

Polycom HDX Series

Almost all Polycom HDX systems are capable of dialling over IP (9 digit numbers beginning with 5). This is preferable to ISDN, providing better quality video and audio as well as more reliable and faster connections. Most NHS systems can be contacted via IP.

Basics – Check the monitor is on – wagging the Polycom remote turns on the main VC unit. If you don't see a picture on the screen it's probably off¹. Turning on the screen(s)/projector(s) varies system by system but there's probably some touch control or button at the bottom RHS of the screen(s) or a remote/control panel specifically for the screens/projectors somewhere nearby.



If both system and screen are on you should see a screen looking similar to the picture on the right. If all you see is a picture of the room (and yourself) press the Home button on the remote – bottom RHS of the black part. This screen gives you the opportunity to place a call using the directories installed on your machine (the best method) or dial another VC unit or virtual meeting room directly.



Your machine's name, required for support calls is displayed at the top of the screen. Its contact details which you'd give for dial-ins is visible at the bottom of the screen.

Being Called – If you are waiting to be called you need do nothing else. The system will automatically answer however the microphone will be muted. The microphone looks like the picture on the right with a long cable leading back to the VC unit and is capable of picking up shuffling paper.



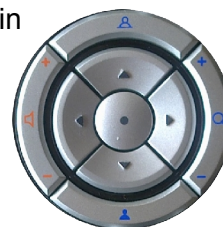
It is good videoconference etiquette to keep the microphone muted unless needing to contribute to the meeting. The mute/un-mute button is in the middle of the remote just under the circular buttons.



Calling Others – The easiest way to call others is by using the system's directories. Use the remote's



book-like directory button to open your directories and then use the large central button once you've used the arrow keys to select the directory you require. To navigate within the desired directory you'll need to use the remote's central up and down arrow buttons. Once you've found the contact you wish, use the large central button to connect. Most systems you're dialling will auto-answer but their mics will be muted.



If your need to call a system **without** a directory entry you'll use the keypad buttons on your remote. Select Place a Call from your home screen (using the arrow keys to



highlight, if necessary, then central button to select). Enter the number you've been given using the remote's keypad buttons (you can delete a miss-typed number using the left arrow key) then use the green place call button to place the call. If you've been given an ISDN number (it looks just like a normal phone number e.g. 0131 200 2416) then you may need to add the prefix **9** to the front to gain an outside line.



Once you've finished any call please remember to hang-up so others can call you or to ensure you're not an uninvited guest to a subsequent conference call. The button to use is the one which looks like a red telephone hand-set. Ensuring the screen is turned off too is much appreciated.

Wanting to call more than one VC unit? – To have a meeting of three or more locations means you'll have to **book a virtual meeting room** first. Please email your requests to the required bridging service as far in advance of the call as you can. A week's notice is good! Block bookings can also be made. You will then be emailed your connection details. Some regions provide permanent dial-in meeting rooms whilst others dial out to your system at the allotted time. Please ensure you have dial-in details of the bridge room you're to be using as well as telephone numbers for the bridge help-desk and the other sites you'll be meeting with.

¹ If this doesn't wake the unit you may want to try pressing the power button on the Polycom remote (top RHS) as someone before you may have erroneously used this to power off the system rather than letting it sleep. The VC unit should be left on. It will sleep after 3 minutes when not in use.

Content Sharing – content such as Powerpoint style presentations, DVDs, stills, pacs and so on can all be shared whilst in a call and seen by remote participants.

The equipment you'd like to use to present the content from should ideally be set up beforehand, if you're in luck you'll be presenting from a PC or laptop which is already connected to the unit. In which case just press the remote's content button (top RHS of the black part of the remote – just above the arrow buttons). If there is more than one input source connected to the unit you may have to select your choice of source from those presented on screen.



If the equipment you want to use is not already attached there's probably a VGA cable (with or without a smaller mini-jack cable for audio) attached to the VC unit to connect with. It should look something like the image on the left. When it's attached and your laptop, or whatever, is on you're ready to show content by pressing the content button and choosing your input if prompted (probably the laptop icon regardless of whatever equipment you've attached). N.B. Some laptops need their screen resolution set to 1024x768 pixels to work.



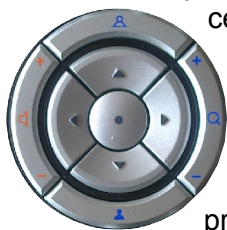
To stop sharing content press the remote's content button again, then select the Cancel Laptop, or VCR, icon (on screen) if prompted to return to a plain VC meeting. It's worth remembering that when sharing content your remote audience will still hear whatever your microphone picks up. Muting the microphone will mute any audio your shared content features too.



General videoconferencing etiquette

The quality of your meeting will be greatly improved by following these simple guidelines:

Press the display button (top RHS of black section) to see what the camera's seeing (press it again to get rid of any text at the bottom of the screen if you want). Zoom the camera in to the group so that everyone or is in the picture and fills it (using the + and – rocker button on the RHS of the central button). The camera has pan and tilt capabilities too. Just use the arrow keys to position it. A big empty room with a few tiny figures at the far end that you can hardly make out is best avoided!



These camera positions and zoom factors can be saved as presets beforehand (set up your camera then



press one of the numbered keypad buttons for about three seconds) and called upon during a meeting, when required, by pressing the preset button (located just above and left of the circular buttons) and selecting the desired preset. (Pressing the button again stops the green presets being displayed.)

Troubleshooting

Can't be heard? 1st Your microphone may be mute. 2nd They may need to turn their volume up.

Can't hear the caller? 1st Their microphone may be muted. 2nd Try increasing your volume.

Can't connect? 1st Double check the number and try again. 2nd If dialling ISDN you must dial a 9 first (the call may then take 90 seconds to connect fully). 3rd Ensure the unit's IP cable is securely located in the correct network port (if this is incorrectly connected you'd probably see a yellow warning triangle at the bottom of your home screen).



A good source on videoconferencing is the Scottish Centre for Telehealth which includes technical information about this system at <http://www.sctt.scot.nhs.uk/technical.html>

