POLYCOM®

User's Guide for Polycom® SoundStructure® Systems and the Polycom Touch Control™ Device

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User's Guide for Polycom SoundStructure® Systems and the Polycom Touch Control

Polycom Touch Control Version 1.0

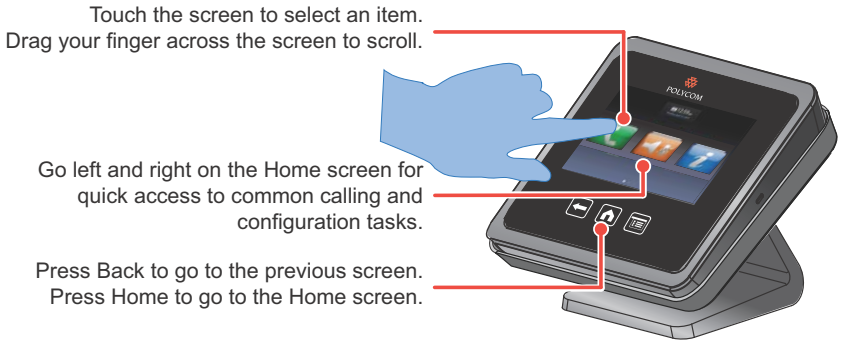
This guide describes how to use the Polycom Touch Control with a SoundStructure system to initiate calls and control SoundStructure audio conferencing systems.

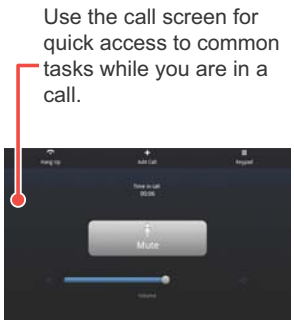
This guide assumes that the Polycom Touch Control is paired with a SoundStructure system for audio conferencing applications. For information on how to pair a Polycom Touch Control with a SoundStructure system, refer to the *SoundStructure Design Guide*.

For information on using a Polycom Touch Control with a Polycom HDX system, refer to the *Users's Guide for Polycom HDX Systems and the Polycom Touch Control*.

Using the Touch Control Device

You use the touch control device to place audio calls, adjust the volume, control the mute state, and select options.





Powering the Touch Control On and Off

To power on the Polycom Touch Control device:

>> Reconnect the LAN cable to the underside of the device.

To power off the Polycom Touch Control device:

1. From the Home screen touch **User Settings**.
2. Scroll to the Power section.
3. Select **Touch Control Power**.
4. In the menu that appears, select **Power Off the Touch Control**. If you choose to power off the Polycom Touch Control device, you must disconnect and reconnect the LAN cable to power it on again.

To wake up the Polycom Touch Control device:

The touch control goes to sleep after 2 minutes of inactivity. Touch the screen to wake it up.

Calling and Answering

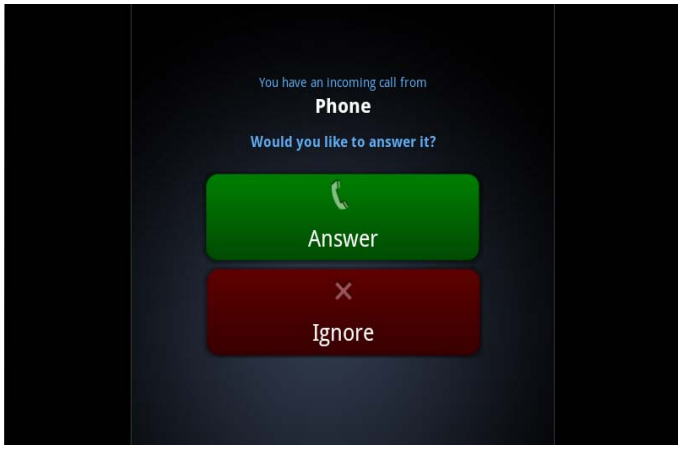
Answering a Call

There are three primary ways for a SoundStructure telephone call to be handled with the Polycom Touch Control:

- Prompts you to answer the call manually
- Answers the call automatically (if auto answer is enabled),
- Does not indicate that an incoming call is present if Do Not Disturb is enabled.

Both the Polycom Touch Control and the SoundStructure system generate an audible ring tone when an incoming call is present and the system is not in Do Not Disturb mode.

If the Polycom SoundStructure system is not configured to answer incoming calls automatically, you are prompted to answer manually. Touch **Answer** or **Ignore** when a call comes in as shown in the following figure.



Placing a Call

You can use your system to place an audio call by entering a number on the Place a Call screen.

Calling by Entering a Number

To place a call:

1 From the Home screen touch **Place a Call**.

2 In the dialing field, enter the dialing information. The dialing information will look like 19782922854.

To backspace, touch **Delete**.

3 Touch to place the call.

If the system supports more than one telephone line, you can dial additional calls.

To place additional calls:

1 From the Dial screen touch + Add Call .

In the dialing field, enter the dialing information. The dialing information will look like 19782922854.

To backspace, touch **Delete**.

2 Touch to place the call.

Once all the telephone line interfaces in the SoundStructure system have been utilized with calls, you cannot place additional telephone calls.

Call Screen

When you are in a call, the Call screen appears. From the Call screen you can complete these tasks:

- Touch the **Volume** slider to adjust the volume at your site.
- Touch the **Mute** icon to mute or unmute your microphones.
- Touch **Hang up** to end the call.
- Touch **Add Call** to add another call participant.
- Touch **Keypad** to send DTMF tones.

If you navigate away from the Call screen during a call, you can return to it at any time by touching

.

Flash Hook

If your analog telephone line supports flash hook, you may execute a flash command as described below.

To use the Flash command:

1. While in a call, touch **Keypad**. The keypad will appear as in the following figure.

2. Touch the **Flash** button to flash the first SoundStructure telephony interface.
3. Dial the desired digits.

Regardless of the number of SoundStructure telephony interfaces in a call, the flash button only flashes the first telephony interface as sorted by the phone line's virtual channel name.

Ending a Call

To hang up from a call:

1. From the call screen touch **Hang Up**.
2. If prompted, confirm that you want to disconnect from the far site(s).

If the remote participant hangs up first, the SoundStructure system will automatically hang up if the Auto Hangup feature is enabled in the Polycom SoundStructure system and the call infrastructure supports auto hangup.

If there are multiple active calls with a SoundStructure system, selecting the Hang Up control prompts you to hangup all calls or individual calls.

To hang up all calls:

1 Touch **Hang up All.**

2 If prompted, confirm that you want to disconnect from the far site(s).

To hang up individual calls:

1 Touch the phone interface to hang up.

2 If prompted, confirm that you want to disconnect from the far site(s).

Adjusting Touch Control Brightness

You can adjust the brightness of the Polycom Touch Control screen.

To adjust the Touch Control display brightness:

1 From the Home screen, touch **User Settings**.

2 Select **Touch Control**.

3 Use the slider under **Display** to adjust the display's brightness.

Controlling What You Hear

Adjusting Volume

You can raise or lower the volume of the meeting. Changing the volume affects only the sound you hear at your site.

To adjust the volume:

>> From the Home screen touch **Audio**. On the audio screen you can slide or touch the **Volume** slider to change the volume. When you are in a call, volume control is available on the Call screen and in the top right corner of other screens.

Muting the Microphones

You can mute the microphones if you do not want the far site to hear you.

To mute or unmute the microphones:

>> From the Home screen touch **Audio**. On the audio screen you can touch **Mute** to control your microphones. When you are in a call, mute controls are available on the Call screen and in the top right corner of other screens.

If a Polycom table microphone is connected to your system, you can also mute the call by pressing on the microphone.

Adjusting Touch Control Volume

You can adjust the volume levels of the Polycom Touch Control ring tone and user alert tones.

To adjust the Touch Control volume:

1. From the Home screen, touch **User Settings**.
2. Select **Touch Control**.
3. Use **Volume** slider to adjust the Polycom Touch Control volume.

Changing the Way Calls Are Answered

Temporarily Ignoring Calls

If your system administrator has allowed access to the Availability Control, you can automatically ignore incoming calls if you do not wish to be disturbed. Remote callers hear the phone continue to ring but you receive no notification about incoming calls. You can, however, make outgoing calls.

To temporarily ignore incoming calls:

1. From the Home screen, touch **User Settings**.
2. Touch the **SoundStructure System** tab.
3. Touch **Availability Control** and select **Do Not Disturb**.

Answering Audio Calls Automatically

If your system administrator has allowed access to user settings, you can specify whether to answer audio calls automatically or to have the system announce incoming audio calls and wait for you to answer manually.

Automatically answering calls is convenient, but it can create security issues.

To automatically answer audio calls:

1. From the Home screen, touch **User Settings**.
2. Touch the **SoundStructure System** tab.
3. Scroll to **Auto Answer**, and select **Yes**.

   Incoming calls will be answered automatically after the second ring.

   If Do Not Disturb is enabled, you are not able to select Auto Answer.