Polycom® RealPresence® Desktop for Windows®

For use with Carousel Simplicity Video

Getting Started

Polycom RealPresence Desktop is a standards-based application that enables you to meet and collaborate face-to-face with anyone from anywhere—improving teamwork, collaborative decision-making, and productivity with colleagues, customers, and business partners.

Web Info: Carousel Simplicity Video

For support on using Carousel Simplicity Video, visit the Carousel Simplicity Video User Portal.

Installing the Application

1   Go to the RealPresence Desktop for Windows install file at support.polycom.com.

2   Read the EULA, click the button stating that you have read and accept the terms of the EULA, and click **SUBMIT**.

3   Read the popup window on Export Restrictions and click **ACCEPT AGREEMENT**.

4   Click **Run** when asked to open the file and click through the Install Wizard to complete installation on your system.

Settings: Microsoft .Net Framework

Installing RealPresence Desktop for Windows requires that you have installed Microsoft .Net Framework version 4.0 on your system. You can view your Microsoft .Net Framework version in `%WINDIR%\Microsoft.NET\Framework` (`C:\Windows\Microsoft.NET\Framework`).

Activating the Software

RealPresence Desktop is free software that you can activate to use withSimplicity Video. You can also elect to use the free 30-day trial of the software if you do not want to activate the software.

1   In the Sign-in screen, click **Skip Sign-in**.

2   Choose one of the following:

   ➢   To use the RealPresence Desktop application as a trial, click **Continue**

➢ To activate the application, click **Activate**. Enter the following license and activation key and click **Activate** again:

License Number: `XRPDC-LOUD-7C50-EF60`

Activation Key Code: `X474-4E5D-03A0-0BC7-0000`

Setting up Dialing Connections

Unregistered users can dial into Simplicity Video via SIP or H.323 using complete dialing strings.

To connect as an unregistered user:

1 In the initial **Sign**-**in** screen, leave the email field blank and click **Skip Sign-In**.

2 To use the RealPresence Desktop application as a trial, click **Continue.**

3 Rotate the button below the dialing field to select **SIP** or **H.323.**

4 Dial into the VMR using one of the following dialing conventions:

➢ **SIP:** VMR@sip.rpn.vc

Example: 1200340056@sip.rpn.vc

➢ **H.323:** VMR@h323.rpn.vc

Example: 1200340056@h323.rpn.vc

Settings: Enable SIP Dialing

The default settings for RealPresence Desktop enable H.323 dialing only. To dial using SIP, click **Settings**, click **SIP**, and check the **Enable SIP Calls** box.

Registered users can provision the RealPresence Desktop client to dial using only a VMR number.

To connect as a registered user:

1 In the initial Sign-In screen, leave the email field blank and click **Next**.

2 In the second Sign-In screen, enter the following information:

➢ Email: `[Leave blank]`

➢ Server: `sip.rpn.vc`

➢ User Name: `video\[Simplicity Video User ID]`

➢ Password: `[Simplicity Video password]`

➢ Check the **Remember password** button if you want the application to save your password.

3 Click **Sign In**.

Your RealPresence Desktop client is now connected to Simplicity Video.

4 Dial using the VMR number only.

Example: 1200340056

User Tip: Dialing Protocols for Registered Carousel Simplicity Video Users

If you are a registered user, you do not need to enable a specific dialing protocol for Carousel Simplicity Video. All calls using RealPresence Desktop as a registered endpoint connect via SIP.

Using RealPresence Desktop for Windows

The RealPresence Desktop for Windows interface is intuitive and allows you to easily connect to video calls.

Web Info: RealPresence Desktop

For more support on using Polycom® RealPresence® Desktop, visit RealPresence® Mobile Community or refer to the *Carousel Simplicity Video User's Guide* located on the Simplicity Video User Portal.
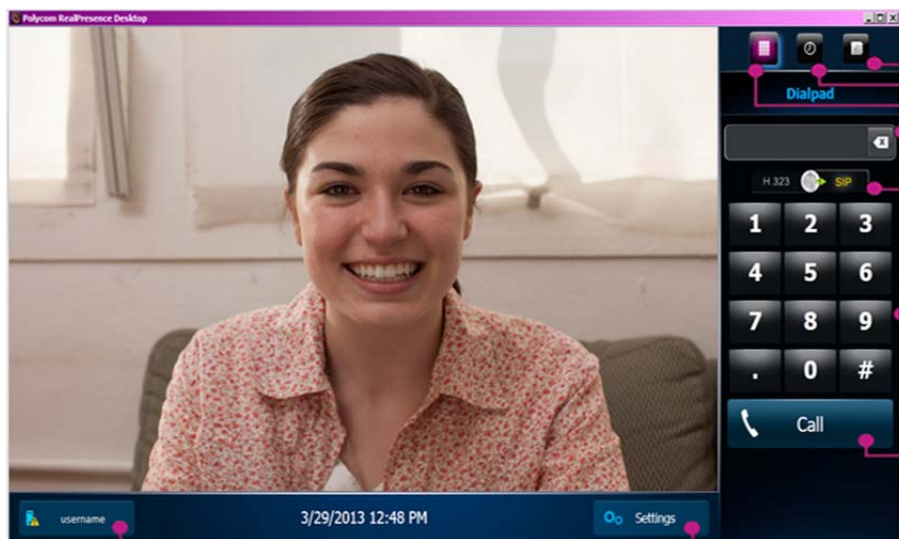
The dialing window looks different for registered RealPresence Desktop users than it does for unregistered users. Some functions are only available for registered users.

Note: Directory Access

Directory access is not enabled in RealPresence Desktop for use with Carousel Simplicity Video. Users can use the local address book [icon] to store contacts and frequently dialed VMR numbers.

Dialing window for an unregistered user

Dialing window for a registered Simplicity Video user
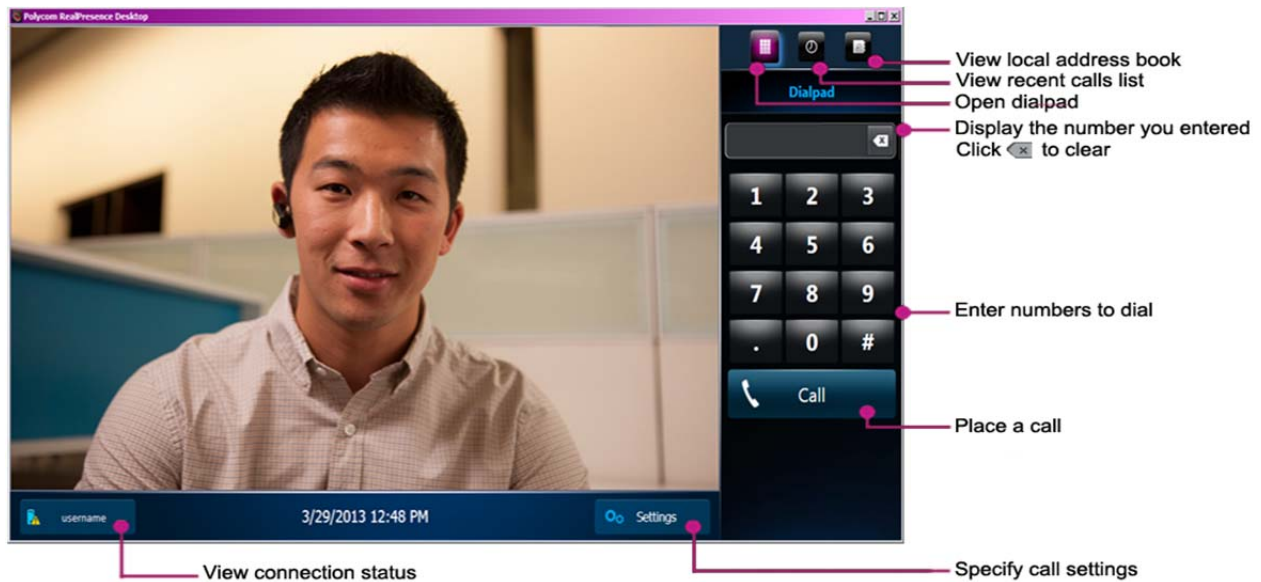
Dialing Window

You can use the dialing window to place calls, view recent calls, manage contacts, and exit the application.

Placing a Call

1 Choose one of the following:

   ➢ On the virtual dialpad, click the numbers to enter the VMR number to call.

   ➢ Enter the VMR number from your keyboard.

» Click ⬅✕ or press the Backspace key to erase a number.

2 Click 📞 Call to start the call.

Viewing Recent Calls

1 Click 🕐

2 Click ➤ beside the call that you want to review.

Adding Contacts

1 Click 📖, and then click 👤+ to enter the contact information.

**2** Enter the contact's **Last Name** and **First Name**.

3 Click ![plus icon] to add device information.

4 Enter the **Device Name** and **Device Type**.

5 Complete at least one of the following fields:

➢ IP Address

➢ H.323 Extension

➢ H.323 Name

➢ SIP URI

6 Click ![check icon] and then click ![check icon] again.

Closing and Exiting the Application

1 Click ![icon] on the application's title bar.

2 Choose an option from the menu:

➢ Select **Close** to keep the application running in the system tray.

➢ Select **Exit** to shut down the application.

In-Call Toolbar

During a call, click the icons on the In-Call Toolbar to perform a variety of functions.
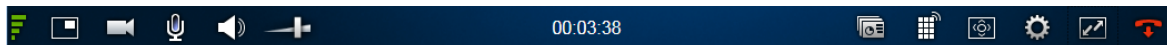
Controlling Volume and Video

To adjust the volume:

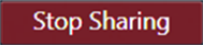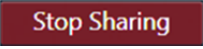- Touch or drag the **Volume** slider ![slider icon] to change the volume of the call at your site.

To mute or unmute video and sound:

- Click ![video icon] to mute or unmute your video.

- Click ![mic icon] to mute or unmute your microphone.

- Click ![speaker icon] to mute or unmute your speaker.

Sharing Content

1 Click ![icon].

2 Choose one of the following:

➢ To share your desktop, select an option under **Monitor**.

➢ To share a running application, select an option under **Share Application**.

To stop sharing content:

- Click **Stop Sharing** at the top of the screen from Monitor 1 or an application.

- Click **Stop Sharing** from other monitors.

Ending a Call

- Click to end a call.

Closing and Exiting the Application

Closing the RealPresence Application by clicking the X in the upper right corner will only close the window. The application will still run in your system tray.

To close or exit RealPresence Desktop:

1 Click on the application's title bar.

2 Choose an option from the menu:

 ➢ Select **Close** to keep the application running in the system tray.

 ➢ Select **Exit** to shut down the application.

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