



 Polycom[®] QDX[™] 6000 System
User Guide

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About This Guide

This guide includes overview information that you may find helpful when you're just starting to learn about video conferencing or when you have experience, but you need a quick refresher.



Polycom® QDX™ 6000 system can be customized to show only those options used in your organization. Therefore, there may be options covered in this guide that you cannot access on your system. To find out more about these options, please talk to the administrator of your Polycom QDX 6000 system.

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Using the Remote Control

You use the remote control to place calls, adjust the volume, navigate screens, and select options.



Calling and Answering

Answering a Video Call

The Polycom QDX 6000 system can answer incoming calls in one of these ways:

- The system answers incoming calls automatically.
- The system prompts you to answer calls manually.

To answer the call manually:

- Press  **Call** on the remote control.

To configure the system to answer calls automatically or manually:

1. Go to **System > User Settings** .
2. Scroll to **Auto Answer Point-to-Point Video** and set the value to:
 - **Yes** - to answer calls automatically.
 - **No** - to answer calls manually.

Placing a Video Call

You can use your system to place a video call in any of these ways:

- Entering a name or number. To enter letters, press  **Keyboard** on the remote control.
- Choosing a site from:
 - Recent Calls list
 - Contacts list
 - Sites or Speed Dial list
 - Directory

Calling by Entering a Name or Number

To place a call by entering a name or number:

1. In the dialing field, enter the dialing information. Depending on the capabilities of your system and the system you are calling, the dialing information could look like one of these samples:
 - 10.11.12.13 (IP address – include the dots)
 - 2555 (E.164 extension for H.323 or SIP)
 - stereo.polycom.com (DNS name)
 - user@domain.com (SIP)
2. Enter any additional information needed for the call. The available settings depend on the type of call and your system's configuration. Not all calls require these settings:
 - **Call Quality** - Specify the call rate or call type for this call. For most calls, choose **Auto** to let the system determine the best quality for the call.
 - **Extension** - If you need to dial an extension (E.164 address), enter the extension in the second entry field. If your system is not configured with a second entry field, you can enter the extension when the gateway prompts you. You can also specify characters in the dial string as instructed by the system administrator.
3. Press  **Call** on the remote control to place the call.

Call progress indicators appear on the screen to show that the call is in progress. When the indicators turn green, the call is connected.

Calling from the Recent Calls List

You may be able to choose a number to call from a list of the sites you have called recently. The Recent Calls screen provides details of all incoming and outgoing calls, including the time of the calls.

To place a call from the Recent Calls screen:

1. Select **Recent Calls**.
2. Scroll to the entry you want to call.
3. Press  **Call** to place the call.



To see more details about a call listed on the Recent Calls screen, highlight the call and press  **Help** on the remote control.

You can sort the list by pressing the number keys 1-9. Press  **Help** and select **Help** to view sorting options.

Calling from the Contacts List

You may be able to see a list of Contacts on the Contacts home screen.

To place a call using the Contacts list:

1. Select the Contact you want to call.
2. Press  **Call** to place the call.

Calling from the Sites or Speed Dial List

You may be able to access calling information for specific sites using the Speed Dial or Sites list on the Place a Call screen.

To place a call using the Speed Dial or Sites list:

1. Select **Speed Dial** or **Sites** from the Place a Call screen, if necessary.
2. Find the entry you want to call.
3. Press  **Call** to place the call.

Calling from the Directory

The directory is a list of sites stored locally on the Polycom QDX 6000 system. If the system is registered with a global directory, the directory also includes entries from the global directory.

To place a call from the directory:

1. Press  **Directory** on the remote control.
2. Find the entry to call.
3. Press  **Call** to place the call.

Ending a Video Call

To hang up from a call:

1. Press  **Hang Up** on the remote control.
2. If prompted, confirm that you want to disconnect from the far site(s).



If you don't confirm that you want to hang up, the system disconnects the call automatically after 60 seconds.

Types of Video Calls You Can Make

Depending on your system configuration, you may be able to make calls using H.323 or SIP.

The following table lists some possible call combinations.

From...	You can call...	By dialing...
LAN	Networked and Public Sites	SIP URI, E.164 address, DNS name, or IP address.
	Protected and Private Sites	Typically, the far site's gateway number then the number of the far-site system. Consult with the far site about the best method for placing the call.
	ISDN	Depending on the H.323 gatekeeper or SIP server, the access code of the near-site gateway, the speed code, and the ISDN number of the far site. Contact your system administrator for more information.



When you call an IP system through a gateway that requires an extension (E.164 address), enter the extension in the dialing field whenever possible. Check with your network administrator for the extension delimiter you will need to enter into the dialing field. For example, some networks use ## to separate the extension from the IP address.

When you include the extension, you will be given the option of saving both the number and the extension in the directory when the call ends. If you enter the extension after the gateway connects, you can save only the gateway number when the call ends.

Participating in an Encrypted Call

If encryption is enabled on the system, a padlock icon appears on the monitor to indicate whether a call is  encrypted or  unencrypted.

Controlling What You See

Selecting and Adjusting a Camera or Other Video Source

You can use the remote control to select the main camera or any other near-site or far-site video sources, such as document cameras, computers, VCRs, or DVD players. You are able to adjust the main camera or far-site camera that supports pan, tilt, and zoom movement.



You can adjust the far-site camera only if it is configured to allow you to control it.

To select a near-site or far-site camera, or other video source:

1. If you are in a call, press **Near** or **Far** on the remote control to select either near-site or far-site control.

	This onscreen icon indicates that you can control a near-site camera or video source.
	This onscreen icon indicates that you can control a far-site camera or video source.

2. Press **Camera** on the remote control. Then select the camera or other video source you want to use.

To adjust a camera using the remote control:

1. Press **Near** or **Far** to select either near-site or far-site control.
2. Press the arrow buttons on the remote control to move the camera up, down, left, or right.

3. Press **Zoom** on the remote control to zoom out or in.

Setting and Using Camera Presets

Camera presets are stored camera positions that you can create ahead of time or during a call.

Presets allow you to:

- Automatically point a camera at pre-defined locations in a room.
- Select a video source such as a VCR or DVD player, a document camera, or an auxiliary camera.

If your system's camera supports electronic pan, tilt, and zoom movement, you can create up to 100 preset camera positions (0-99) for the near site. Each preset stores the camera number, its zoom level, and the direction it points (if appropriate). They remain in effect until you delete or change them.

If far-site camera control is allowed, you can create up to 16 presets (0-15) for the far-site camera. These presets are saved only for the duration of the call. You may also be able to use presets that were created at the far site to control the far-site camera.

To move the camera to a preset:

1. If a call is connected, press  **Near** or  **Far**, and then choose a near-site or far-site camera.
2. Press a number on the remote control.

To view your near-site presets:

- Press  **Preset** on the remote control.

Icons for presets 0-9 are shown on the screen. The colored icons indicate stored camera positions, and the gray icons indicate unassigned presets.

To store a preset:

1. If you are in a call, press  **Near** or  **Far**, and then choose a near-site or far-site camera or other video source.
2. If you selected a camera that supports electronic pan, tilt, and zoom, you can adjust the camera's position:
 - Press the arrow buttons on the remote control to move the camera up, down, to the left, or to the right.
 - Press  **Zoom** to zoom the camera out or in.
3. Press  **Preset** on the remote control.

4. Press and hold a number to store the preset position. To store a double-digit preset, press the first digit quickly and hold the second number down. Any existing preset stored at the number you enter is replaced.

The system uses preset 0 as the default camera position.

To delete all presets:

1. If you are in a call, press  **Near**, and then choose a near-site video source.
2. Press  **Preset** on the remote control.
3. Press and hold  **Delete** to delete all presets.



You cannot delete just one preset. Instead, overwrite an existing preset with the new camera position.

Switching Between Full-Screen Video and the Home Screen

When the call connects, the system automatically shows video on the whole screen. You can switch back to the home screen during a call if, for example, you need to adjust a user setting, and your system is configured to allow you to do so.

To see video in the full screen:

- Press  **Near** on the remote control.

To see the home screen:

- Press  **Home** on the remote control.

Adjusting Screen Layout

In calls, you can change the current screen layout on the monitor. What you see during a call can depend on factors such as the system monitor configuration, the number of sites in the call, whether the Picture-in-Picture (PIP) is enabled and whether the content is being shared.

To change the screen layout:

- In a call, repeatedly press  **PIP** on the remote control to switch among the screen layouts supported by the Polycom QDX 6000 system. These might include the following layouts:



1. Far site, full screen



2. Far and near sites, the same size, side by side



3. Far site big, near site small (only available when your monitor is configured to 16:9)



4. Far site displayed in full screen, and near site in the right-bottom small window (PIP layout, only available when your monitor is configured to 4:3)



5. Content displayed in the left big window, and far and near sites in the right small window

Specifying, Showing and Turning Off the PIP

Your system can be configured to display a Picture-in-Picture (PIP) window if your monitor is set to an aspect ratio of 4:3. You can show the PIP any time the system is not sending or receiving content.

To specify whether and when to display the PIP:

1. Select **System** from the Place a Call screen.
2. Select **User Settings** from the System screen.
3. Select  to see more settings
4. Scroll to **PIP**, and select one of these settings:

Select this setting...	To set the PIP to ...
On	Stay on for the duration of the call.
Auto	Be shown when the user operates the remote control and be turned off when the user puts the remote control on the table
Off	Be turned off during the call.

To show the PIP during a call:

- Repeatedly press  **PIP** on the remote control to scroll through the available screen layouts. The PIP can change to show the near or far site.

Controlling What You Hear

Adjusting Volume

Use the remote control to raise or lower the volume of the sound you hear.

To adjust the volume:

- Press  **Volume** on the remote control.

Changing the volume affects only the sound you hear at your site.

Muting the Microphone

You can mute the microphone if you do not want the far site to hear you.

To mute or unmute the microphone:

- Press  **Mute** on the remote control.

If a Polycom microphone is connected to your system, you can also mute the call by pressing mute button on the microphone.

**Points to note about muting the microphone:**

- Muting the microphone does not mute audio coming from any device connected to the VCR or content audio inputs.
- In Security Mode, the microphone will automatically mute when the system is asleep or is waiting for you to log in.
- The microphone may automatically mute when the system automatically answers an incoming call.

Enjoying Stereo Audio in Video Calls

If your video conferencing room is configured to use stereo sound, the left and right microphone inputs are configured during microphone connection.



Stereo audio is only available in video calls of 256 kbps or higher.

Showing Content

You may be able to show the following to the far sites:

- Any information stored on a computer
- A paper document or object placed on a document camera
- A videotape or DVD

You can show one type of content and one people video source at a time, and you can switch to a different type of content or people video source if you need to. Participants at other sites can also show content or people video sources.

Depending on how your system is configured, you may be able to show content that is stored on a computer. When you show content from a computer, the far site can see you and what you see on the computer screen.

When you are sending content, the  content icon appears on your main monitor. Depending on the configuration of your system, you may also see the content on your monitor or projector.

Showing Content with People+Content™ IP

People+Content™ IP allows you to send content from a computer that is not connected directly to the Polycom QDX 6000 system.



Points to note about People+Content IP:

- People+Content IP provides video-only content. No audio is shared.
- People+Content IP supports any computer desktop resolution with color set to 16-bit or higher.
- People+Content must be enabled on the Polycom QDX 6000 system.
- The People+Content IP application must be installed on a computer.

To install People+Content IP on a computer:

1. On a computer with a Microsoft® Windows® XP, Windows 2000, or Windows Vista operating system, open a web browser and go to the Polycom web site at www.polycom.com/support.
2. Navigate to your product page.
3. Download and install the People+Content IP software.

To start showing content:

1. On the computer, start the Polycom People+Content IP application.
2. Enter the IP address or DNS host name of your video conferencing system.
3. Click **Connect**.
4. Open the content you want to show, and do one of the following:
 - Click  in People+Content IP.
 - Press  **Graphics** on the video conferencing system's remote control.

To stop showing content:

1. If the People+Content IP toolbar is minimized, maximize it by clicking the icon in the task bar.
2. Do one of the following:
 - Click  in People+Content IP.
 - Press  **Graphics** on the video conferencing system's remote control.



To keep the call secure, content may be automatically stopped when a participant joins the call.

Showing Content from a Computer Connected Directly to the System

Before you show content, check that the computer video is configured to use one of these supported resolutions and refresh rates.

Resolution	Refresh rates (Hz)
800 x 600	60
1024 x 768	60



To set the resolution and refresh rate, go to your computer's Display Control Panel.

To start showing content:

1. Make sure the computer is powered on and connected to the VGA video input of the Polycom QDX 6000 system.
2. Press  **Graphics** on the remote control and select the computer input.

To stop showing content:

- Press  **Graphics** on the remote control and deselect the computer input.

Showing Content from a Document Camera, VCR, or DVD Player

Depending on how your system is configured, you may be able to show different types of information to other sites in a call, such as through a document camera, VCR, or DVD player.

Before the call begins:

1. Make sure the document camera, VCR, or DVD player is connected and powered on. Refer to the setup sheet that came with your system.
2. Position your document or object in the document camera or insert the videotape or DVD.

To start showing a document, object, videotape, or DVD in a call:

1. Press  **Graphics** on the remote control.
2. Select a content source.
3. Press  on the remote control.

To stop showing a document, object, videotape, or DVD in a call:

1. Press  **Graphics** on the remote control.
2. Select the main camera.
3. Press  on the remote control.

Working with Directory Entries

The directory on your Polycom QDX 6000 system stores dialing information that helps you make calls quickly and easily. When a site listed in the directory calls your system, the system displays the name on the screen when the call comes in. If a site that calls you is not listed in the directory, you might be prompted to save the contact information in the directory when the call ends.

If your system is registered with a Global Directory Service (GDS), your directory contains two types of entries:

- **Local entries:** Information about sites that you have added. These entries are stored locally on your Polycom QDX 6000 system, and depending on your system setup, you can remove or edit these entries. You can also assign local entries to groups to make it easier to find numbers. Everyone at your site who uses the system can use the entries you create, and you can use the entries created by others. Users at other sites cannot access the local entries on your system.
- **Global entries:** Information about other active sites that are registered with the same Global Directory Server. These entries are stored on the Global Directory Server, and you cannot edit them. You can make a local copy if you want to make changes.

Searching the Directory

You can find entries in the directory by:

- Spelling the name using the number buttons on the remote control
- Entering the name using the keyboard on the Directory screen or by pressing  **Keyboard** on the remote control
- Scrolling through the list of names using the  **Up** and  **Down** arrow buttons

- Paging through the list of names using  **Zoom** on the remote control
- Selecting a specific Group to narrow your search results

Adding, Editing, and Deleting Local Directory Entries

You can create entries for point-to-point calls and multipoint calls and save them in the Polycom QDX 6000 system directory.

To add a site entry to the local directory:

1. Press  **Directory** on the remote control.
2. Select **Options** then **New Entry**.
3. Specify the following information:

In this field...	Enter this information...
Name	Name that will appear in the directory list and on incoming call messages.
Group	Designation to help you quickly find the number in the directory and manage your directory entries.
Call Type	Call type to use for calls to the site. Depends on the capabilities of your system.
Call Speed	Call speed to use for calls to this site.
Number	Number to use for calling the site.
Extension	The system's extension (E.164 address).

4. Select **Update** to add the call type information and enter another call type for the entry. To remove the last call type added, select **Clear**.
5. Select **Save** to save the entry.

If you save an entry to the Contacts group, it appears on the Contacts home screen but not the Speed Dial or Sites list on the Place a Call screen.

To edit an entry:

1. Press  **Directory** on the remote control.
2. Find the entry you want to edit.

3. Select **Options** then **Edit Entry**.
4. Edit the information as needed.
5. Select **Options** then **Save** to save your changes and return to the directory. If the entry you edited was a global entry, your changes are saved as a local copy.

To delete an entry:

1. Press  **Directory** on the remote control.
2. Scroll to the entry you want to delete.
3. Select **Options** then **Delete Entry**. You cannot delete a global entry.

Grouping Directory Entries

Grouping directory entries can make it easier to find numbers. Polycom QDX 6000 systems support global groups and local groups. Global directory entries are assigned to a global group by your system administrator. You cannot edit or delete global directory groups.

The default local directory group is the Contacts group. The Contacts group can contain local directory entries, default LDAP group members, Speed Dial or Sites list entries, and Contacts stored by the presence service. Depending on your system setup, you can create, remove, and edit local groups.



The Sample Sites group includes Loopback entries and various Polycom regional sites that you can use to place test calls.

To create a new local group:

1. Press  **Directory** on the remote control.
2. Select **Group**.
3. Select **Edit Groups**.
4. Enter a group name.
5. Press  **Back** or an arrow button on the remote control to save the new group.

To delete a local group:

1. Press  **Directory** on the remote control.
2. Select **Group**.
3. Select **Edit Groups**.

4. Scroll to the group name you want to delete, and then select **Delete**.



When you delete a group, all entries in that group are deleted. If you want to keep these entries, be sure to assign them to a new group before you delete the old group.

To assign an entry to a local group:

1. Press  **Directory** on the remote control.
2. Scroll to the entry you want to assign to a group.
3. Select **Options** then **Edit Entry**.
4. Select the **Group**.
5. Select **Save** to save your changes and return to the directory. If the entry you edited was a global entry, your changes are saved as a local copy. If you save an entry to the Contacts group, it appears on the Contacts home screen but not the Speed Dial or Sites list on the Place a Call screen.

Refreshing Entries from the Polycom Global Directory Server

The global directory entries are periodically refreshed on systems registered to the Polycom Global Directory Server. You can also manually refresh the global directory entries on your system.

To manually refresh Polycom GDS entries:

1. Press  **Directory** on the remote control.
2. Select **Group > Polycom GDS**.
3. Select **Options > Refresh**.

Working with Contacts

The Contacts home screen displays all entries in your Contacts list. Depending on the configuration of your system, and whether it is registered to a global directory server, Contacts may include local directory entries, default LDAP group members, Speed Dial or Sites list entries, and Contacts stored by the presence service.

If the system is registered with a global directory, you could see the following icons next to Contacts on the Contacts home screen.

Icon on the Polycom QDX 6000 system	Presence State
	The system is set to Available and is registered with a presence service.
	<ul style="list-style-type: none"> • The system is set to Busy and is registered with a presence service. or • The system is set to Available but is in a call and is not available to receive another call.
	The presence state is unknown. The Contact is a local entry or is not registered with a presence service.
	The system is powered off or is offline.

You can view Contact details in the system's local interface. Highlight the Contact and press . A dialog appears with the display name, address, call speed, group, and presence information.

Adding Contacts

When you add a Contact, the entry is added to the Contacts home screen. It could be also added to the Speed Dial or Sites list on the Place a Call screen.

To add a Contact from the home screen:

1. Select **Add a Contact**.
2. Find or create an entry.
3. Highlight the entry and press  on the remote control.

To add a Contact from the Directory screen:

1. Find or create an entry.
2. Highlight the entry.
3. Choose **Option > Add to Contacts**.

Deleting Contacts

You remove a Contact from the Contacts group by deleting it.

To delete a Contact:

1. Find the Contact in the directory Contacts group or on the Contacts home screen.
2. Highlight the Contact and press  on the remote control, and then select **Yes**.

The Contact is deleted from the Contacts home screen. When you delete a Contact that was added to the Speed Dial or Sites list on the Place a Call screen, the entry is deleted from both screens.

You cannot delete default Contacts that come from the global directory server.

Changing the Way Calls Are Answered

Your system administrator may have configured the system to let you choose the way incoming calls are handled.

Temporarily Refusing Calls

Depending on your system configuration, you can automatically refuse incoming calls if you do not wish to be disturbed. Callers get a message that the call was rejected, and you receive no notification about incoming calls. You can, however, make outgoing calls.

To temporarily refuse incoming calls:



- On the home screen, change the Availability Control from **Available** to **Busy**.

Answering Video Calls Automatically

If your system administrator has allowed access to user settings, you can specify whether to answer video calls automatically or to have the system announce incoming video calls and wait for you to answer manually.



Automatically answering calls is convenient, but it can create security issues. An unexpected caller could interrupt a meeting in progress or look at equipment and notes left in an empty room.

To automatically answer video calls:

1. Select **System** from the Place a Call screen.
2. Select **User Settings** from the System screen.
3. If you want to automatically answer incoming point-to-point video calls, set **Auto Answer Point-to-Point Video** to **Yes**.
4. Press  **Home** to save your change and return to the home screen.

Muting Automatically Answered Video Calls

If your system administrator has allowed access to user settings, you can choose whether to mute the audio when automatically answered video calls connect. This prevents callers from overhearing conversations or meetings.

After the call connects, you can press  **Mute** on the remote control when you're ready to unmute the call.

If you enable this option during a call, the audio for the current meeting is not affected.

To mute automatically answered video calls:

1. Select **System** from the Place a Call screen.
2. Select **User Settings** from the System screen.
3. Scroll to **Mute Auto Answer Calls** and press  on the remote control to enable the option.
4. Press  **Home** to save your change and return to the home screen.

Logging In and Out

Depending on how your system is configured, you may have to log in when the system comes out of sleep mode.

To log in:

1. When the Login screen appears, press  **Keyboard** or use the number buttons on the remote control to enter the User ID.
2. Enter the account password. To enter numbers, use the number buttons on the remote control. To enter letters, press  **Keyboard** on the remote control.
3. Select  to log in.

Depending on how your system is configured, you may get locked out after a certain number of failed login attempts. Contact your system administrator for more information.

To log out:

- The system automatically logs out the current account when the system goes to sleep.

Customizing Your Workspace

You can customize what you see on the screen, depending on how your system is configured.

Allowing the Far Site to Control Your Camera

If your system administrator has allowed access to user settings, you can allow the far site to control your camera. Far-site participants can also set and use presets for your camera, if their system supports this.

To allow the far site to control your camera:

1. Select **System** from the Place a Call screen.
2. Select **User Settings** from the System screen.
3. Scroll to **Far Control of Near Camera** and press  to enable the option.
4. Press  **Home** to save your change and return to the home screen.



Changing this setting takes effect immediately, even if a call is in progress.

Displaying the Far Site's Name When the Call Connects

If your system administrator has allowed access to user settings, you can specify whether to display the far site's name when the call connects and how long to leave the name on the screen.

To specify when to display the name of the far site:

1. Select **System** from the Place a Call screen.
2. Select **User Settings** from the System screen.

3. Select  **Next** to see more settings.
4. Scroll to **Far Site Name Display**, press  on the remote control, and select whether to display the far site's name during the entire call.
5. Press  **Home** to save your change and return to the home screen.

Hearing Audio Confirmation When You Dial

If your system administrator has allowed access to user settings, you can set up the system to speak each number as you enter it in the dialing entry field on the Place a Call screen.

To enable audio confirmation:

1. Select **System** from the Place a Call screen.
2. Select **User Settings** from the System screen.
3. Select  **Next** to see more settings.
4. Scroll to **Keypad Audio Confirmation** and press  on the remote control to enable the option.
5. Press  **Home** to save your change and return to the home screen.

Adjusting for Room Lighting

If your system administrator has allowed access to user settings, you can use the backlight control to adjust the brightness of the video that the main camera sends to the Polycom QDX 6000 system. Adjusting this setting can be helpful when the room arrangement results in strong light coming from behind the people in the picture.



Because backlight controls adjust the main camera, these controls will not make content from a computer or a document camera appear brighter.

To turn backlight compensation on:

1. Select **System** from the Place a Call screen.
2. Select **User Settings** from the System screen.
3. Scroll to **Backlight Compensation** and press  on the remote control to enable the option.
4. Press  **Home** to save your change and return to the home screen.