

## Using a Polycom HDX for UC Services

CIT has integrated its infrastructure so that your Telepresence system can place and receive calls from other conferencing platforms using a SIP address; Such as:

- CIT hosted Video Conferencing Bridges
- Microsoft Lync
- Skype for Business
- Cisco Jabber
- WebEx
- VoIP phones.

A SIP address will be formatted similarly to an Email Address: username@domain. If you need help determining the SIP address of your conference room, please email [nihvtcadmin@mail.nih.gov](mailto:nihvtcadmin@mail.nih.gov).

*Note: The capabilities listed in this document are based on the assumption the Polycom HDX is configured for SIP with the CIT Telepresence Infrastructure and your IC Network allows SNMP and SIP Traffic.*

*Note: This document assumes you are using the Polycom remote that came with your Polycom HDX Series Teleconferencing System to perform the commands. Your conference room may have a Touch Panel system that do not exactly match menus similar to the ones described in this document.*

*Here is a picture of the Polycom Remote Control. Your system will should have a remote control that is similar to the picture below.*



*A Picture of the Polycom HDX Remote*

## Determining Your SIP address

1. Press any Key on the remote to wake up the Telepresence System.
2. At the bottom of the first screen, there will be a line that says “My SIP.” This field will display you’re the first part of your SIP address. All CIT Telepresence SIP addresses end in “@uc.nih.gov”. In the photo example below, the information is circled in red. The full SIP address in the example will be [citfw3f18dpolycom@uc.nih.gov](mailto:citfw3f18dpolycom@uc.nih.gov).



**TIP:** If the information is not displayed on your screen, please contact [NIHVTCadmin@mail.nih.gov](mailto:NIHVTCadmin@mail.nih.gov)

## Placing a Call

1. Press any key on the remote control to wake up your Telepresence System.
2. Select *Place A Call*



3. Type the SIP address of the contact you are trying to call. Make sure the Call Type is "IP SIP." To Type an address into this field, you can use your numeric keypad on the remote or press the Keyboard button on the remote to bring up a virtual keyboard.  
*Note: If you do not add a domain to the SIP, the system will add the domain "uc.nih.gov" to the address by default. For example a call to "uc.test" will result in "[uc.test@uc.nih.gov](mailto:uc.test@uc.nih.gov)"*  
**Tip:** A USB keyboard can be plugged into a Polycom HDX and used instead of typing via remote or virtual keyboard.



4. Select Call or press the Call Button on the remote to initiate the call.

**Tip:** You can use your Telepresence system as a VOIP Phone. Dial "91" then a 10 digit Phone number. The Call will connect using CIT's VoIP infrastructure.

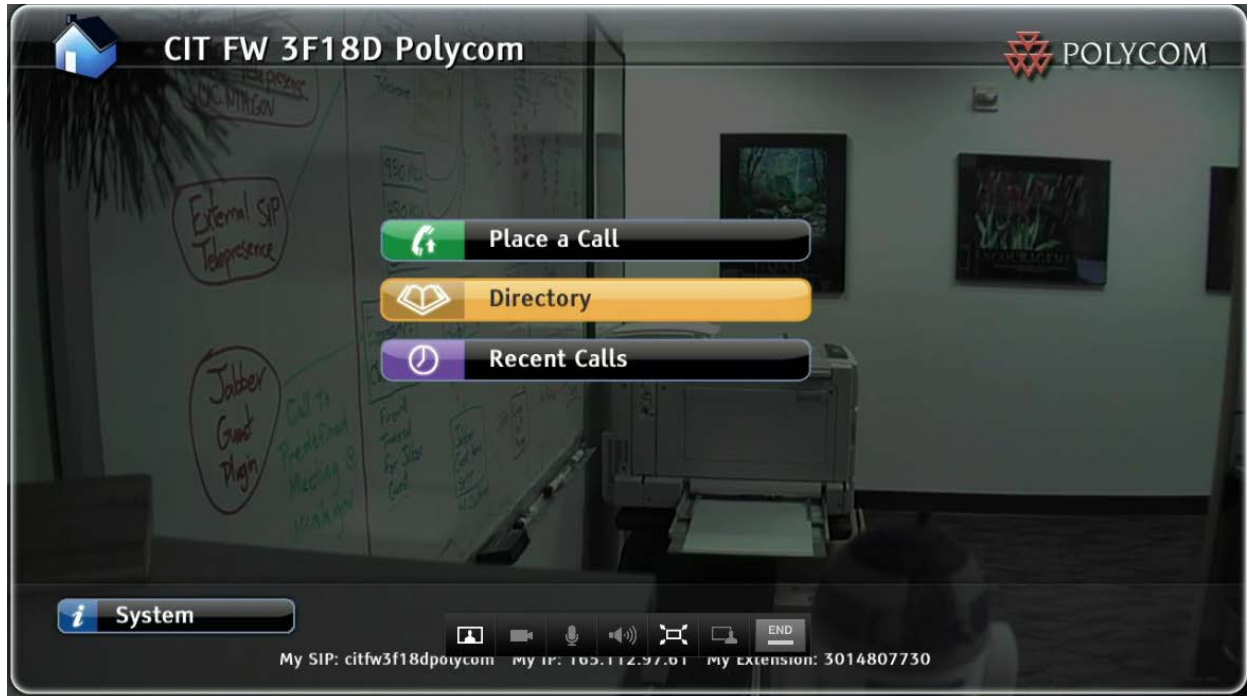
**Tip:** Your Telepresence system has a SIP address that can be dialed by people using Microsoft Lync, Cisco Jabber and other Telepresence Systems.

**Tip:** The SIP address can also be dialed by systems outside of the NIH network; you do not need to request a firewall exemption or provide people your Telepresence System's IP address.

**Warning:** SIP cannot be used to dial an IP address. To dial an IP address, change the call from IP SIP to IP H.323.

## Placing a Call from the Directory

1. Press any key on the remote control to wake up your Telepresence System.
2. Select *Directory*



3. On the *Directory* screen, select *Global Directory*.



4. Use the Remote control to browse the list of Conference Rooms listed in the Global Directory. The conference room list is sorted alphabetically.

*Note: Only Video Teleconferencing/Telepresence Systems using CIT's infrastructure will appear in the phone book. If there is a location that you think should be in the phonebook, please notify us at @ [nihvtcadmin@mail.nih.gov](mailto:nihvtcadmin@mail.nih.gov).*

**TIP:** Alternately, you can use the search field in the left column to search for a room.



**Tip:** For routine calls, you can *Add a Contact* and add it to the *Favorites* in the directory. The Option to add a contact is found under the Options menu on the Directory Screen.



## Muting and Unmuting the Microphone

You can mute your microphone for privacy or to prevent any of your background noise to enter the video conference. The Mute Button on the remote is located the remote control. The button is circled in red in the picture below. Press the Mute button again to unmute your microphone.





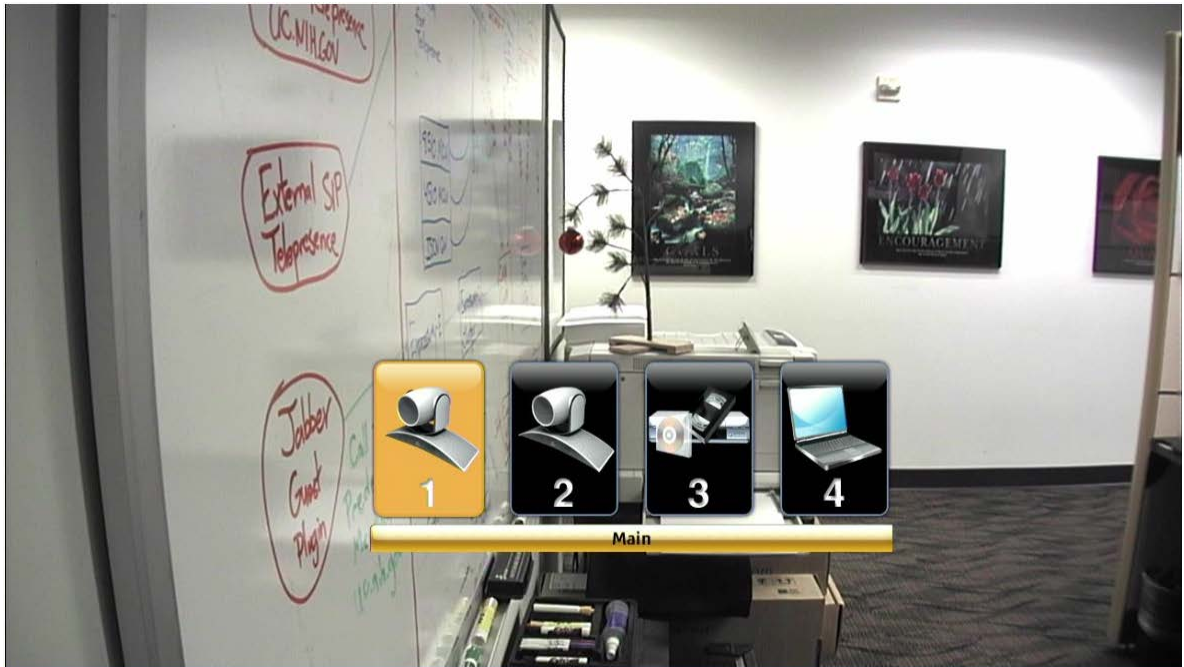
## Adjusting your Camera Angle

You can adjust your camera angle to best fit your seating arrangement.

1. Press the Camera Button on the Remote to bring up the camera Menu



2. Select your camera input. Your conference room may have multiple cameras. Typically, the main camera is attached to camera input1. The Background image will be a preview of the from that camera input. In the Example Below, the camera is connected to camera input 1.



3. Use the Arrow Keys on the remote to adjust the camera left/right/up/down.
4. Use the Zoom/Magnifying Glass buttons on the remote to adjust the camera Zoom.
5. When you are satisfied with the camera alignment, press the Back button on the remote to exit.

## Displaying a Computer Presentation

*Note: This document assumes you have a computer connected directly to your Polycom HDX system's Content Input. Your content input may vary with different models.*

Using the Polycom remote, Press the Content Button. Pressing the button a second time will toggle the computer presentation off. The buttons are circled yellow in the picture below.



If you have any questions or have encountered any problems, please contact [nihtvadmin@mail.nih.gov](mailto:nihtvadmin@mail.nih.gov) or call for 301 594 8433, Option 4.