Polycom® RealPresence® Desktop for Mac®

For use with MeetMe 2.0

Get Started

Polycom® RealPresence® Desktop is your standards-based solution for MeetMe 2.0. RealPresence Desktop gives you the option of connecting as a registered user, allowing you the full functionality of your Polycom-powered service.

> **Note: MeetMe 2.0support**
>
> For support with using the Polycom-powered service, contact your service provider.

Install the Application

To install RealPresence Desktop:

1 Go to the RealPresence Desktop for Mac 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 **Install** to begin the software installation.

5 Enter the system password (if required).

6 Click **Close** when the installation is complete.

Connect as a Registered User

As a registered MeetMe 2.0 user, you can provision the RealPresence Desktop client to access the directory service and additional features that are not available to unregistered users.

This section only applies if you are registered to MeetMe 2.0. If you are registered to another service, refer to Connect as an Unregistered User.

To connect to your meeting as a registered user:

1 At the initial sign-in screen, click **Enter** under the **Cloud Sign-In** option.

2 At the second **Sign In** screen, enter the following information:

 ➢ User Name: ***<your video address>***

   Example: *john.doe @pcmm.vc*

- ➢ Password: ***<your service password>***

3 Check the **Remember password** button.

4 Click **Sign In**.

Your RealPresence Desktop client is connected to MeetMe 2.0.

5 Connect to your meeting with one of the following standard registered dialing conventions:

- ➢ Multipoint calls: ***<john.doe.vmr@pcmm.vc>***

These types of calls require **.vmr** appended to the user name of the video address that is being dialed.

- ➢ Point-to-point calls: ***<john.doe@pcmm.vc>***

These types of calls only require dialing a video address.

User Tip: Dialing protocols for registered users

If you are a registered user, you do not need to enable a specific dialing protocol for MeetMe 2.0. All calls using RealPresence Desktop as a registered endpoint connect via SIP.

Connect as an Unregistered User

As an unregistered MeetMe 2.0 user, you can activate RealPresence Desktop to use with the service. You can also elect to use the 30-day trial of the software if you do not want to activate it.

You can dial into the service as an unregistered user via H.323 using a full dialing string.

Note: Registered with another service

If you are registered to a service other than MeetMe 2.0, bypass the first two tasks of this section and connect to your meeting. (This type of dialing only applies if your service has enabled off-network dialing.)

To use RealPresence Desktop as a trial:

1 At the initial screen, click **Enter** under the **Individual Account** option.

2 Click **Continue**.

To activate RealPresence Desktop for use with the service:

1 At the initial screen, click **Enter** under the **Individual Account** option.

2 Click **Activate**.

3 Enter the following license number and activation key code under **Specify**:

- ➢ License Number**: XRPD1-PLCM-A1B2-C3D6**
- ➢ Activation Key Code: **X2C2-1934-D9E0-8F08-0001**

4 Click **Activate**.

To connect to your meeting as an unregistered user:

1 At the initial screen, click **Enter** under the **Individual Account** option.

(Note: If you are registered to a service other than MeetMe 2.0, this first step is not needed.)

2 Dial into the VMR via H.323: <*91.240.204.151##63257958*>.

Use RealPresence Desktop for Mac

The RealPresence Desktop for Mac interface allows you to connect to video calls.

Web Info: RealPresence Desktop

For more support on using RealPresence Desktop, visit the *RealPresence Mobile Community*.
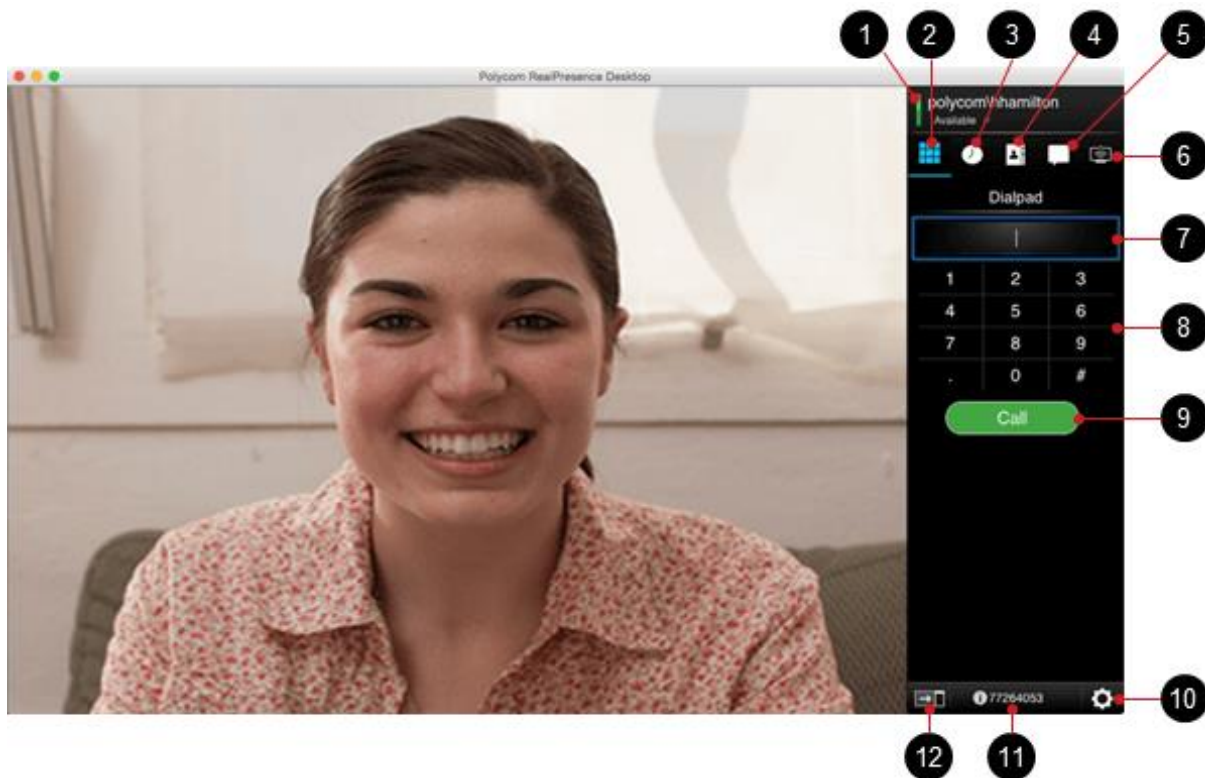
Dialing Window

The dialing window looks different depending on if you are using RealPresence Desktop as a registered or unregistered user. Some functions are only available for registered users.

Note: Directory access

Directory access is only available with certain rate plans. Contact your administrator for more information.

Dialing window

Ref.	Description
1	Presence status
2	Open the dialpad
3	View recent calls
4	View local address book/search directory
5	Chat
6	SmartPairing
7	Displays numbers entered
8	Enter numbers to dial
9	Place call
10	Specify application settings
11	View your number and connection information
12	Close the video window

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

Place 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.

» Press **Delete** to erase a number.

2 Click **Call** to start the call.

View Recent Calls

1 Click .

2 Click the call entry that you want to review.

Add Contacts

1 Click , and then click .

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

3 (Optional) Enter identifying information about the contact.

➢ Title

➢ Department

➢ Location

➢ Phone

➢ Email

4 Click **Add Device**.

5 Enter the **Device Name** and select the **Device Type** from the drop-down list.

6 Complete at least one of the following fields:

➢ IP Address

➢ H.323 Extension

➢ H.323 Name

➢ H.323 Alias

➢ SIP URI

7 Click **Save** twice. This contact will be added to your Favorites list**.**

Close and Exit the Application

1 Click **Polycom RealPresence Desktop** on the application's title bar.

2 Choose an option from the menu:

> ➢ Select **Hide RealPresence Desktop** to keep the application running in the system tray.
> ➢ Select **Quit RealPresence Desktop** 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.

In-call toolbar

Ref.	Description
1	Network connection and encryption status
2	Call duration
3	Hide or display local self-view
4	Mute or unmute your video
5	Mute or unmute your microphone You can also use **CMD+m** to mute your audio and **CMD+u** to unmute.
6	Adjust the volume (adjust to the minimum to mute your speaker)
7	End the call
8	Share content
9	Start a chat session with another person during a call
10	Open keypad
11	Change call settings
12	Show or hide more icons

Control Volume and Video

To adjust the volume:

- Click [icon] and drag the **Volume** slider [icon] to change the volume of your call.

To mute or unmute video and sound:

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

Share Content

1 Click [icon].

2 Choose one of the following:

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

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

To stop sharing content from Monitor 1 or an application:

   » Click **Stop**.

End a Call

- Click [icon] to end a call.