Hybrid MS Teams Room Desk Guide

(Small Rooms)

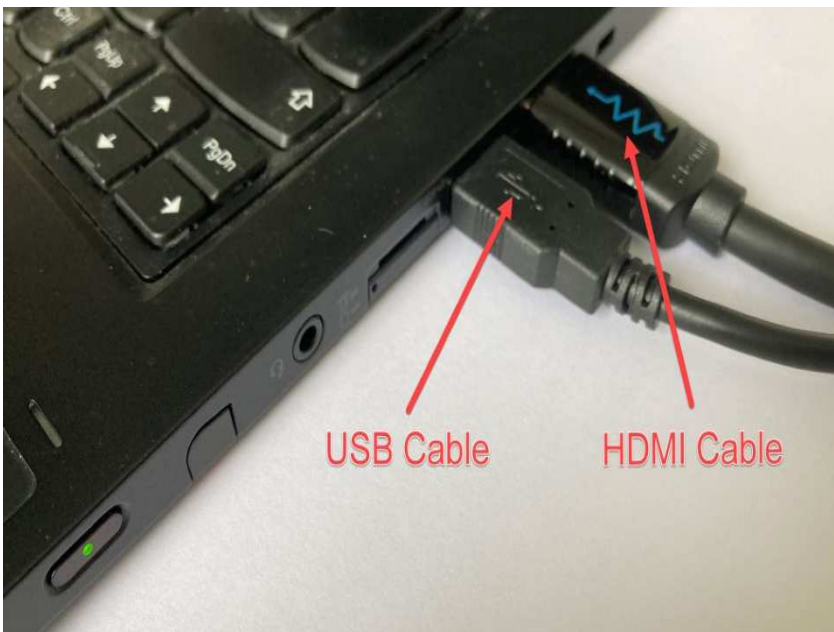Nottinghamshire County Council

Connecting your laptop to the Polycom Studio device

1 Plugging in the HDMI & USB into your laptop will normally power on the monitor.

Alternatively power on the monitor with the remote control, the indicator LED is on the right hand side.
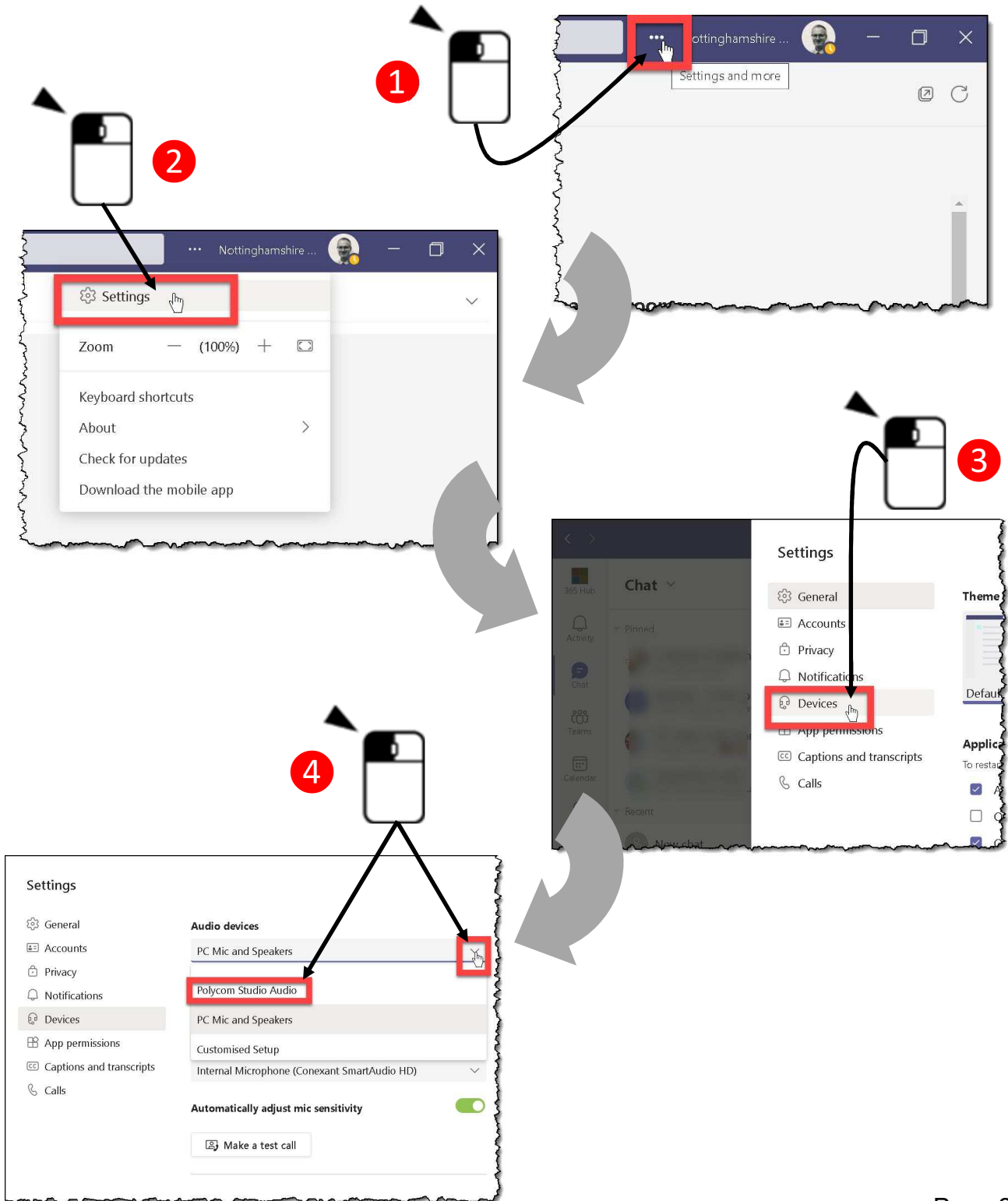
Red LED = Off

Green LED = On

2 Connect the USB & HDMI cables to your laptop

3 Please complete MS Teams audio and camera selection with stage 2

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Setting up the Polycom Studio USB device to your laptop

Select the PolyCom USB device in your MS Teams audio and camera settings.

From your MS Teams laptop application...

Scroll down the page
to the Camera section

5

Optional:

Select **Make a test call** to confirm your audio selection is working as expected

Things to Remember…

There will be a Polycom remote control in the room this will allow you to alter the volume.

The Microsoft Teams experience is managed within your laptop application.

Remove any virtual background effects if you have one applied within MS Teams.

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Remote Controls within the Polycom Studio (small meeting room only)
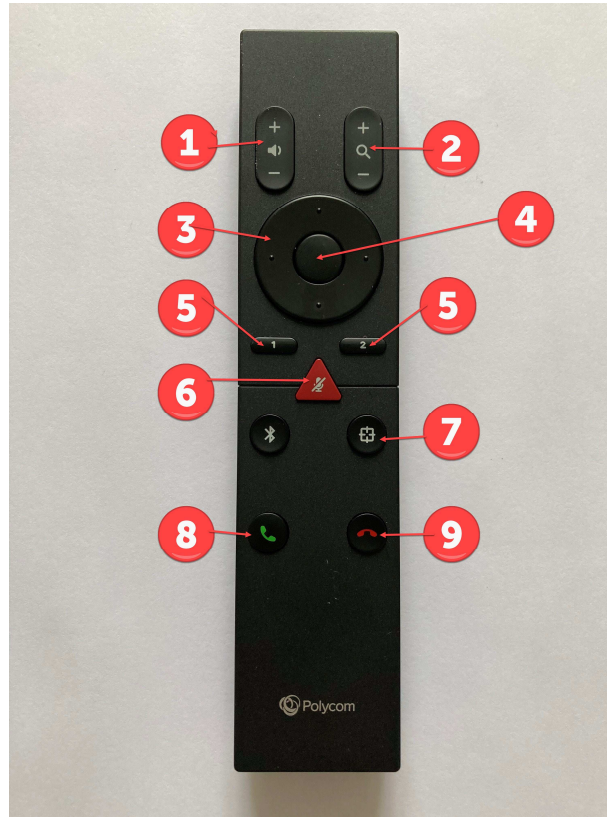
Monitor Remote control

These controls are for the monitor only.

The red circle indicates the Power Button to switch the monitor on or off

No other buttons are required!

Polycom Studio Remote control

1 Volume

2 Camera Zoom

3 Camera Directions - Adjust the direction of camera when the group framing and speaker-tracking mode is off

4 Home - Resets the camera to its original status when the group framing and speaker-tracking mode is off

5 Preset 1/2 - The preset buttons only work when the group framing and speaker-tracking mode is off (Focus on subject using Camera Zoom and Camera Directions and then press and hold the preset button until you hear a beep. You can jump to the preset focus area within your meeting by pressing buttons 1/2)

6 Mute/Unmute

7 Group Framing and Speaker-Tracking - Enables or disables the group framing and speaker-tracking mode

8 & 9 Not applicable

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Troubleshooting within Small Meeting Rooms

1. The monitor or Polycom video conferencing device appears to be turned off.	
a)	*If the screen doesn't switch on, locate the screen remote control and use the power button to switch on*
b)	*Ensure the power is on for the Polycom USB bar from the Polycom remote control*
c)	*If the device still doesn't power on, please check the plugs are in the wall outlet and switched on*
d)	*If the device still doesn't switch on, please contact the ICT Service Desk*
2. Remote participants can't see the video feed from the room or hear the room audio	
a)	*Check that your MS Teams Settings, Devices is selected to the* PolyCom Studio Audio *for Audio and* PolyCom Studio Video *for video camera options*
b)	*If it still doesn't work, then leave the meeting and re-join*
c)	*If you are still encountering difficulty, please contact the ICT Service Desk*
3. Remote attendees can't see everyone in the room	
a)	*Remove any virtual background in your Teams video feed*
4. People in the room can't hear the remote attendees	
a)	*Try increasing the volume from the Polycom remote control*
5. The room camera is not tracking as expected	
a)	*Press the Camera framing button on the PolyCom remote control, this is the button that looks like a grid above the red telephone button. The button turns the tracking feature on or off (Read section headed* Remote Controls within the Polycom Studio *in this document)*

If any of the above steps don't resolve the problem or you experience any other issue, please contact ICT Service Desk via 0115 9772010

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