



NATO Communications and Information Agency

Network Services & IT Infrastructure Service Line

VTC

User Guide

Polycom RealPresence Desktop VTC application

-

NATO Public Access VTC Users on personal devices

NATO UNCLASSIFIED



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**POC: NCIA NSII NV2 VTC Engineering Cell Tel: +32 65 44 1170
NCN: 254-1170**

**NCIA Operations Centre VCC Tel: +32 65 44 3177 (option 1 > VCC)
NCN: 626-3177**

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1. Intended audience

Polycom RealPresence Desktop and Polycom RealPresence Mobile VTC application user community working on **personal devices**.

2. Document purpose

The purpose of this user guide is to facilitate the use of the Polycom RealPresence Desktop and Polycom RealPresence Mobile VTC application for NATO Public Access VTC Users working on **personal devices** also known as Remote users.

3. Required Software

To be able to conduct video sessions from your personal devices, such as laptop, desktop, tablet or smartphone, you will be required to download and install the Polycom RealPresence Desktop/Mobile application.

You can find the Polycom RealPresence Desktop for Windows using the following link:

<https://support.polycom.com/content/support/north-america/usa/en/support/video/realpresence-desktop/realpresence-desktop.html>

You can find the Polycom RealPresence Desktop for Mac OS X using the following link:

<https://support.polycom.com/content/support/north-america/usa/en/support/video/realpresence-desktop/realpresence-desktop.html>

Download the latest version.

The same link can also be used to download the relevant user guides.

For Android/Apple tablets and smartphones, please visit the Play/App Store for the Polycom RealPresence Mobile Application.

4. Required Hardware

System requirements for Windows/Mac machines:

- Intel Core i3 2 CPU's 1.6 GHz - Intel Core i5 2 CPU's 1.6 GHz or higher • Premium PC (Up to HD/720p) - Intel Core i3 Dual Core 2.5 GHz or higher (up to 15 fps Tx, 30 fps Rx) - Intel Core i5 Quad Core 2.0 GHz or higher (Up to 30 fps Tx/Rx)
- Operating system
 - Windows 10 (tablet and PC) - Windows 7: 32-bit and 64 -bit - Windows 8 and 8.1 Standard, Pro, and Enterprise: 32-bit and 64-bit - Microsoft .Net Framework Version 4.0
 - Yosemite (10.10) - El Capitan (10.11) - Sierra (10.12)
- 200 MB storage
- 4 GB RAM
- 256 MB RAM or higher of video memory Devices and accessories
- USB cameras, built-in web camera
- 3.5 mm headset or USB headset

5. Installation specifics for Public Access VTC Remote Users

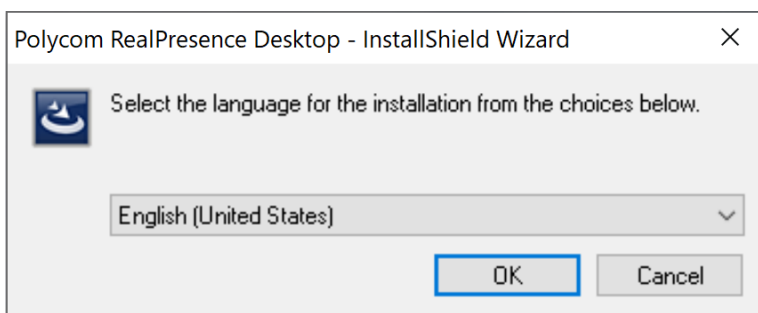
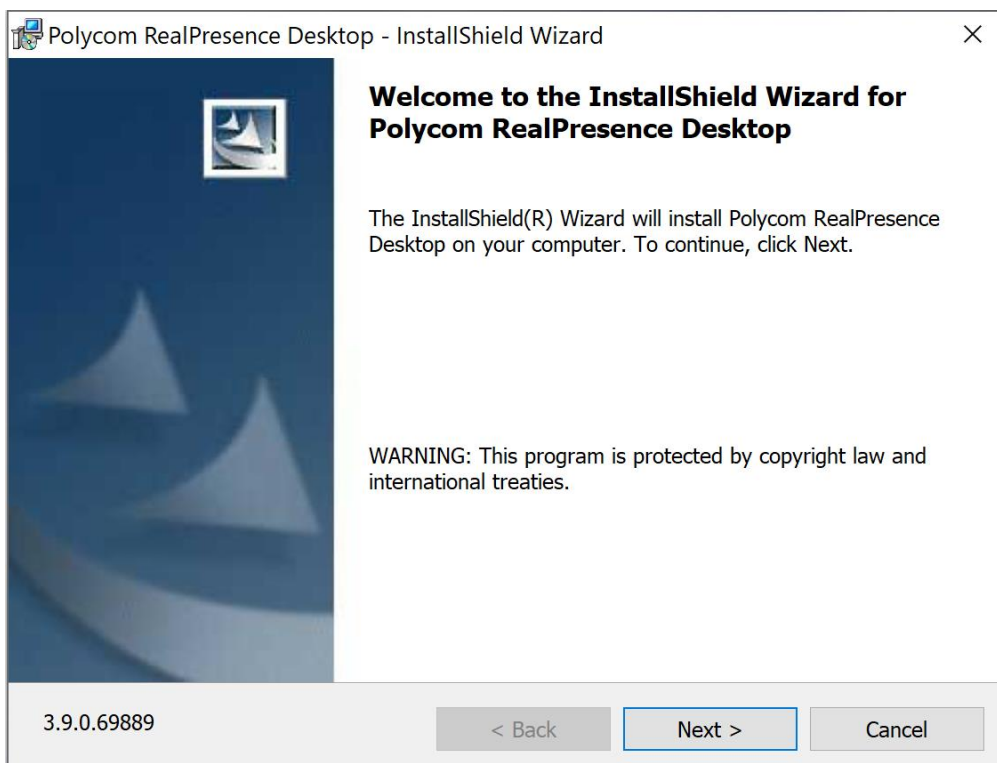
In order for this software to function properly, the next steps must be followed.

Important notes:

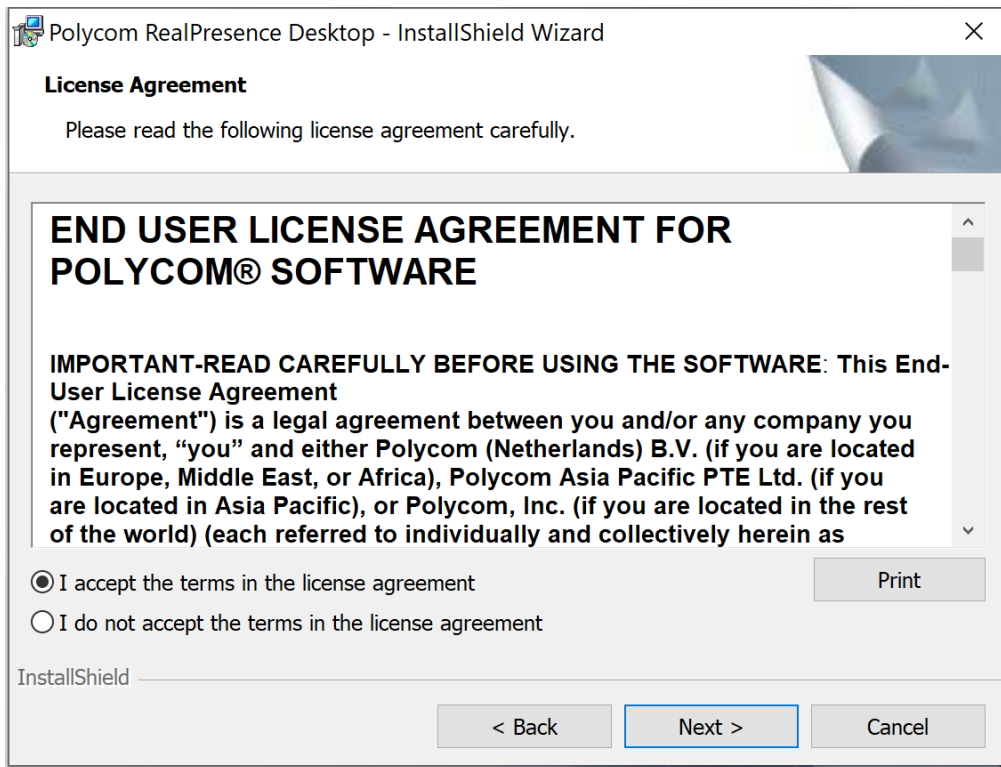
- You must be a local Administrator on the machine you wish to install the RP Desktop software.
- Installation of the RealPresence Desktop application requires that you have Microsoft .Net Framework version 4.0 installed. You can view your Microsoft .Net Framework version in C:\Windows\Microsoft.NET\Framework.

6. Install the RP Desktop for Windows software

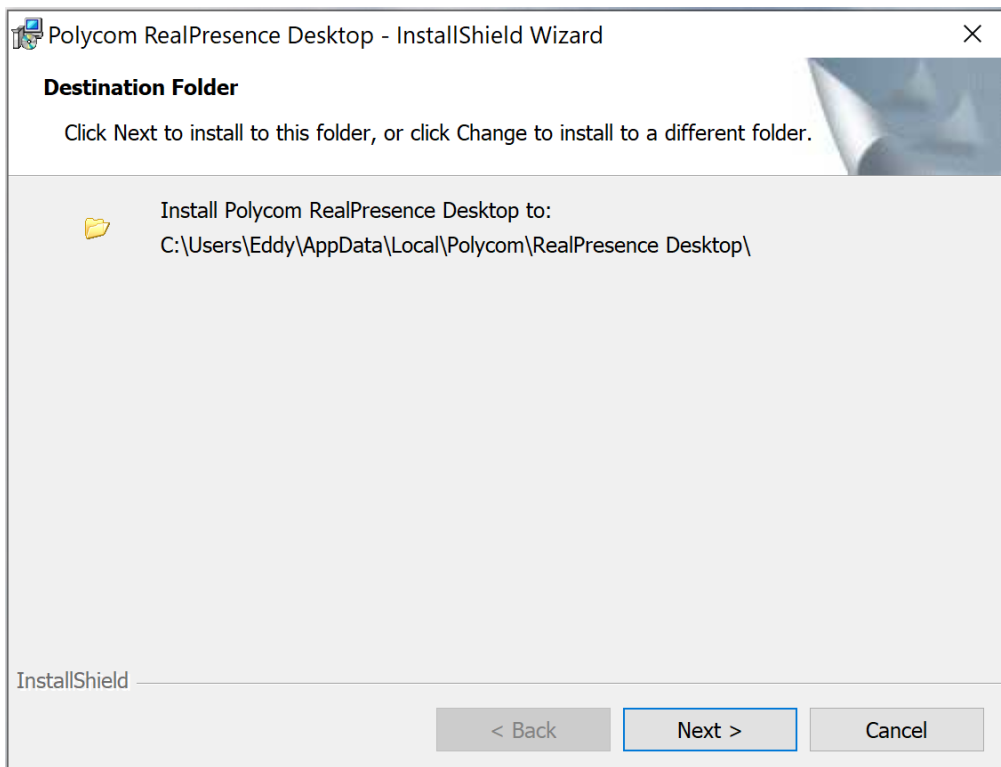
Select “Next”



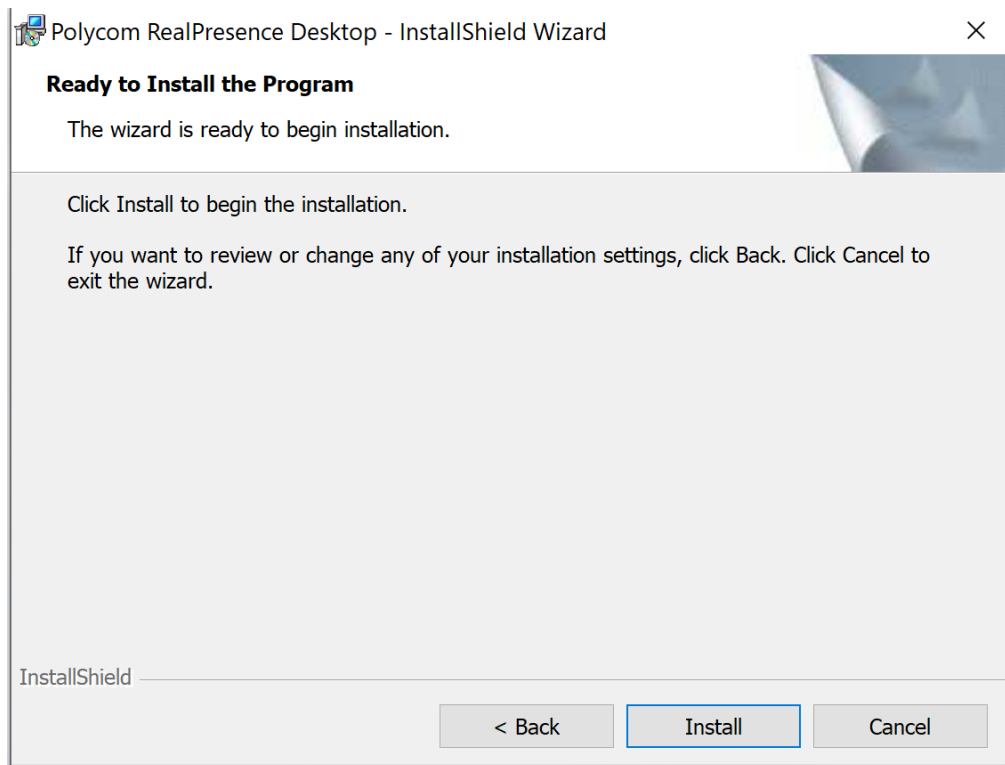
Accept the terms and select “Next”



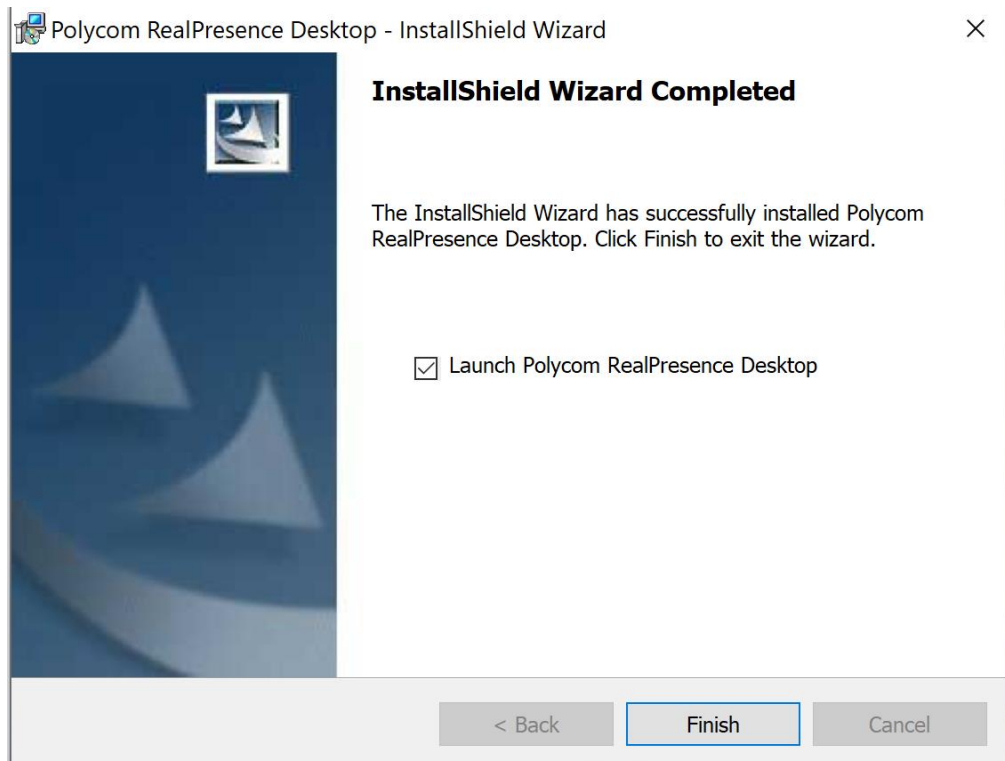
Select "Next"



Select “Install”

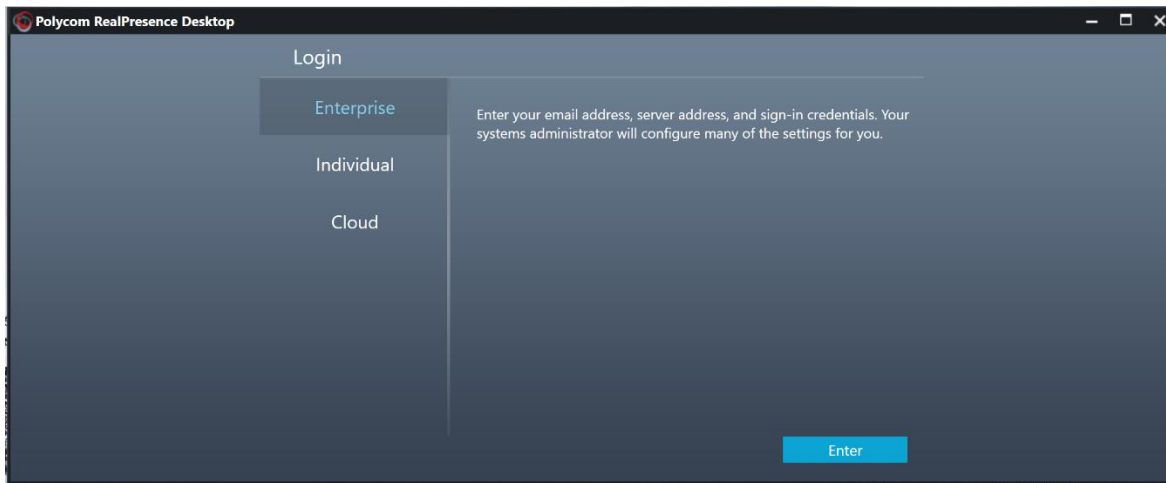


Select “Finish”



7. Start up the RP Desktop for Windows application

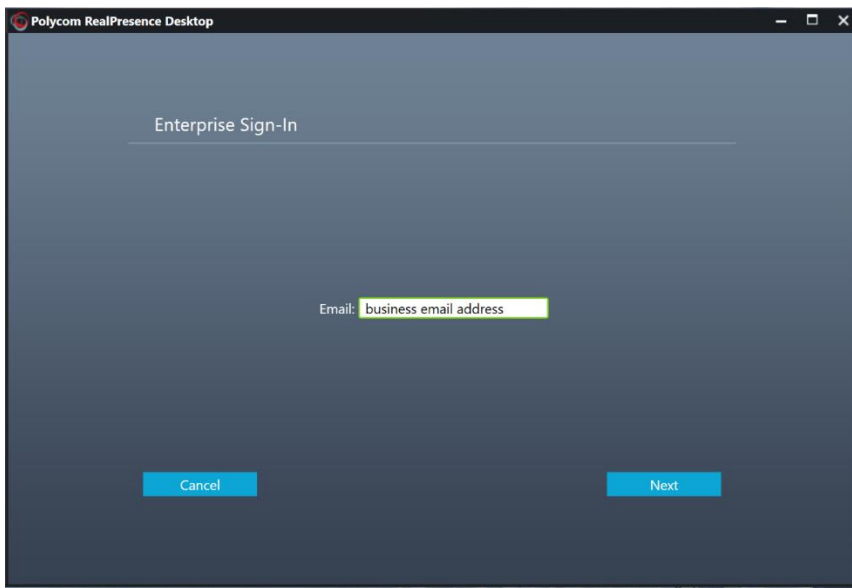
You'll be presented with the following log in screen.

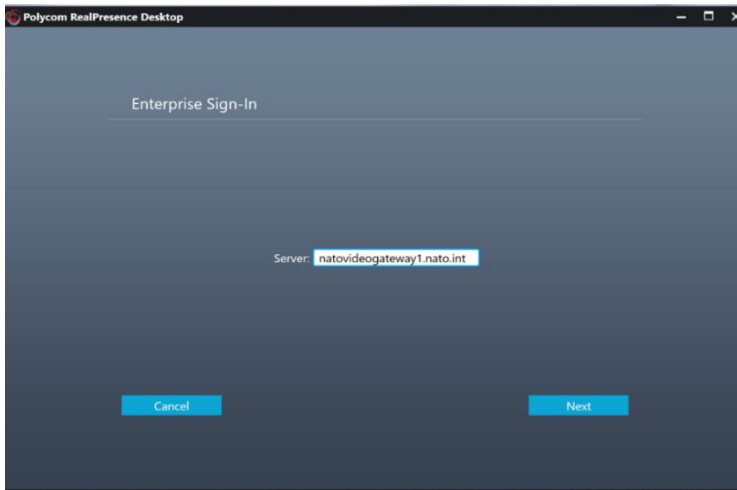


It is very important to choose the **Enterprise Sign-In** for Remote users.

Enterprise Sign-In flow

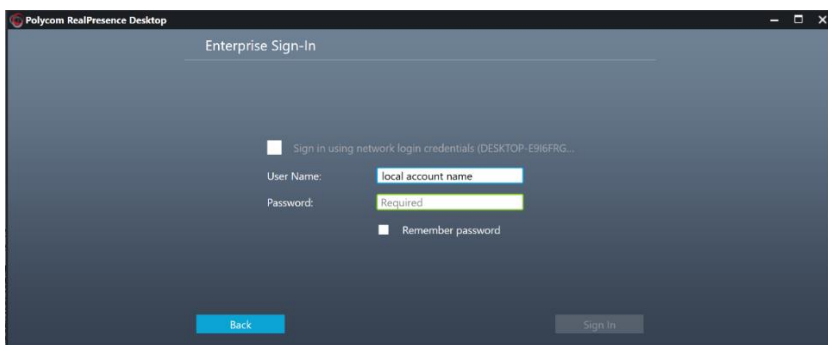
On the next screen, enter your email address. (example: **max.musterman@shape.nato.int**)





On the next screen, enter the following details:

Server: ***natovideogateway1.nato.int (Preferred)***
or
natovideogateway2.nato.int (Backup)



Only local accounts are allowed to log in and authenticate with the NU VTC Backend infrastructure.

Contact the VCC to request a local account.

NCIA Ops Cen VCC contact details:

By phone: +32 65 44 3177 option 1

By email: vcc@ncia.nato.int

Sign In with below credentials (*untick the Sign in box*)

- **Fill in user name:** *(local\username provided to you by VCC after your request) (example: local\mmusterman)*
- **Fill in password:** *Provided by the VCC*

Accept the security certificate presented by the provisioning server!

In case of issues you can contact the VCC.

After registration, the application will be automatically provisioned by the NATO NU VTC provisioning service.

The following major settings are set after provisioning;

- Secure call, both signalling and media traffic (SIPoTLS and SRTP)
- Auto-answer OFF
- Your SIP URI (first name.last name@vtc.U000.nato.int)

8. Test Conference Details

A test conference is available 24/7 to test your client and connectivity

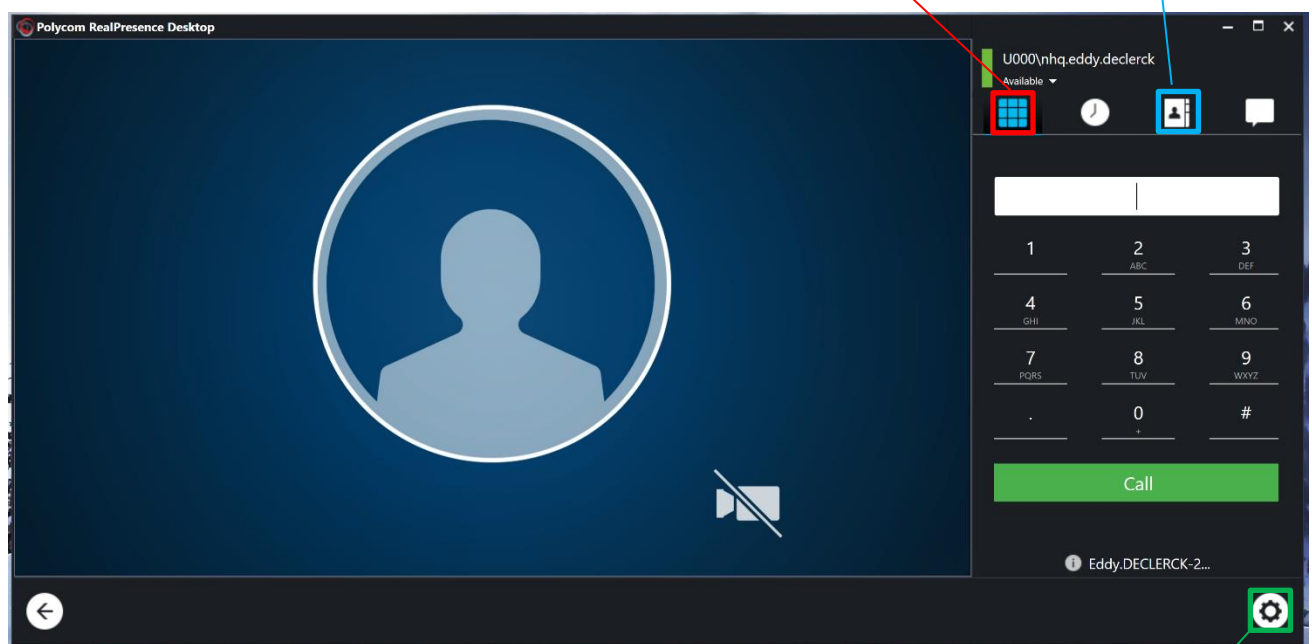
Dial string: **83177**

BE AWARE: This meeting is limited to 2 users so if you can't connect please try again.

9. Basic configuration

The following figures show the RealPresence Desktop main window and in-call toolbar.

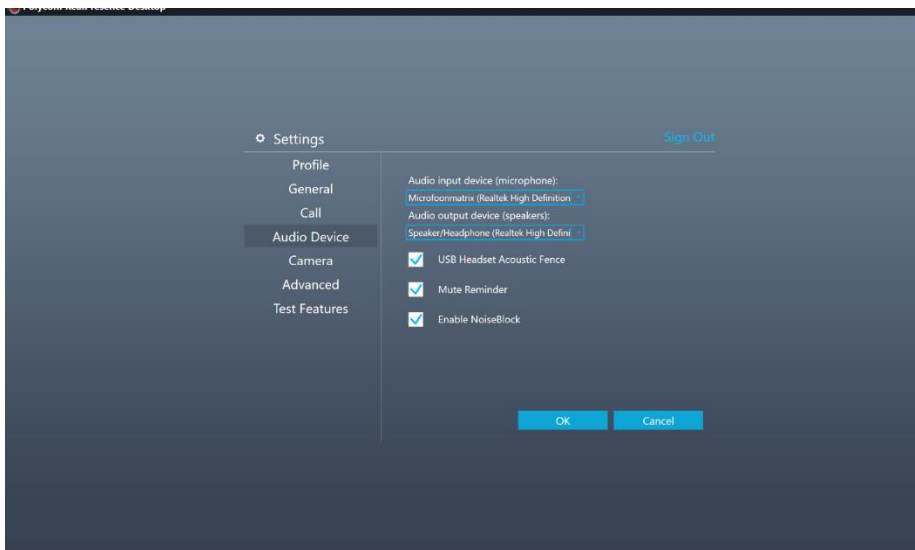
RealPresence Desktop for Windows main window



RealPresence Desktop for Windows in-call toolbar

The layout of the RP Desktop Mobile is not shown here, as it is a simplified version of the RP Desktop.

Go to Settings for audio and camera settings



10. Call Instructions

You can simply use the RealPresence Desktop application to make, answer, reject, or end calls.

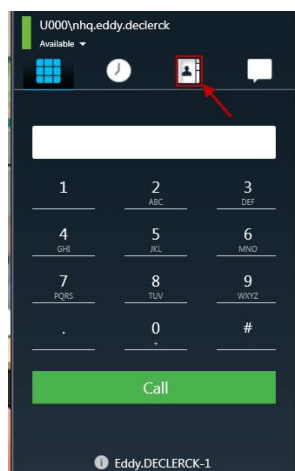
10.1. Point-to-point calls

You have two options to make a P2P call:

- Via the Global Address Book (preferred)
- By entering the SIP URI of your counterpart

10.1.1. To place a call from the Global Address Book:

- Click Contacts



- Enter the name or part of the name that you want to call, and then press **Enter**.
- Click the contact name from the search list. The devices belong to this contact will be listed. You can select to call any of the devices.

10.1.2. **To place a call by entering a number/SIP URI:**

- On the dial pad, click the numbers or use your keyboard to enter the contact number to call.
- The following formats can be used depending on the counterpart :
 - [John.Doe](#) (case sensitive as the Active Directory account)
 - [95800054xxxxx](#)
- Click **Call** to start the call.

10.2. **Calls to scheduled VTC meetings**

- For calls to scheduled VTC meetings you will receive a **meeting number (conference ID)** and a **conference passcode**.
- On the dial pad, click the numbers or use your keyboard to enter the conference ID and conference passcode of the meeting.
- [95800054xxxxx](#)**[yyyyyy](#) ([yyyyyy](#) : conference passcode)

--- OR ---

- [95800054xxxxx](#) : conference ID
- Meeting IVR message
- [yyyyyy](#) : conference passcode

10.3. **Personal Virtual Meeting Rooms (PVMR)**

PVMR's are personal meeting rooms used to host meetings. PVMR's can be requested through the VCC.

VCC contact details

NCIA Ops Cen VCC

By phone: +32 65 44 3177 option 1

By email: vcc@ncia.nato.int

You will receive a **personal meeting room number** and a **chairperson passcode**. Meetings will only start when the chairperson joins and enters his code. The other participants are placed in a waiting Que.

To start your meeting as the PVMR owner:

- On the dial pad, click the numbers or use your keyboard to enter the PVMR number and the chairperson passcode.
- 95800054xxxx**yyyyyy (yyyyyy : chairperson passcode)

All other participants dial only the personal meeting room number.

BE AWARE: The Chairperson Passcode is personal. Do not distribute it to others! Only send your personal meeting room number!

10.4. Meetings with external participants

If you need to invite external participants in your meeting send the following details to them.

Scheduled meeting:

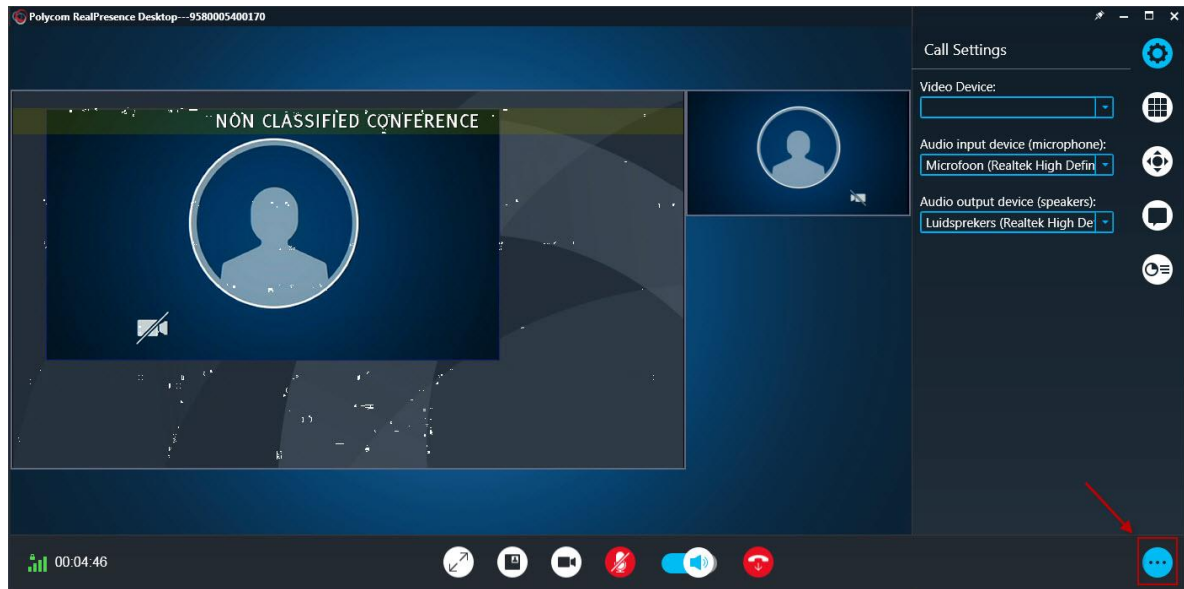
- 95800054xxxxx@nato.int (xxxxx : your scheduled meeting number)
- yyyyyy : conference passcode

PVMR:

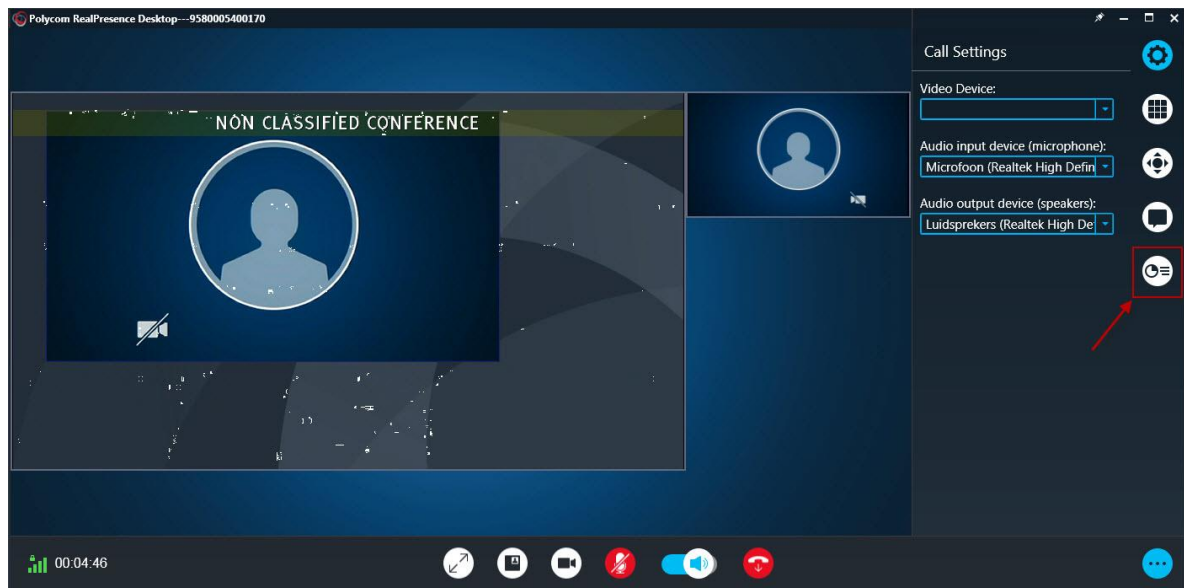
- 95800054xxxxx@nato.int (xxxxx : your PVMR number)


Never send your PVMR chairperson passcode to anyone!

10.5. To share content during a call



➤ Click →



- Click 
- Choose what you wish to share.

11. Use Instant Messaging and Presence

After you log on to the RealPresence Desktop, you can view your name and set your presence status. **Presence is only available after you've added a user in your contacts and they accept your invitation**, you will also view other people's status. The following statuses are available:



- **Available** You are online
- **Busy** You are busy and do not want to be disturbed. When your status is **Busy**, you can still get messages, but you will not be informed of received messages until you activate RealPresence Desktop.
- **Away** You have signed in and you have been away from your computer for a certain time.
- **Offline** You cannot set your status to **Offline**. If a person does not log into RealPresence Desktop, his or her status appears as **Offline**.
- **Unknown** RealPresence Desktop cannot find any information of your contact from your company's server. Before you add a contact, the status of this contact is unknown.

If you find yourself from the RealPresence Desktop address book, the status of your end points is unknown. Other people who have added you to their contacts can see your correct status.



12. Use Chat to Send an Instant Message

You can chat with anyone on your contacts list. RealPresence Desktop enables you use both chat and video at the same time.

12.1. To send an instant message

- From the top menu, click the  **Chat** tab.
- Click  **Chat**.
- Select or search a contact and type your message.
- Click **Send Message** or press **ENTER** to send your message. If the presence status of the contact is **Unknown**, you can also send messages. The person will receive the messages only after signing in RealPresence Desktop.

12.2. To send an instant message during a video call

- Click  **Chat** from the in-call toolbar.
- Click  **Chat**.
- Select or search a contact and type your message.
- Click **Send Message** or press **ENTER** to send your message.