1. **SCOPE**

1.1. System Wide

2. **DEFINITIONS & EXPLANATIONS OF TERMS**

2.1. Polycom PVX: is desktop video conferencing software.

3. **PROCEDURE BODY**

This will guide the user on how to set-up the Polycom PVX TeleHealth video conferencing system.

3.1. Getting Started

   a. Click on the Polycom PVX icon on the desktop to open the software.
b. If this is the first time logging into the software, please follow the instructions below. If you have logged in before, please skip to 3.2.
c. Step 1: Select the language selection; “American English” should appear in the drop down box.

d. Name and Email will appear in the corresponding windows. Click “Next” to continue.
e. The Directory Set-Up screen will appear. Delete the highlighted Server address.
f. When the Server address is deleted, the screen should appear as the one below. Click “Next” to continue.

![Polycom PVX Setup Screen](image)

Directory Setup

The application supports Global Directory Servers (GDS). To register with GDS, enter the server names or IP addresses.

Global Directory (GDS)

- Register with this Server
- Register with this Server
- Register with this Server

Next

Back

Help

Next

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g. The Polycom PVX Video Setup screen will appear; click “Next”.

![Polycom PVX Video Setup Screen](image)

Polycom PVX VideoMail Setup

Polycom PVX enables you to create VideoMails which you can send to friends and family! People who don’t have Polycom PVX can still play VideoMails. You should see and hear a VideoMail playing now.

Play

Next

Back

Help

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h. The Sound Effects Setup will appear. Adjust the volume control to as shown below in the example. Click “Next”.

![Sound Effects Setup](image)

You should hear a sound effect. Please adjust the volume to your desired level.

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i. The Polycom PVX Device Selection screen will appear. All of the “Auto” settings need to be changed using the drop down arrows next to the device windows.

![Polycom PVX Device Selection](image)

Click this link for important information about selecting a camera and audio peripherals.
j. Using the down arrows, select the setting as listed below and click “Next”.

![Polycom PVX Device Selection](image)

- Video Input Device: Logitech QuickCam Pro 9000
- Audio Input Device: Logitech Mic (Pro 9000)
- Audio Output Device: Realtek HD Audio output

Click this link for important information about selecting a camera and audio peripherals.

k. The Nat Detected pop-up will appear. **NO must be selected or the video session will not work.**

![NAT Detected](image)

The setup wizard has detected that your PC is behind a network address translator (NAT). Computers on the Internet recognize your computer by an address different than your PC’s local IP address. Do you want to use the external (WAN) address, instead of your local IP address? Using the external (WAN) address is required if you want to call computers outside of your own local network.

- Yes
- No

l. The Polycom PVX screen will appear. Check the “Use the PC’s Local IP Address” and click Next.
The Setup Finish window will appear. Click on “Finish”.
3.2. When the software setup is finished, the user’s image will appear in the window.

a. If the image does not appear and the window is black or blue, click on the Setup button at the top left (wrench symbol), to check Setup.

b. The Setup window will now open. Click on the “Video Tab”. Logitech Quick Cam Pro 9000 should appear in the Preferred Camera drop down box. If it does not appear, click on the down arrow to select. Click Ok.
c. If there is no Audio when the software is opened, click on the “Audio Setting”. The Audio Output Device drop down box should state “Realtek HD Audio output”. The Auto Input Device drop down box should state “Logitech Mic Pro 9000”. If either of these states anything different, use the drop down arrows to select these settings. Click “Ok”.
3.3. To place a call after the IP addresses have been added to the Directory
   b. Highlight the sight the user is calling.
   c. Click on the Call button located in the upper left corner.
   d. To disconnect the call, click on Hang Up.

3.4. To adjust the volume during a video connection
   a. Use the volume control on the bottom left of the window.
b. Click on the small microphone to decrease the volume or the large microphone to increase the volume.
c. To mute the microphone during a video connection, click the Microphone button located below the image. To un-mute, click the Microphone button again.

3.5. Picture in picture (PIP)
   
a. During a connection, the distant site will be in the image box.

b. If the user would like to see the image that is being sent during this time, click on the Picture-in-Picture (PIP) button below the image box.
c. When the Picture-in-Picture is on, the images will appear below.

d. To return to having only the distant site image in the box, click on the PIP button again.
3.6. Screen Display

a. To increase the image to a full screen, click the Display button below the image.
b. A yellow box will appear. Click on “Full Screen” to change the display layout.

c. When the image is in Full Screen mode, the display button will relocate to the top of the screen (located to the left of the IP address).

d. To switch back to the Main Window View, click on the Display button.

e. A yellow box will appear. Click on “Main Window View”.

When document is printed it becomes an uncontrolled copy. Please refer to DCS system for most current version.
3.7. Camera Control

a. To control the camera at the distant site, click the “Controls” button at the lower right.
b. A drawer will open with arrows to allow the user to move the camera left, right, up, and down.

c. The plus (+) and minus (-) keys allow the user to zoom in or pan out.

d. To close the drawer, click on the “Controls” button again.

3.8. Set-up Complete

a. Be sure to add IP addresses to the directory.

b. Please refer to PVX Directory Set-up procedure.

4. ADDITIONAL RESOURCES

4.1. References:
N/A

4.2. Supporting documents available:
N/A
## 5. DOCUMENT HISTORY

<table>
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