



NATO Communications and Information Agency

Network Services & IT Infrastructure Service Line

VTC

User Guide

Polycom RealPresence Desktop v3.9 for Windows

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NATO Public Access VTC Users on PAN Devices

NATO UNCLASSIFIED



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1. Intended audience

Polycom RealPresence Desktop v3.9 for Windows user community working on PAN Devices

2. Document purpose

The purpose of this user guide is to facilitate the use of the Polycom RealPresence Desktop version 3.9 for NATO Public Access VTC Users working on PAN Devices.

3. Required Software

To be able to conduct video sessions from your PAN devices, such as PAN mobility or desktop, you will require the Polycom RealPresence Desktop application version 3.9.0 installed.

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. Cameras and headsets

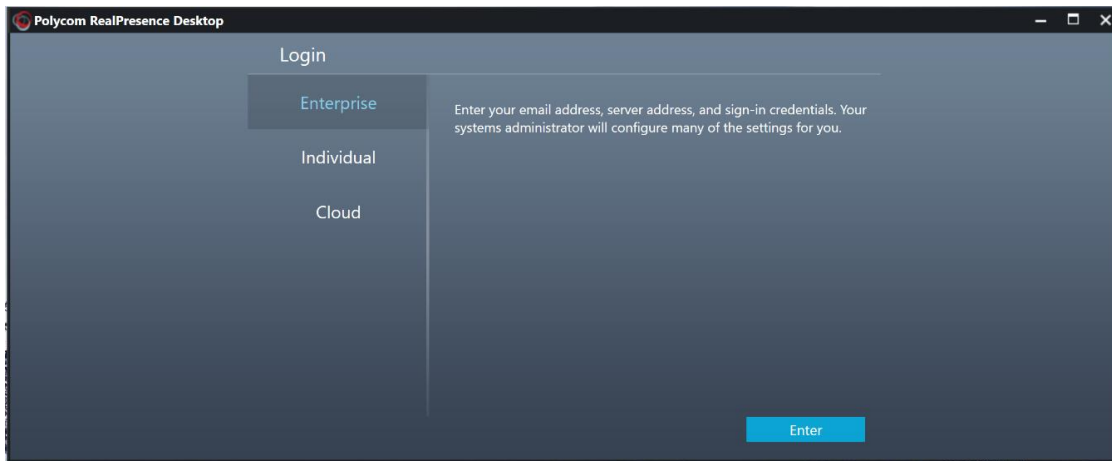
Cameras and/or headsets should be requested through your local CISPOC

6. Installation of the software

The software can be found in the software center on your PAN computer. Installation can be done without a local admin. If the software is not available yet in your software center please contact the local CSU for installation.

7. Start up the RP Desktop for Windows application

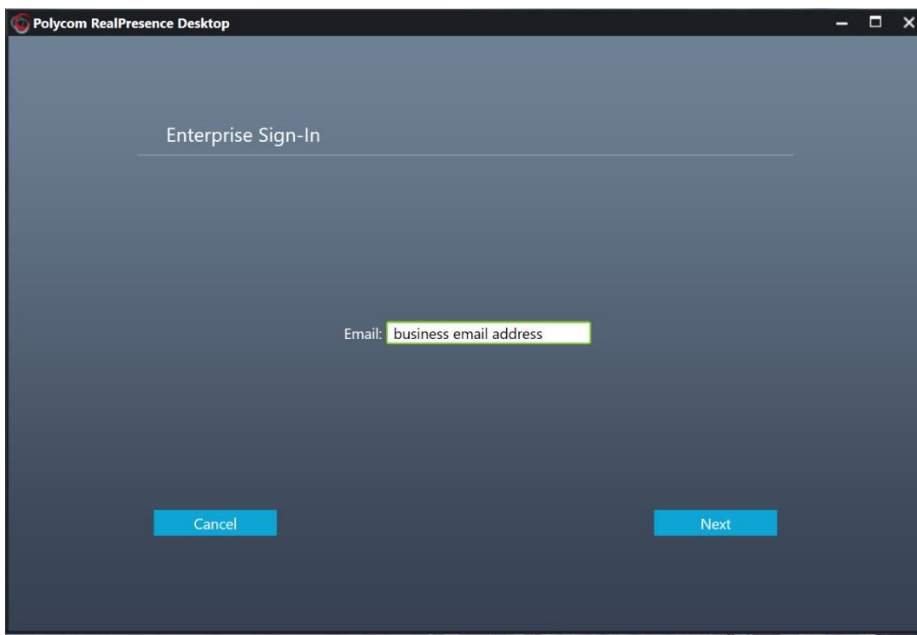
You'll be presented with the following log in screen.

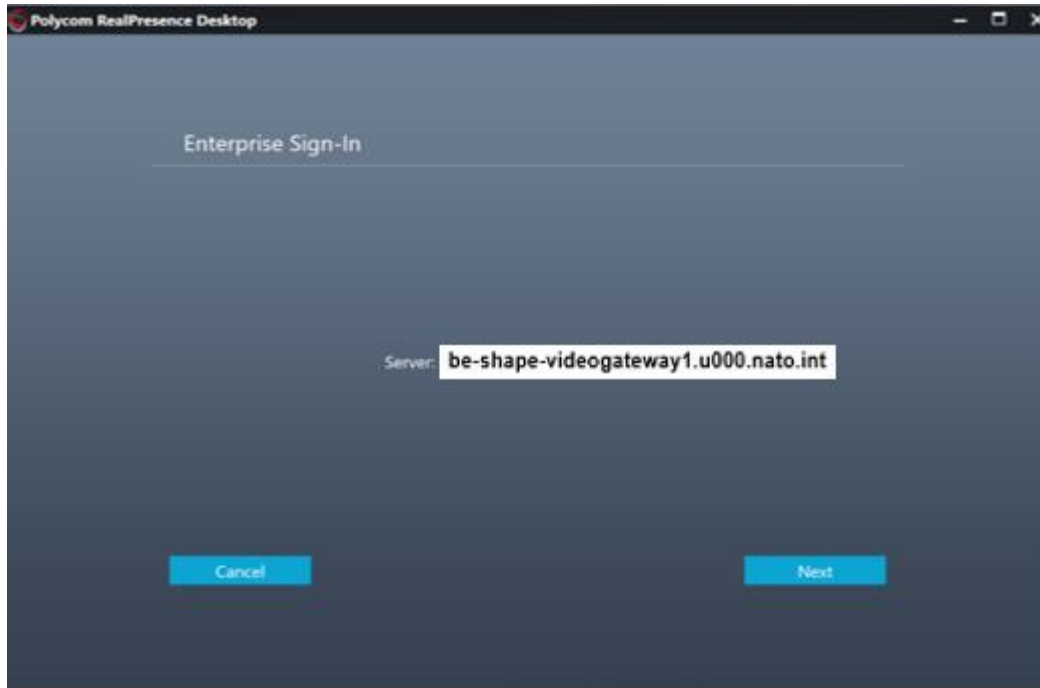


It is very important to choose the **Enterprise Sign-In**.

Enterprise Sign-In flow

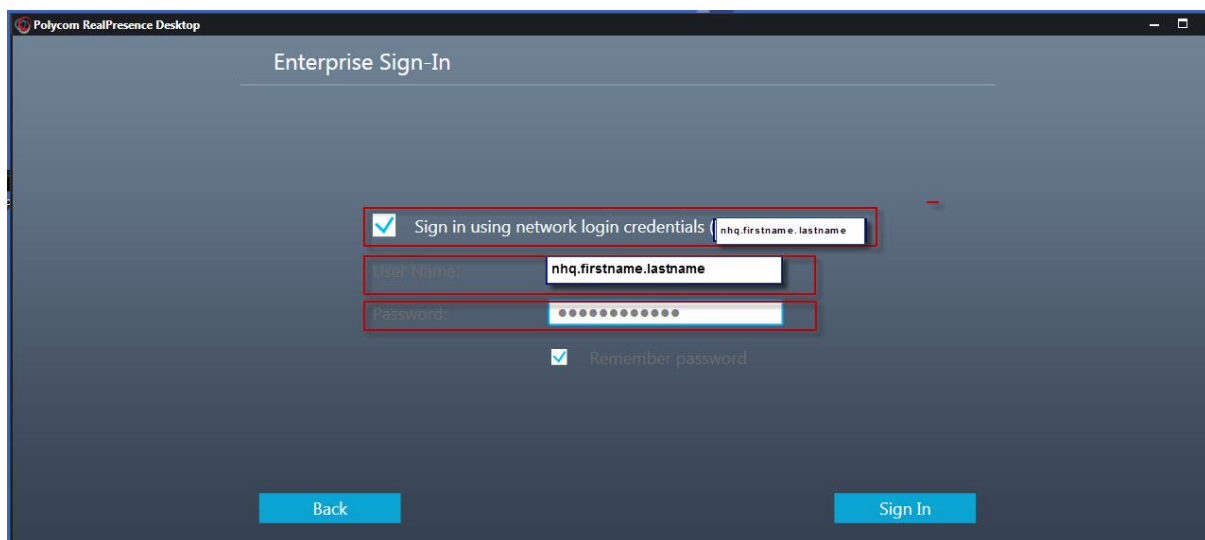
On the next screen, enter your email address. (example: **max.musterman@shape.nato.int**)





On the next screen, enter the following details:

Server: ***be-shape-videogateway1.u000.nato.int***



Sign In

Since the computer used is part of the u000.nato.int domain carry out the following action:

Mark the check box **“sign in using network login credentials”**

Accept the security certificate presented by the provisioning server!

In case of issues, you can contact:

NCIA Ops Cen VCC

By phone: +32 65 44 3177 option 1

By email: vcc@ncia.nato.int

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

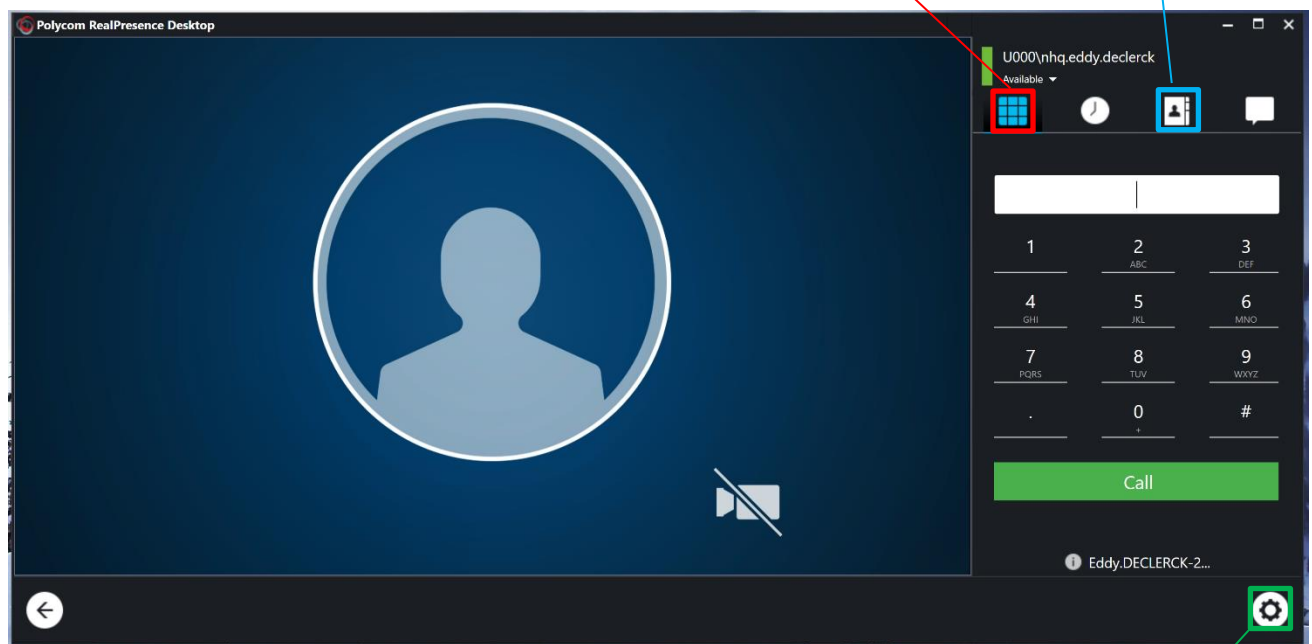
Dial string: **83177**

BE AWARE: This meeting is limited in 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



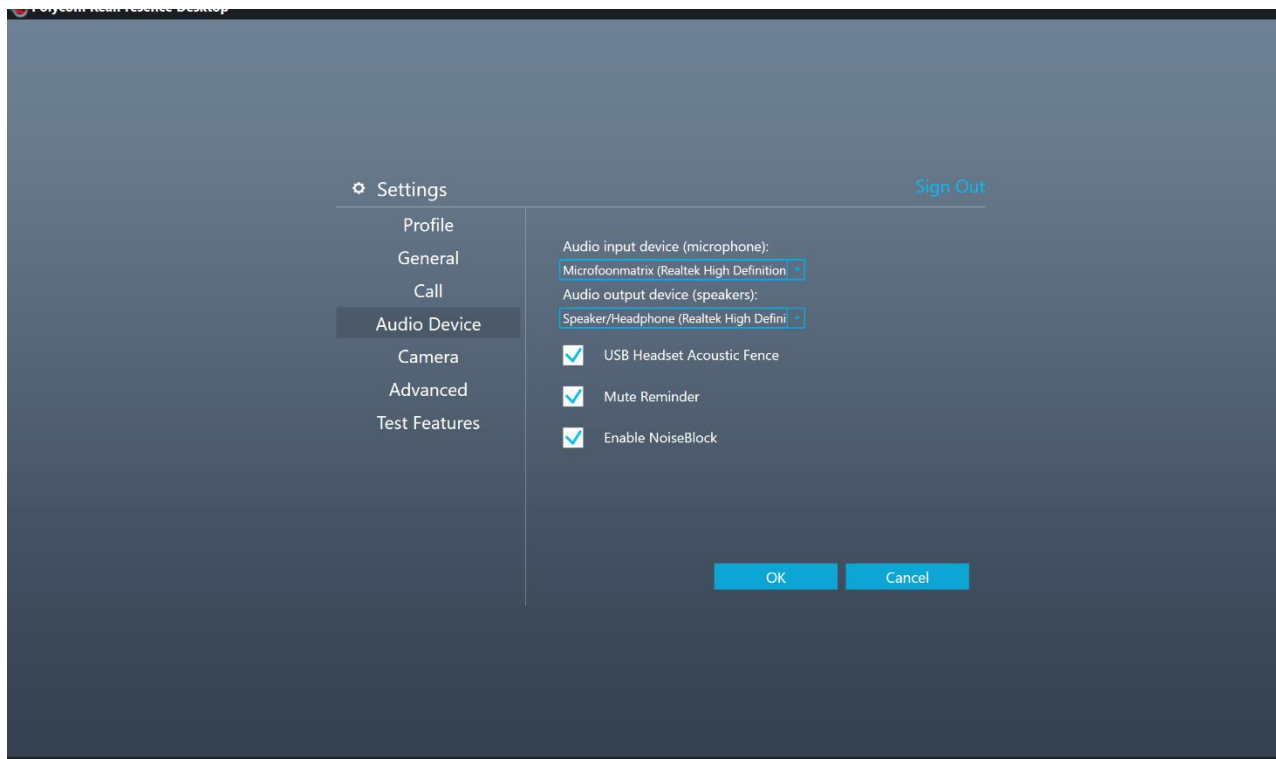
RealPresence Desktop for Windows in-call toolbar

Settings



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.

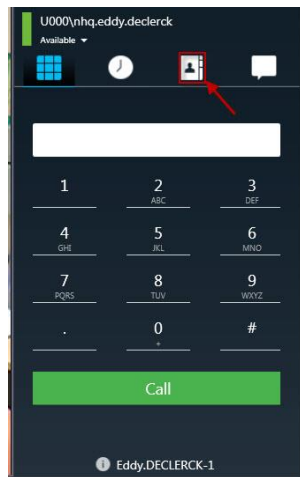
10.1. Point-to-point calls

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.
- 95800054xxxxx**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:

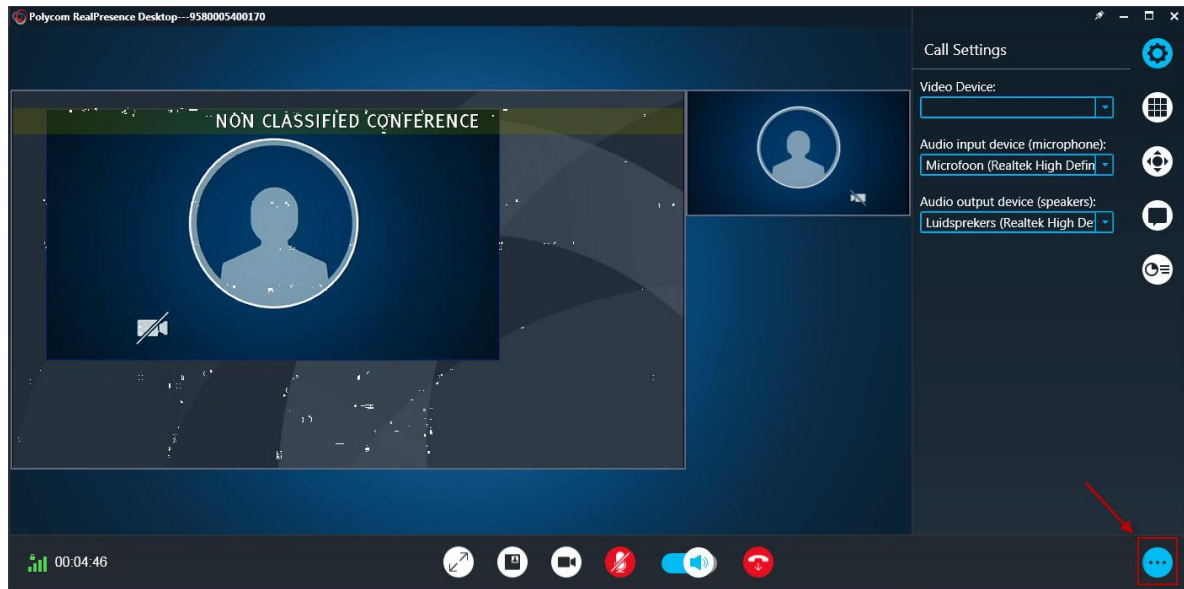
- 95800054xxxxx@nato.int (xxxxxx : your scheduled meeting number)
- yyyyyy : conference passcode

PVMR:

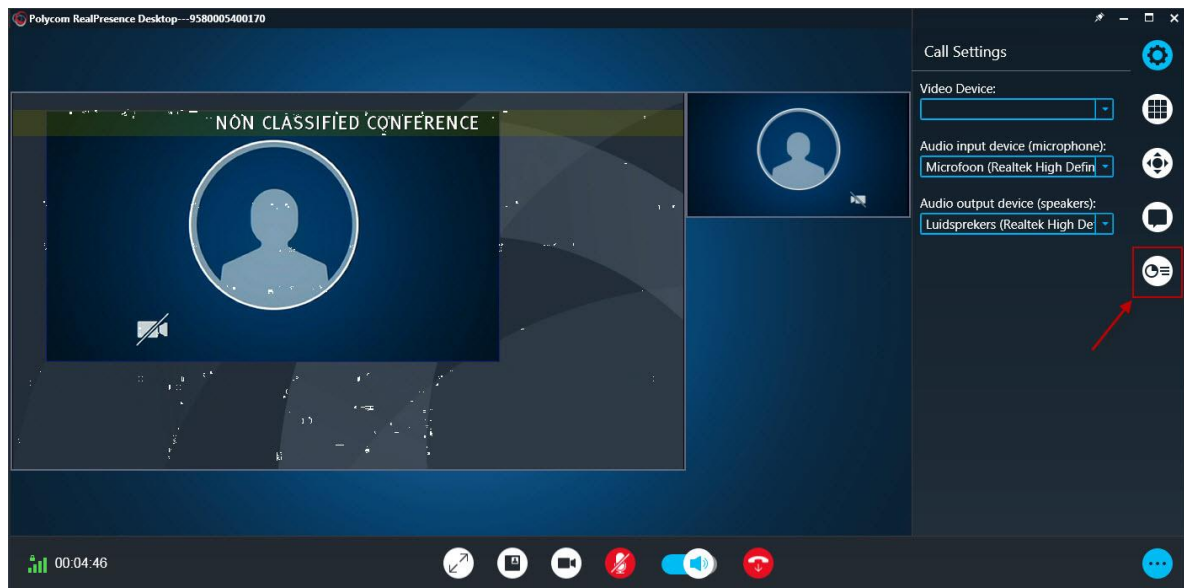
- 95800054xxxxx@nato.int (xxxxxx : your PVMR number)


Never send your PVMR chairperson passcode!

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.