Polycom VSX-7400

Using the Remote Control

- Adjusts the camera; also lets you navigate through menus and dialog boxes
- Initiates or ends a call
- Returns you to the Home screen
- Increases or decreases the sound you hear from the other site(s)
- Zooms the camera image in or out
- Mutes the sound you’re sending to the other site(s)
- Lets you select a video source
- Displays the onscreen keyboard so you can enter text
- Deletes letters or numbers
- Clears snapshots sent by far-site systems
- Opens the Directory so you can make a call or work with an entry
- Confirms your current selection; also performs functions on highlighted items
- Returns you to the previous screen
- Toggles between controlling the near-end and far-end cameras
- Shows, moves, or hides the Picture-in-Picture (PIP)
- Stores camera position (followed by a number); moves camera to stored position (followed by a number); deletes a stored position (followed by Delete)
- Enters a dot in an IP address
- Lets you enter numbers or text; stores camera positions when pressed for two seconds; moves the camera to a stored position

Placing a Video Call

Entering a Name or Number
1. Enter the ISDN number, system name, or IP address.
   To enter text, press \( \text{Keyboard} \) on the remote control to access the onscreen keyboard.
2. Press \( \text{Call} \) on the remote control.

Using the Directory
1. Press \( \text{Directory} \) on the remote control.
2. Find the site you want to call:
   - Use the arrow buttons to scroll to the name you want to call.
   - Use the alphabet tabs to move through the Directory and scroll to the name you want to call.
   - Spell the first or last name using the number buttons on the remote.
3. Press \( \text{Keyboard} \) on the remote control to use the on-screen keyboard to spell the name.
4. Press \( \text{Call} \) on the remote control.

Using the Contacts, Speed Dial, or Recent Calls Lists
1. Select Contacts or Speed Dial and press \( \text{Call} \) on the remote control.
2. Select the site you want to call.
3. Press \( \text{Call} \) on the remote control.

Answering a Call

- \( \text{Press Call} \) on the remote control.

Ending a Call
1. Press \( \text{Call} \) on the remote control.
2. Confirm that you want to hang up.
**TROUBLESHOOTING HOTLINE**

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<tr>
<th>Drexel University College of Medicine IT HELP DESK</th>
<th>215-762-1999</th>
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Please call this number in case of problems with the actual video unit. These may include, but are not limited to:
- Unit will not power up,
- Unit will not connect to far site,
- Unit will not send data (PowerPoint) from a laptop

When Calling the Help Desk, please include the following information:
- Your Name
- Your Location (include Institution, City & Room Number)
- Video Unit name (if unit is powered on)
- Video Unit IP Address (if unit is powered on)
- The above information for the video unit you are trying to connect to
- Detailed Description of the problem

**VIDEO CONFERENCE SETUP TUTORIAL**

- Connect the LAN cable to the network jack
- Plug in the Power strip
- Check to make sure that everything is turned on, This includes the TV, and the camera unit.
- The camera on top of the TV should now have a green light in the front that blinks to show there is power. If this is not the case, please check the back of the camera unit and turn the on/off switch to the other position. If the unit does not power up, please call the Help Desk.
- Turn on the TV by pressing the button on the front labeled “Power” if the TV is not already on.
- When the unit is no longer in use, please turn off the TV, and simply unplug the power strip from the wall instead of powering down the camera from the back. Then unplug the LAN cable and move the Video unit to its proper storage place.

**SHARING DOCUMENTS FROM THE LAPTOP**

When you share content (eg: PowerPoint) in a videoconference, everyone sees the content at the same time, just as they would in a face-to-face meeting. A conference can have only one active content source at a time. When you send content, it replaces any content previously sent by other sites.

Please make sure the laptop is connected to the Visual Concert box with the VGA cable provided (already connected to the Visual Concert box) and with the LAN cable (if needed).

To send the laptop content to the far site(s) and to the projector (if one is connected):
- Press the purple play button (right facing triangle) on the Visual Concert. The content is sent to the other sites in the conference, as well as to the projector, if one is connected to the Visual Concert.

To stop sending content:
- Press blue stop button (square) on the Visual Concert.