresence Group 300 and 310 systems.`vcbutton 3` and `vcbutton 4` are not supported on RealPresence Group 300, 310, and 500 systems.

Comments

`vcbutton 6` specifies sending ppcip as content.

`vcbutton map` defaults to input 6.

`vcbutton map` is only required if you do not specify the input number when sending `vcbutton play`.

version

Returns the current system's version information.

Syntax

```
version
```

User Accessible

User role does not have access when the Security Profile is set to Maximum.

Additional Restrictions

None

Feedback Examples

- `version`
  returns
  `version 5.1.0`

Limitations

None

Comments

None

vgaqualitypreference

Gets or sets the bandwidth split for people and content video.

Syntax

```
vgaqualitypreference get
vgaqualitypreference <content|people|both>
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.	✓	
content	Sets the VGA quality preference to content video.	✓	
people	Sets the VGA quality preference to people video.	✓	
both	Sets the VGA quality preference to both people and content video.	✓	

Feedback Examples

- `vgaqualitypreference people`
  returns
  `vgaqualitypreference people`
- `vgaqualitypreference content`
  returns
  `vgaqualitypreference content`
- `vgaqualitypreference both`
  returns
  `vgaqualitypreference both`
- `vgaqualitypreference get`
  returns
  `vgaqualitypreference both`

Limitations

None

Comments

None

videocallorder

Gets or sets the video call order of the specified protocol to the specified slot.

Syntax

```
videocallorder <h323|sip> <1|2|3|4>
```

Parameter	Description	User Accessible	Additional Restrictions
h323	Specifies IP protocol.		
sip	Specifies SIP protocol.		
1|2|3|4	Sets the order in which the specified protocol is attempted when a video call is placed.		

Feedback Examples

- `videocallorder h323 1`
  returns
  `videocallorder h323 1`
- `videocallorder sip 2`
  returns
  `videocallorder sip 2`

Limitations

None

Comments

None

See Also

To set the dialing order for audio-only protocols, use the volume command.

videomute

Gets or sets the transmission of local video to far site.

Syntax

```
videomute near <get|on|off>
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.	✓	
near	Specifies local video.	✓	
on	Enables information.	✓	
off	Returns the current setting.	✓	

Feedback Examples

- `videomute get`
  returns
  `vidoemute off`
- `videomute near on`
  returns
  `videomute near on`
- `videomute near off`
  returns
  `videomute near off`

Limitations

None

Comments

None

visualboard

Gets or specifies the current setting for the Polycom VisualBoard application.

Syntax

```
visualboard <get|on|off>
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.	✓	
on	Enables the Polycom VisualBoard application.	✓	
off	Disables the Polycom VisualBoard application.	✓	

Feedback Examples

- `visualboard get`
  returns
  `visualboard off`

- `visualboard on`
  returns
  `visualboard on`

- `visualboard off`
  returns
  `visualboard off`

Limitations

None

Comments

None

visualboardppt

Gets or sets the current setting for the Microsoft PowerPoint slide conversion function in the Polycom VisualBoard application.

Syntax

```
visualboardppt <get|on|off>
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.	✓	
on	Enables the PowerPoint conversion function in the Polycom VisualBoard application.	✓	
off	Disables the PowerPoint conversion function in the Polycom VisualBoard application.	✓	

Feedback Examples

- `visualboardppt get`
  returns
  `visualboardppt off`
- `visualboardppt on`
  returns
  `visualboard on`
- `visualboardppt off`
  returns
  `visualboard off`

Limitations

None

Comments

None

visualboardswipe

Gets or sets the current setting for the swipe navigation feature in the Polycom VisualBoard application.

Syntax

```
visualboardswipe <get|on|off>
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.	✓	✓
on	Enables the swipe function in the Polycom VisualBoard application.	✓	✓
off	Disables the swipe function in the Polycom VisualBoard application.	✓	✓

Feedback Examples

- `visualboardswipe get`
  returns
  `visualboardswipe off`
- `visualboardswipe on`
  returns
  `visualboardswipe on`
- `visualboardswipe off`
  returns
  `visualboardswipe off`

Limitations

None

Comments

None

visualboardzoom

Gets or sets the current setting for the zoom function in the Polycom VisualBoard application.

Syntax

`visualboardzoom <get|on|off>`

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the current setting.	✓	
on	Enables the zoom function in the Polycom VisualBoard application.	✓	
off	Disables the zoom function in the Polycom VisualBoard application.	✓	

Feedback Examples

- `visualboardzoom get`
  returns
  `visualboardzoom off`
- `visualboardzoom on`
  returns
  `visualboardzoom on`
- `visualboardzoom off`
  returns
  `visualboardzoom off`

Limitations

None

Comments

None

volume

Gets or sets the call audio volume (not sound effects) on the system or registration for volume changes.

Syntax

```
volume <register|unregister>
volume <get|up|down|set {0..50}>
volume range
```

Parameter	Description	User Accessible	Additional Restrictions
register	Registers to receive notification when the volume changes.	✓	
unregister	Disables register mode.	✓	
get	Returns the current volume level.	✓	
up	Increases the audio volume by 1.	✓	
down	Decreases the audio volume by 1.	✓	
set	Sets the volume to a specified level. Requires a volume setting from {0..50}.	✓	
range	Returns the valid volume range available to the user.	✓	

Feedback Examples

- `volume register`
  returns
  `volume registered`
- If entered again,
  `volume register`
  returns
  `info: event/notification already active:volume`
- `volume set 23`
  returns
  `volume 23`
- `volume up`
  returns
  `volume 24`
- `volume get`
  returns
  `volume 24`

Limitations

None

Comments

Changes the call audio volume (not sound effects) on the system.

The button command also allows you to control the system volume. Note that the button command does not return feedback about the current volume level.

wake

Wakes the system from sleep mode.

Syntax

`wake`

User Accessible

Yes

Additional Restrictions

None

Feedback Examples

- `wake`
  returns
  `wake`
  and wakes the system from sleep mode

Limitations

None

Comments

None

See Also

To put the system in sleep mode, use the sleep command.

wanipaddress

Gets or sets the WAN IP address.

Syntax

```
wanipaddress get
wanipaddress set ["xxx.xxx.xxx.xxx"]
```

Parameter	Description	User Accessible	Additional Restrictions
get	Returns the WAN IP address.	✓	
set	Sets the WAN IP address when followed by the "xxx.xxx.xxx.xxx" parameter. To erase the current setting, omit the "xxx.xxx.xxx.xxx" parameter.		
"xxx.xxx.xxx.xxx"	WAN IP address.		

Feedback Examples

- `wanipaddress set 192.168.1.101`
  returns
  `wanipaddress 192.168.1.101`
- `wanipaddress get`
  returns
  `wanipaddress 192.168.1.101`

Limitations

None

Comments

The **NAT Configuration** option on the Firewall screen must be set to **Auto**, **Manual**, or **UPnP** for this option to be available.

webmonitoring

Enables or disables the ability to view video from a RealPresence Group Series system via the web interface. This command is available in serial API sessions only.

Syntax

```
webmonitoring "remoteaccesspasswd" <yes|no>
```

Parameter	Description	User Accessible	Additional Restrictions
"remoteaccessp asswd"	Current remote access password.		
yes	Allows RealPresence Group Series video to be viewed via the web interface.		
no	Disables RealPresence Group Series video from being viewed via the web interface.		

Feedback Examples

- `webmonitoring "1234" yes`
  returns
  `webmonitoring yes`
- `webmonitoring "1234" no`
  returns
  `webmonitoring no`

Limitations

None

Comments

The `webmonitoring` setting can be controlled by a provisioning server. For this reason, provisioned systems do not allow modification to the `webmonitoring` setting.

`webmonitoring` has no get operation. Use the remotemonenable command instead.

If the system has no remote access password, enter a pair of single quotes (") to denote an empty password.

whoami

Displays the same initial banner information as when the RS-232/Telnet session was started with the system.

Syntax

```
whoami
```

User Accessible

No

Additional Restrictions

None

Feedback Examples

- ```
  whoami
  ```
  returns
  ```
  Hi, my name is: RealPresence Group Series Demo
  Here is what I know about myself:
  Model: Group Series 500
  Serial Number: 82065205E72E1
  Software Version: 1.0
  Build Information: root on domain.polycom.com
  Contact Number: <empty>
  Time In Last Call: 0:43:50
  Total Time In Calls: 87:17:17
  Total Calls: 819
  SNTP Time Service: auto insync ntp1.polycom.com
  Local Time is: Wed, 30 Nov 2008 10:41:46
  Network Interface: NONE
  IP Video Number: 192.168.1.101
  MP Enabled:  AB1C-2D34-5EF6-7890-GHI1
  H323 Enabled: True
  HTTP Enabled: True
  SNMP Enabled: True
  ```

Limitations

None

Comments

The response can vary depending on your system configuration.

Room Design and Layout

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For clarity of discussion, we have divided this section into the following sub-sections:

- Room construction, including wall construction, windows and window treatments, ceilings and HVAC;
- Interior design and finishes;
- Furniture design, including placement and layout;
- Room acoustics and acoustic treatment; and
- Room lighting.

The initial layout and construction of the space affects all the elements that are discussed in other sections of this book [*Basics of Audio and Visual Systems Design*], including acoustic characteristics and performance, general and ambient light control, and overall comfort.

Room Requirements

We begin with general room requirements. The total floor space required for VC is much greater than we have become used to for general local presentation and meeting. In architectural terms it is not uncommon to find a rule-of-thumb applied that allows for up to 15 square feet of floor space per participant in a traditional presentation or meeting room. If there is a front-of-room presenter position at a podium, and if there is some use of in-room technology (projection devices, whiteboards, etc.), then this figure may increase to as much as 20 square feet of floor space per participant, but rarely any more than that.

It is here that we have our first conflict. In videoconferencing we have to consider not only the issues related to local viewing and hearing but also the issues of being seen and heard by people at the far-end of the connection. This means that we must consider sight lines and angles of participant interaction that go beyond traditional presentation environments. As a rule we should allow not less than 30 square feet and generally not more than 45 square feet of floor space per participant in a videoconference space. Though two to three times what we are used to allowing, this amount ensures that local participants will see one another and the display of local and remote electronic images. It also ensures that participants at the far-end will see and hear everyone arriving at their location via the connection, and that all will see and hear at a level of quality that does not detract and, in the best deployment, even enhances the communications.

Having determined the required size of the space, we can move on to the actual renovation or construction of the space itself. Again the requirements here are generally less forgiving than those applied in local-only meeting spaces. In the most basic sense this is because, by sheer definition, at least some of the participants in a conference-based meeting are not actually in the room. As such, we cannot count on the typical human mechanisms (the human ears and brain and our ability to locate sound in three-dimensional space) to manage any acoustic anomalies.

If we are, for example, in a room that is adjacent to a double-door entry to the building, then knowing this we can take the inevitable doorway noise into account as we filter the sounds we hear both inside the meeting room and coming from that adjacent entryway. Within our own physical and local environment we have the ability to isolate local unwanted noise from local "sound of interest" (voices of other people, etc.), and place the unwanted noise in an inferior position in our conscious thought pattern. We are able to do this because we know where the noise is coming from and (usually) what is causing it. We may be annoyed by the noise, but we generally are able to ignore it. As soon as we add conferencing to the meeting equation, however, we add the element of electronic pickup and reproduction of all sounds. For the people at the far-end, the unwanted noise is much more difficult (if not impossible) to ignore. They do not have the ability to isolate it in three-dimensional space (the microphones eliminate the spatial reference) and they often do not know what is making the noise. The brain of the far-end participant will devote more and more conscious observation and thought energy to trying to work out these elements, in an attempt to isolate and finally "ignore" the unwanted sound. We have already stated that they cannot do this, however, due to the electronic separation between the locations. Thus they are left with an impossible task that takes up more and more thought energy, eroding the perceived quality of the spoken communication over time. Frustration and exasperation quickly set in, and the communication flow quickly falls apart.

This, then, is one reason we must pay even greater attention to the acoustic and visual issues for any presentation space that will be connected via conference to another. Minor, seemingly insignificant anomalies we often ignore in the local environment become significant impediments to smooth communication with people at the far-end of any connection. In short, we must always ask ourselves, "What does this look like and sound like to the people at the farend?"

In order to guarantee that the final conference environment will have a solid foundation, we begin with the construction of the walls, floors and ceilings for videoconference spaces.

Walls

Conference room walls should be built from slab to slab. That is, there should be no gaps from the concrete of one floor to the concrete of the next floor. Resilient, gypsum board mountings should be used to close any gaps. The thickness of the gypsum board should be 5/8" or more (one layer of 5/8" and one layer of 1/2" bonded together would be ideal) on the inside of the room, with 1/2" thick (or as required by local building codes) appropriate for the outside of the walls. There should always be a difference in thickness between the materials used on the inner versus the outer walls. That difference in thickness subdues mechanical coupling (vibration) between the two layers. A good overall wall thickness is 6". It is recommended that "offset stud" construction be used, typically a 6" header and footer with 3.5" verticals attached in an alternating pattern one toward the outside of the footer, the next toward the inside and so on.

Fiberglass dense batting or mineral rock wool, 4" to 6" thick (the equivalent of R-11 to R-13) should be placed in the wall space. The thickness of the batting is not critical. The critical aspect is that it must be loosely placed in the wall space, not compacted to fit. The resultant wall will have excellent acoustic isolation from the outside world. More significant acoustic isolation can be achieved by placing an additional barrier layer within the wall space. Typically this barrier will be made of a dense polymer material, about 1/8" thick, and the improvement regarding loss of sound transmitted through the wall will be roughly a factor of 10. These materials are available from a variety of manufacturers.

Windows

Windows usually present the equivalent of an acoustic nightmare (as well as altering the way a camera renders colors and brightness). They not only transmit room sound, but also allow unwanted outside noise to intrude on the conference space. In the event that windows cannot be avoided, it becomes essential that window treatment of some sort be used. This treatment should match the interior look and feel of the space,

while providing a high level of sound and light block. Typically a heavyweight drape (24 ounces or more) of heavy fullness (not less than 6" fullness on not less than 8" centers per fold) is preferred. In all cases, the use of sheer draperies or standard vertical or horizontal blinds should be avoided, due to their inherent inefficiency in blocking sound and light, and the fine lines they create within the camera field of view.

Ceiling Tiles

These should be high-quality acoustic tiles, ideally 1"- thick compressed densecore fiberglass. An added benefit of this kind of ceiling tile is that it works well with the indirect lighting as specified elsewhere in this section. To reduce any extraneous noise from leaving or entering the room via the ceiling space, the ceiling tiles can be blanketed completely from the plenum side, with a minimum of 6"- thick unfaced dense fiberglass batting or mineral rock wool, (the equivalent of R-15 to R-19). Here again, a barrier layer will improve the performance, but all local building codes must be followed for allowable materials in the various aspects of room acoustic modifications. To make entry and exit from the ceiling space easier, the blanket and barrier do not need to rest on the ceiling tiles, but may be suspended above it.

Air Conditioning

It is critical that all air-handling equipment (blowers, heat exchangers, solenoid valves, etc.) be located outside the physical meeting room space. This will prevent the noise burden associated with such equipment from affecting the participants of any meetings held in the room. Location of air-handling equipment within the ceiling space of a conference room often renders that room unusable for video or audio-only conferencing.

The air vents should be of open construction to eliminate "wind noise" while the system is running. These vents normally are specified as "low-velocity" diffusers. The number of air vents within the room should be sufficient to maintain a consistent temperature throughout the space. All HVAC ducts and diffusers should be oversized for the general application in the space, with minimum 2' diameter insulated flexible ducts and matching 2' noise dampening diffusers generally best. All ducts should be installed with gradual bends and curves rather than rigid 90-degree corners. This will minimize "thunder" sounds as the initial air pushes through the ductwork and into the room.

There should be a thermostat to control this specific room system independently of the rest of the building, and that control should be located within the room.

Important: Allow an additional 5,000 BTU of cooling capacity for a standard "roll-about" singlemonitor VC system with extended in-room peripherals (PC, document camera, scan converter, etc.) and a minimum of 10,000 BTU for a dual display multimedia presentation system with large screen displays. For the comfort of the participants, the room must accommodate these heat loads, plus the heat load of a room full of people, with minimal temperature rise.

Interior Design and Finishes

Wall colors within the field of view of the camera have a significant impact on the far-end perception of the room video quality. Certain colors are better suited to video rooms than others. The electronics and software of the videoconferencing system "builds" the images at the far-end from a gray/blue reference image. When there is a minimal difference between the room background and the reference image color, the codec has an easier time turning the image into numbers, with the result that the far-end will see a much higher quality video presentation. In general, light gray with just a touch of blue seems to work best. For rooms that have marginal lighting, slightly darker colors are quite useful.

In keeping with these color recommendations, the acoustic panels (discussed elsewhere in this section) should be ordered in light colors such as silver-gray, quartz or champagne for panels within the camera field of view. For aesthetics, however, panels may be alternated in color along the wall.

Furniture

As we have noted, VC rooms should be slightly on the large side for the typical number of attendees. The placement of furniture should present a natural rapport with the videoconference system, but shouldn't preclude the local interaction of conference participants. Doorways used for access to the space usually should be within the view of one of the camera presets to prevent the perception from the far-end that people could come into their meeting unseen. Doorways should not, however, be in constant, direct view of the camera system, as this may cause unwanted distractions and movement of people in the picture field.

Any tables within the conference environment should have a light top surface. Glossy tops should be avoided, as should strong colors or any bold wood grain. If glossy or saturated color surfaces are unavoidable, then proper lighting can help reduce (but not necessarily eliminate) their ill effects. The best table surface color is a flat satin finish, in neutral gray. In cases where the worst possible surfaces are present, the proper surface color effect can be achieved by using a table covering, put in place only when the room is being used for videoconferencing. This will, however, create problems related to the use of access ports in the tables or movement of end-user items across the surface.

Acoustics

Additional general elements related to the interior finish details for the space include acoustics. In terms of ambient noise level, the acoustic design goal for any conference- enabled room is at least NC-30 (NoiseCriteria-30). This level of specification dictates a very quiet space (somewhere around 40-dBCSPL ambient noise level). A room built to the description found elsewhere in this section will usually fall between NC-30 and NC-35. The actual NC value is not critical; what is important is that the room be built with the intent and care required to achieve the low noise rating. Typically in architectural design, a site evaluation and analysis are required to certify the noise performance of a given space. The quieter the room, the easier it is to hear others in the same room as well as be heard by others who are participating via conference connection to a far-end location (or locations).

Almost every conference room of medium to large size (larger than 12'x15') requires some level of acoustic treatment to provide good speech-rendering to other conference sites. The quality differences lie in the areas of intelligibility and consistency of loudness as presented to the far-end. While the people at the far-end may hear the sounds coming to them, it may be hard for them clearly to distinguish all of the vowels, consonants, inflections and nuances of actual human speech communication. (We all know that it is not simply what you say but how you say it—i.e., the inflections and intonations—that makes the difference in perceived meaning in human communications.)

Good audio practice dictates that the treated surfaces be composed of at least two nonparallel walls. And, as the VCS hardware is a potential source of distracting fan noises, the walls to be treated should include the wall immediately behind the VCS hardware, whenever this hardware is within the conference room proper. To help prevent meeting audio from leaking into adjoining hallways or offices, the walls along those areas also should be treated.

Approximately 50 percent of the wall area needs be covered with acoustic panels. The type recommended is 1" thick compressed, dense-core fiberglass, fabric-covered, or equivalent, with a SABIN (sound absorption index) value of 0.9 average. This specification is sometimes referred to as NRC (noise reduction coefficient). If reduction of sound passing through is required, then an additional barrier layer is laminated to the dense-core material, usually 3/8" thick fiber compression board. The barrier layer is placed against

the existing wall material, then the acoustic absorption panels are placed on the interior-room side of that. The barrier panels will have a SABIN of 0.9, but will have an additional specification of an STC (sound transmission coefficient) of 20. STC is a measure of the amount of reduction in loudness of sound passing through the material. Having an STC rating of 20 means there is a factor of 10 reduction in the amount of sound passing through that material. A high-quality conference room wall usually has an STC of 60 or more—that is, less than 1/1,000 of the sound in the room leaks through the wall.

Room Lighting

The brightness of the lighting in a videoconference room plays an important role in determining the far-end view of the meeting. When there are low to moderate amounts of light—20fc to 35fc (footcandles), typical office lighting—the distance range of "in focus" objects (depth-of-field) usually is only 2' or 3' from nearest in-focus to furthest in-focus. With bright light (70fc or more) the range of in-focus objects can more than double. Participants at the far-end will see more people in sharp focus, and the codec will have an easier time encoding the image.

Bright standard direct fluorescent lighting has the undesirable side effect of being harsh for the local participants. In addition, the direct down lighting casts significant "drop shadows." The result is undue stress among participants.

The best plan for videoconferencing is to use indirect lighting for 80 to 85 percent of the light, and evenly distributed direct lighting for the remaining 15 to 20 percent. The indirect light will help minimize shadows on the faces of the participants, and make the room more comfortable for viewing the far-end on the TV monitor. The direct light can be used to create backlight separation between foreground and background objects or surfaces.

There should be not less than 55fc and ideally as much as 75fc of light (770lux) on the faces of the participants in the facial field as viewed by the camera in the conference space. The light should be completely even across the field of measure or view, and of one consistent color temperature.

To best meet these requirements, indirect fluorescent lighting most often is recommended. This type of lighting works by using the upper walls and ceiling as diffuse reflectors for the light. The usual recommended color temperature for these is 3,000 to 3,800 degrees Kelvin. If there is a significant quantity of outdoor light entering the room, the lamps should be more than 5,500 degrees Kelvin.

Light Fixtures

The light fixtures generally recommended for indirect lighting are available from a number of manufacturers. They typically are three-tube, 8" oval indirect up-lights, though they may take the form of chandelier-style pendant lights, wall sconces, cove lights or flushmounted specialized troughs. Many manufacturers work closely with contractors and lighting designers to ensure that the correct light levels and shadow-free zones are designed into the room, especially when used for videoconferencing. Lamps for these fixtures are available in a variety of specified color temperatures from numerous manufacturers, including Sylvania, General Electric and Osram/Phillips. Indirect fixtures are available in a number of different designs or "looks," and can be purchased in configurations that will complement and not detract from the interior design of the space.

Lighting layout recommendations and determination of the number of fixtures needed are handled either by the architectural design firm or by submitting a complete floor plan, including reflected ceiling, walls and furniture placement, to fixture vendors. The vendors will analyze the plans and return a finished lighting layout to the customer, detailing the number of fixtures, placement and required wiring.

It is important to remember that the use of traditional meeting room downcans—even those that have color-corrected light sources—for any lighting in the field of view that may include human faces is to be avoided at all costs. These will result in extremely uneven fields of light, or pools, and heavy, unnatural shadows on the faces of the participants.

Room Preparation Conclusion

When we follow the above guidelines we dramatically improve the odds for success in the final deployment of live bi-directional conference-based human communications. An added benefit is that this approach dramatically enhances the effectiveness of the room as it operates for more traditional meetings and presentations. The environment is more comfortable and flexible, and less dependent on specialized electronics for "fixing" deficiencies in the environment.

Audio Elements

Once the space is prepared, we can focus on integration of the various audiovisual tools within the environment: audio, video and control.

Audio Input

The primary input device for the audio portion of any conference system is the microphone. Elsewhere in this book [*Basics of Audio and Visual Systems Design*] we have discussed how these devices operate within a given acoustic environment. We turn now to a short discussion of how these elements operate within a conference environment, where such factors as "three-to-one" rules and "critical distance" often are pushed to the limit or violated entirely.

When sound travels in a room, it follows "the inverse square law." This means that the sound level heard at a microphone drops by a factor of four every time the distance doubles. Another important consideration in room audio design is the concept of "critical distance," or the distance at which the loudness of the room background noise plus reverberation is less than one tenth of the loudness of voices getting to a particular microphone. (This definition is the result of research conducted by Don and Carolyn Davis. that is referenced in the chapter "Designing for Intelligibility" in the Handbook for Sound Engineers.[1])

As an example, we will work with a room having an ambient noise level of approximately 60dBA-SPL. A person speaking in a normal voice is 72dBA-SPL at about 2' distance. At 4' the loudness drops to approximately 66dBA-SPL. This already is farther than the critical distance criteria allow, given the ambient noise level. At 8' distance, a normal speaking voice is approximately 60dBA-SPL. Now the voice energy and the room background noise are about equal. For "send" audio systems in a room to work correctly, therefore, the room noise level would have to be below 40-45dBA-SPL at the microphones at all times. This gives us some measure by which we can begin to plan the microphone within a space, including selection based on pickup pattern, sensitivity, noise rejection and signal-to-noise in relation to the ambient noise floor or level within the space. The good news is that a room designed and built as described in this section will provide an acoustic space where almost any properly configured and installed audio system can operate with very good results.

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1. Davis, Don and Carolyn. "Designing for Intelligibility" in Handbook for Sound Engineers: The New Audio Cyclopedia, ed. Glen Ballou (Indianapolis: Howard Sams & Co., 1991), 1279-1297.

Perhaps the most difficult issue for any room designer or system planner is actual microphone placement within the space. Given the fact that many people view conference table space as sacred (to be used for papers, laptops, coffee cups and other end-user items), there often is a great deal of pressure to place the local microphones on the ceiling instead of on the table surface. But this approach must be taken with great caution. We have already seen the dramatic impact of changes in the distance between people (their mouths) and the microphone. Ceiling systems generally place microphones farther away from the participants' mouths, not closer; critical distance calculations may eliminate ceiling placement from consideration for this reason alone. In addition, the ceiling surface generally is one of the noisiest areas of the room. Proximity to HVAC ducts and vents, attachment of tiles and runners to building members that are prone to vibration and shaking, and proximity to noise from other spaces migrating through the plenum make this area one of the least desirable for placement of microphones. This doesn't, however, keep people from looking at this broad open surface as the best place for microphones, to "get them off the table."

If ceiling placement is chosen, the system planner must select the components with great care from a manufacturer that specializes in this type of audio voice reinforcement. The manufacturer must be skilled in live audio and capable of installing the components (that is, being both able and willing to locate microphones at precisely measured distances from speakers, and locating those speakers at precisely measured intervals from each other and from the walls) to extremely tight tolerances. The system provider must fully inform the endusers of the potential downside effects of this approach. In any event, simply mounting a standard tabletop microphone on the ceiling tiles or implementing this solution in an ambient noise environment of 45dBA-SPL or greater will all but guarantee costly failure. No amount of post-microphone processing will fix the problems.

Audio Output

For conference communication we do not really care about producing the thundering roar of jet aircraft engines, or other sounds reproduced on TV or in the movies. We are interested in reproducing the human voice. The tone, intonation, pitch and level of people speaking from the far-end should sound as much as possible like the sound they would make if they were speaking in the room. Given what has been covered in other sections of this book [*Basics of Audio and Visual Systems Design*], we will touch base here on a couple of simple, basic elements of the speaker technology we deploy in the conference room. These basics fall into three subcategories: direction, power and range/frequency response.

Direction

As human beings, we feel most comfortable when the voice we hear appears to come from the same direction as the image of the person speaking. This means that reliance on ceiling speakers alone is not an ideal practice when the system is used for videoconferencing. In many small and medium-sized systems, front-firing speakers alone can provide proper direction and adequate coverage. Larger rooms (greater than 12'x15') probably need both front-firing and side or top-fill speakers in order to maintain proper coverage at nominal power levels.

In planning systems for larger rooms, we need to take advantage of the HAAS effect. Basically stated, this is the human brain's interpretation of sound direction when the same sound arrives at the ear from two or more directions within a certain time period. We attribute the direction of the sound to the direction from which the sound is first perceived, even if it is mixed with that same sound arriving from a completely different direction, as long as the two (or more) instances of the sound are within about 30ms of one another. Since sound travels faster electronically than it travels through the open air we may need to add audio delay to the side firing or ceiling speaker arrays in order to keep the primary perceived point source as the front of room/front-firing speakers.

Power

Power is a function of loudspeaker efficiency and total available system power. Most speakers operate in a power range that is broader than the range in which they operate without distortion. For the purpose of conference communication, we are interested in sound that has little or no distortion. Sound that is reproduced accurately (with no distortion) will most accurately represent the voice of the people from the far-end (our primary goal). Accurate reproduction also will aid the echo-cancellation circuitry in the system, minimizing the amount of echo that the system sends back to the people at the far-end, and thereby increasing perceived ease of intelligibility and understanding. Remember that any distortions present in the playback audio system—whether harmonic, amplitude (gain compression) or temporal (time delays)—will be recognized by the echo canceller as "new audio information," and it will send those distortions to the far-end, perhaps wreaking havoc on the system audio quality. In short, speaker power should be matched to overall audio subsystem power. The speakers should provide adequate coverage and be able to present approximately 80 to 85dBA-SPL (continuous) at the local site with the system operating at nominal power utilization, and have a peak reserve of 15 to 20dB before distortion.

Range/Frequency Response

The human ear is able to hear sounds in a very wide range of frequencies (as low as 70Hz and as high as 12,000Hz). The human voice is able to produce sounds in a narrower range (100Hz to 8,000Hz). Most spoken communication occurs, however, in a range that is only 150Hz to about 6,000Hz. This means that we need to select speakers that operate with ideal performance in a fairly narrow range for human voice (as opposed to speakers used for music, that may have ranges of 20Hz to 20,000Hz). We must also be alert to the crossover characteristics of the speakers we select. Many coaxial and paraxial speakers have their crossover within the middle audio frequencies, thereby inducing potential distortion within the spoken frequency range and creating anomalies within the system that hinder voice communication.

Video Elements

As a general rule, any display used in a videoconferencing environment should be sized for the number of attendees, the physical distances involved and the type of material presented onscreen. The screen size should allow for clear and easy viewing at the various distances experienced within the room. A measure of required screen size that often is applied to projection technology is: no closer than 1.5 times the diagonal measure and no farther than 7 times that measure. Nobody should have to sit closer than 2 times the screen diagonal measure, nor farther than 8 times that measure.

Direct viewed tube-type displays (monitors) almost always are sharpest and brightest in a videoconferencing environment. "Retro-projector cabinet" displays (which look like largescreen TVs) are next in sharpness and brightness, and "front-screen" projectors come in last. Glare and uncontrolled ambient room lighting adversely affect the quality of the image most with front-screen projectors and least with direct view tubes. A very limited number of frontscreen projection systems have sufficient brightness and contrast to be useful in a properly lit videoconference room.

Video Projection for Use in Videoconference

Many installations make use of video projection devices. The most important thing to remember in the planning of video projection for a videoconference space is that front projection is vastly inferior to rear projection. Front projection systems are less expensive and easier to implement, but the conflicting interest between the camera and the projection display makes this form of display a very poor choice. Front projection setups operate best when the lighting in the room is dimmed or doused. When this is done, the

videoconference cameras can no longer operate, since they require even, bright, color-corrected light. A direct conflict between these two technologies is clear. In the event that a rear projection room cannot be set aside, retro-projection units can be purchased from a number of manufacturers. These units normally are available in sizes ranging from 40" to 72" diagonal measure. To display high-quality video while maintaining optimum lighting for interactive video meetings will require a projector of the "light-valve" or DLP™ class.

Regardless of the exact type of projector selected and the exact nature of "front versus rear," there are certain essential rules for projector placement. The goal in projection is to get the image beam to aim directly into the audience's eyes. In Western cultures the average distance from the floor to a seated person's eye is 4'. That distance becomes the target for the direct beam of the projector. Again keep in mind that front projection should be avoided except in the most extreme cases. If it is employed at all it must be used with an extremely bright projector (2,500 lumens or greater for any space smaller than 25'x40').

Cameras

There usually is a "main" or "local people" camera positioned on top center of the display, so that it can "see" the participants and anything necessary at the sides of the room, using pan and tilt features. If individual presentations may be made from the side or "front of audience" area of the room, an additional camera should be located at the back of the room, also mounted to allow a view of the presenters when necessary. Some cameras contain an active camera pointing system that also can be used effectively, given proper care in the mounting of the camera assembly. The area immediately surrounding the camera assembly needs to be acoustically "dead" to ensure that the voice tracking and pointing algorithms work correctly. This is another reason to pay close attention to the acoustic environment and acoustic treatment of any space intended for use with this type of camera system.

If local presentation is blended with VC for any events, we must consider the needs of the presenter who will not be "facing" the local image or inbound image displays used by the main body of the local audience. One or two monitors (and a camera) should be mounted at the back of the "audience-end" of the room, with the horizontal centerline at approximately 5' from the floor for ease of presentation interaction between the presenter and the group(s) at the farend(s). Remember that, with the exception of PC-based information that is not in a standard composite narrowband video format, any information we wish to "show" or "view" must be translated to video, most often with some sort of camera mechanism. Document cameras, 35mm slide-to-video units, video scanners and scan conversion devices all are designed to take one format of source material and convert it to a standard video signal that can be digitized, shipped to the far-end(s), and converted back to composite video for display. Which devices are selected and how they are used depends entirely on the needs and goals of the end-users of the system(s) and the format of their source materials.

Room Control Elements

To give all participants the easiest use of the room for any and all presentation or conference purposes, a fully integrated room controller is recommended. It is important that one controller operate all devices in the room so that only one user interface needs to be learned by those managing the facility. The common controller also makes it much easier to expand and enhance room capabilities over time by adding or upgrading equipment. A proper room controller can operate and coordinate the use of lighting, curtains, displays, audio devices, VCRs and slide projectors, as well as all the conferencing equipment, including any network-related control needed. In lieu of a complete control system, a limited functionality controller can be located at the presentation interface panel to control the switching and routing of the computer graphics and configure the overhead camera video paths.

It is strongly advised that at least 20 percent of the time spent developing a videoconferencing room be devoted to this important sub-system, as it will complete the integration of the conference and presentation environment.

And remember that simpler is always better. People do not pay for technology. They pay for the benefits that technology can bring. The doorway to those benefits is a simple, straightforward and intuitive user control.

Polycom RealPresence Group Series Specifications

This chapter includes information about system specifications. For back panel views of systems and for details about the various connections available on each back panel connector, refer to the *Polycom RealPresence Group Series Administrator Guide* at support.polycom.com

Inputs/Outputs

The table below contains audio specifications for RealPresence Group Series systems.

Audio Specifications for RealPresence Group 500 Systems

Characteristic	Value
Maximum Input Level 0 dBFS, Analog Inputs	0 dBV (1.0 V_{RMS}), ± 1 dB
Input Impedance Analog Inputs	20kW, ± 5%
Maximum Output Level Line Output (≥600 W load):	+6 dBV (2.0 V_{RMS}), 1 dB
Output Impedance Line Output	150, ±5% Ohms
Signal-to-Noise Ratio Either analog audio input routed to Main Output: Any digital audio input routed to any digital output:	>85 dB, A-weighted >95 dB, A-weighted
Dynamic Range Either analog audio input routed to Main Output: Any digital audio input routed to any digital output:	>85 dB, A-weighted >95 dB, A-weighted
Crosstalk and Feed-Through Any input or output channel to any other channel	≤-80 dB, 20 Hz to 20 kHz

Characteristic	Value
Frequency Response Any input to any output, Relative to 997 Hz	+1, -3 dB, 50 Hz to 20 kHz
Total Harmonic Distortion + Noise vs. Frequency -1 dBFS Input Level -20 dBFS Input Level -1 dBFS input level -20 dBFS input level	 -60 dB, 50 Hz to 20 kHz -65 dB, 50 Hz to 20 kHz -95 dB, 50 Hz to 20 kHz -75 dB, 50 Hz to 20 kHz

Audio Specifications for Polycom RealPresence Group 700 Systems

Characteristic	Value
Maximum Input Level 0 dBFS, Analog Inputs 0 dBFS for Line Inputs	0 dBV (1.0 V$_{RMS}$), ± 1 dB +6 dBV (2.0 V$_{RMS}$), ± 1 dB
Input Impedance Analog Inputs	20kW, ± 5%
Maximum Output Level Line Output (≥600 W load):	+6 dBV (2.0 V$_{RMS}$), 1 dB
Output Impedance Line Output	150 W, ± 5%
Signal-to-Noise Ratio Any analog audio input routed to the analog output Any digital audio input routed to any digital output:	>90 dB, >95 dB, A-weighted
Dynamic Range Either analog audio input routed to Main Output: Any digital audio input routed to any digital output:	>90 dB >95 dB
Crosstalk and Feed-Through Any input or output channel to any other channel	≤-90 dB, 20 Hz to 20 kH
Frequency Response Any input to any output, Relative to 997 Hz	+1, -3 dB, 20 Hz to 20 kHz
Total Harmonic Distortion + Noise vs. Frequency -1 dBFS Input Level -20 dBFS Input Level -1 dBFS input level -20 dBFS input level	 -80 dB, 50 Hz to 20 kHz -70 dB, 50 Hz to 20 kHz -95 dB, 50 Hz to 20 kHz -75 dB, 50 Hz to 20 kHz

DTMF Dialing

RealPresence Group Series systems generate the following tip/ring signal levels:

● Low-frequency tone: -10.2 dBV, -8.0 dBm when AC termination of the line is 600 Ohms

● High-frequency tone: -8.2 dBV, -6.0 dBm when AC termination of the line is 600 Ohms

● The system seizes the line and waits 1.5 seconds. The number is then dialed with a 80 ms tone period followed by a 80 ms silence period for each digit.

Remote Control

This section provides information about the IR signals for RealPresence Group Series systems.

Note: This information is provided for reference only. Polycom claims no responsibility or liability for programmed third-party remote control devices.

Notes

- Wake up – 2.6 ms on; 2.6 ms off.
- 0–559 µs (22 pulses at 38 KHz) on; 845 µs (33 pulses at 38 KHz) off.
- 1–845 µs (33 pulses at 38 KHz) on; 1192 µs (46 pulses at 38 KHz) off.
- EOM–559 µs (22 pulses at 38 KHz) on.
- System Code consists of a User ID field (upper nibble) and the Polycom Vender Code (lower nibble) with value 0x5. The default User ID value is 0x3, so the default System Code value is 00110101 or 0x35.
- Parity is a 2-bit field consisting of a parity bit (b1) and a toggle bit (b0). Parity is even.
- Inter-burst timing is 2200 pulse times at 38.062 KHz or 57.8 ms.
- 38.062 KHz signal is at 1/3 duty cycle to LED.
- Multi-bit fields are transmitted most significant bit first.
- Bits are labeled b0..bn, where b0 is the least significant bit.

Protocol is: <Wake up> + <System Code> + <Key Code> + <Parity> + <EOM>

Key Name	Key Code	Key Code	Parity
#	1100	0CH	Even
*	1011	0BH	Odd
0	110000	30H	Even
1	110001	31H	Odd
2	110010	32H	Odd
3	110011	33H	Even
4	110100	34H	Odd
5	110101	35H	Even
6	110110	36H	Even
7	110111	37H	Odd
8	111000	38H	Odd
9	111001	39H	Even
Auto	11001	19H	Odd

Key Name	Key Code	Key Code	Parity
Call	100101	25H	Odd
Call/Hang Up	11	03H	Even
Delete	100010	22H	Even
Down Arrow	110	06H	Even
Home	11011	1BH	Even
Left Arrow	1001	09H	Even
Low Battery	10111	17H	Even
Menu (Back)	10011	13H	Odd
Mute	111010	3AH	Even
Return	111	07H	Odd
Right Arrow	1010	0AH	Even
Up Arrow	101	05H	Even
Volume Down	111100	3CH	Even
Volume Up	111011	3BH	Odd
Zoom In	1101	0DH	Odd
Zoom Out	1110	0EH	Odd

RS-232 Serial Interface

The RS-232 serial port is implemented by an FPGA-based UART (Universal Asynchronous Receiver/Transmitter) that supports the following values.

Mode	Baud Rate	Parity	Stop Bits	Data Bits	Flow Control
Control	9600 (default), 19200, 38400, 57600, 115200	None	1	8	Off
Camera Control	NA	NA	NA	NA	NA
Closed	9600 (default), 19200, 38400, 57600, 115200	None	1	8	Off
Pass Thru	9600 (default), 19200, 38400, 57600, 115200	None (default), Even, Odd	1 (default), 2	8	Off (default), On

Categorical List of API Commands

You can view the table of contents for this book to see an alphabetical list of available API commands. These commands are categorized into the following sections:

- Directory Commands
- Call Function Commands
- Conference Setting Commands
- Global Services Commands
- LAN, WAN, and IP Commands
- Video and Audio Commands
- Content Commands
- Registration Commands
- System Commands

Directory Commands

LDAP Commands

- addrbook
- gaddrbook

Call Function Commands

Calling Commands

- answer
- dial
- gendial
- hangup
- speeddial

Call Status Request

- advnetstats
- callinfo
- getcallstate
- nearloop
- recentcalls

Call Setting Data

- systemsetting connectionpreference
- systemsetting dialingmethod
- videocallorder

Conference Setting Commands

Conference Settings

- autoanswer
- dynamicbandwidth
- enablefirewalltraversal
- encryption
- enablesipka
- enablepvec
- enablersvp
- maxtimeincall
- h239enable
- mpmode
- muteautoanswer
- systemsetting displayiconsincall
- systemsetting maxrxbandwidth
- systemsetting maxtxbandwidth
- systemsetting transcodingenabled

Global Services Commands

Calendar Commands

- calendardiscovery
- calendarmeetings
- calendarpassword
- calendarplaytone
- calendarprotocol
- calendarregisterwithserver
- calendarremindertime
- calendarresource
- calendarserver
- calendarshowpvtmeetings
- calendarserver
- calendarstatus
- calendaruser

LDAP Commands

- ldapauthenticationtype
- ldapbasedn
- ldapbinddn
- ldapdirectory
- ldapntlmdomain
- ldappassword
- ldapserveraddress
- ldapserverport
- ldapsslenabled
- ldapusername

SNMP Commands

- enablesnmp
- snmpadmin
- snmpcommunity
- snmpconsoleip
- snmplocation

- snmpnotification legacy
- snmpnotification new
- snmpsystemdescription
- snmptrapversion

LAN, WAN, and IP Commands

H323 Commands

- e164ext
- gatekeeperip
- h323authenticate enable
- h323authenticate name
- h323authenticate password
- h323name
- nath323compatible
- systemsetting 323gatewayenable
- systemsetting iph323enable
- usegatekeeper

LAN and WAN Commands

- defaultgateway
- dhcp
- dns
- hostname
- ipaddress
- lanport
- natconfig
- subnetmask
- wanipaddress

SIP Commands

- systemsetting sipaccountname
- systemsetting sipdebug
- systemsetting sipenable
- systemsetting sippassword

- systemsetting sipproxyserver
- systemsetting sipregistrarserver
- systemsetting siptransportprotocol
- systemsetting sipusername

Video and Audio Commands

Audio Adjustment Commands

- audiotransmitlevel
- mute
- volume

Audio Setting Commands

- audio3p5inputfaronly
- echocanceller
- enableacousticfence
- enableaudioadd
- enablekeyboardnoisereduction
- enablelivemusicmode
- gendialset
- systemsetting lineinlevel
- systemsetting lineoutmode
- systemsetting mediainlevel
- systemsetting stereoenable

Content Commands

Content Control Commands

- vcbutton

Content Setting Commands

- autoshowcontent
- contentauto
- systemsetting cameracontent

- systemsetting cameracontent1
- systemsetting cameracontent2
- systemsetting cameracontent3
- vgaqualitypreference
- visualboard
- visualboardppt
- visualboardswipe
- visualboardzoom

Camera Control Commands

- camera

Camera Setting Commands

- camerainput
- camera near tracking
- configparam
- farcontrolnearcamera
- systemsetting primarycamera
- systemsetting whitebalancemode
- systemsetting whitebalancemode1

Monitor Video Output Setting Commands

- configdisplay
- configpresentation
- farnametimedisplay
- maxtimeincall
- monitor2screensaveroutput
- sleeptime

Registration Commands

- all register
- all unregister
- callstate
- listen
- lyncdirectory

- nonotify
- notify
- popupinfo
- sleep

System Commands

System Commands

- powerdown
- version
- wake

System Query Commands

- screen
- serialnum
- status
- systemsetting model
- uptime
- whoami

System Setting Commands

- amxdd
- daylightsavings
- echoreply
- exit
- oobcomplete
- ntpmode
- ntpsecondaryserver
- ntpserver
- provisionserveraddress
- provisionserverdomain
- provisionserverenable
- provisionserverpassword
- provisionserverstatus
- provisionservertype

- provisionserveruser
- remotemonenable
- rs232login
- rs232 baud
- rs232 mode
- session
- setpassword
- systemname
- systemsetting remotechannelid
- systemsetting sipforcereuse
- systemsetting sippassword
- systemsetting telnetenabled
- systemsetting webenabled

Diagnostic Commands

- basicmode
- generatetone
- loglevel
- oobcomplete
- reboot
- resetsystem

Miscellaneous Commands

- button
- echo
- enablevisualsecurity
- exportdirectory
- exportprofile
- gdsdirectory
- gdspassword
- gdsserverip
- importdirectory
- importprofile
- localdir