

Getting Started

V500 - Economy conferencing for small rooms

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Verify the Contents of Your Shipment



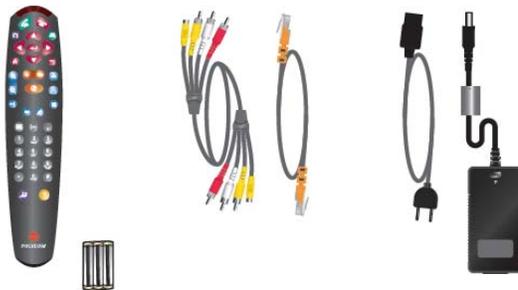
Open package(s)

When you receive a shipment of video conference equipment, the stake technology specialist (STS) should open the packages and check for any visible damage. The STS is responsible for setting up the equipment and should follow the steps outlined below.



Verify contents

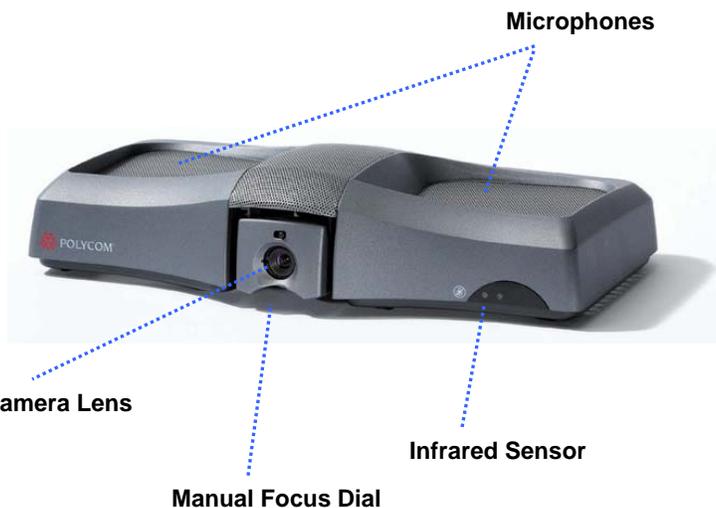
Compare your copy of the equipment order with the shipping invoice. Ensure that all the pieces of equipment you ordered were shipped.



The V500 package includes:

- V500 video base unit
- Remote control and batteries
- Network and video cables
- Power supply

Note: If an item is missing or broken, please e-mail a copy of your order to VCPurchase@ldschurch.org and clearly describe the damage or absence of the item(s).



Become familiar with the device

- Microphones* – Integrated microphones capture your voice.
- Camera* – Fixed lens with privacy shade. Focus the camera by turning the small dial immediately below the lens.
- Infrared Sensor* – Receives the signal from the remote control.
- Projecting Video and Audio* – Use the video display and the speakers of a TV or flat panel (NTSC/PAL).

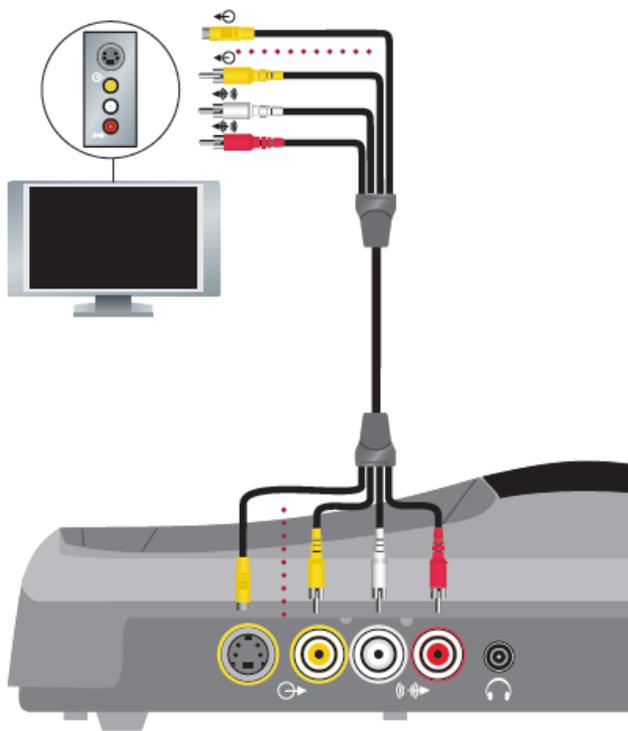
Set Up and Connect the Equipment



Consider placement

The V500 is designed to rest on top of a TV. As conference participants look at the video display, they are also looking toward the camera. Position the V500 and video display so that conference participants will be sitting between 5 and 10 feet (1.5 – 3 meters) from the camera.

Note: You may need to create or purchase a bracket to place the camera on top of some video displays (i.e., flat panels).

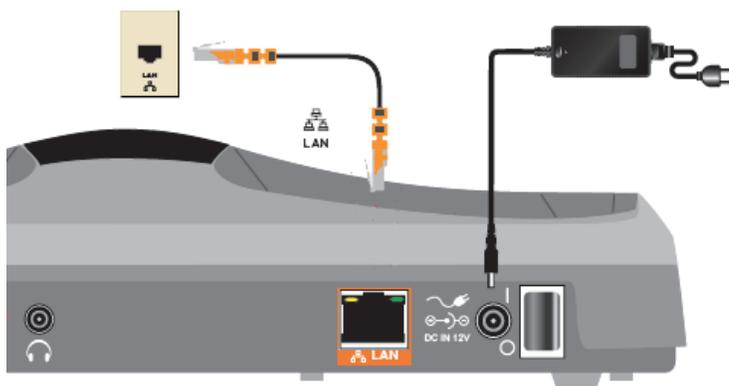


Connect video and audio cables

Take the cable provided and connect it to the S-video and RCA ports on the back of the V500.

Insert the S-video and RCA jacks into the input ports  of the video display.

If the video display lacks built-in speakers, connect the red and white RCA jacks directly to separate speakers.



Connect network cable

Locate an available network port and plug in one end of the Ethernet cable. Insert the other end into the port on the back of the unit.

Connect the power

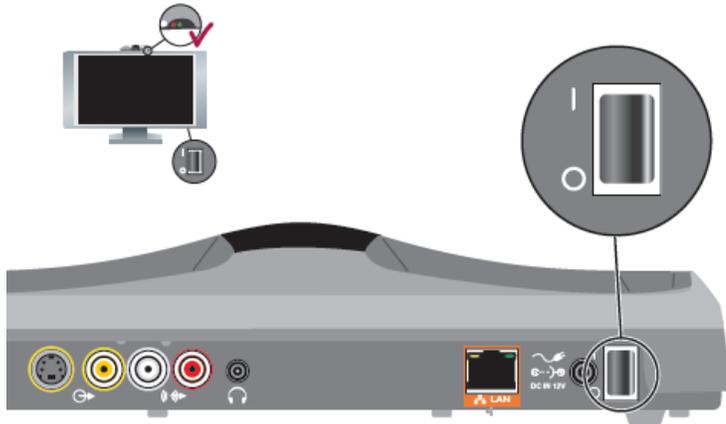
Attach the cord from the power converter to the back of the V500. Next connect the two parts of the power supply together and plug it in to your electrical outlet.

Always use the power supply provided with this

product. If the plug does not fit into your electrical outlet, consult an electrician.

Install batteries in the remote

Remove the battery cover from the remote control and make certain that batteries are present and installed properly.



Turn on the system

You will need to power on both the V500 and the video display.

The V500 power switch is located on the back of the unit, adjacent to where the power supply attaches. This switch should be left on.

The video display has its own power switch that can be turned off when not in use.

Follow System Setup Screens

Set up system

The first time the V500 is turned on, a series of system setup screens is presented.

Use the remote control to go through these screens and perform basic configuration.

Press the arrow buttons to highlight the different options on the screen. Push the  button to make a selection. To return to the previous screen, press the  button.



Note: Remember to aim the handheld remote at the sensor on the V500.



Select language

Choose the language in which the system will be operated.

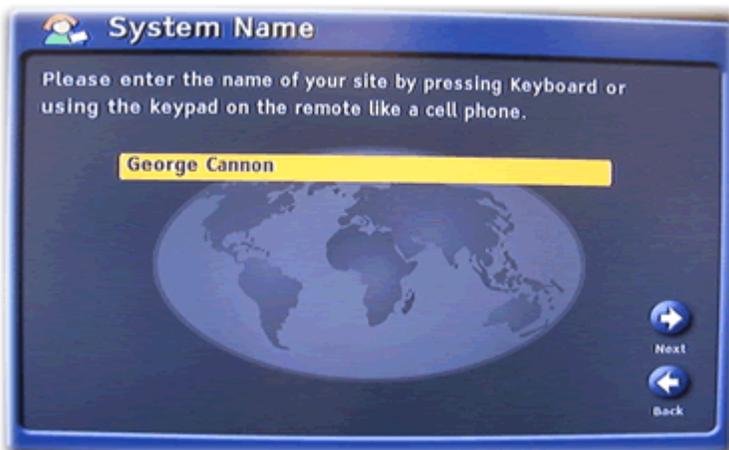
Use the arrow keys to highlight the preferred language, and then press the  button.



Record serial number

Write down the serial number that is displayed on the Welcome screen. The Global Service Desk will ask you to give them this number during the final steps of the installation.

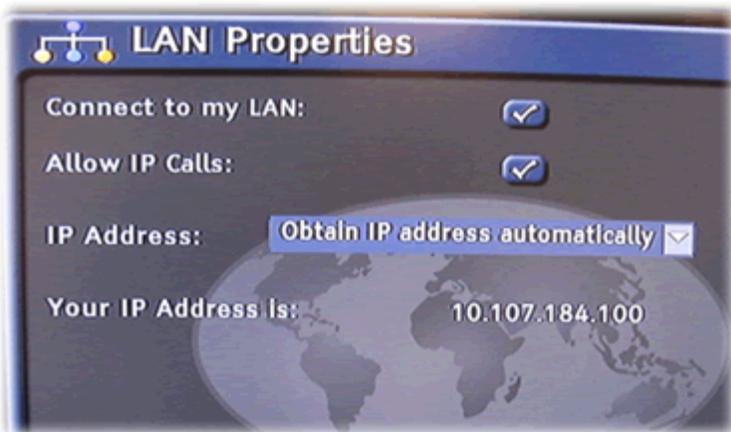
Select **Next** to continue.



Enter display name

Enter the name of the site where the equipment is being installed, followed by city and country in parentheses.

To display the onscreen keyboard so you can enter text, press the  button on the remote.



Configure IP address

The recommended setting is "Obtain IP address automatically."



Remove password

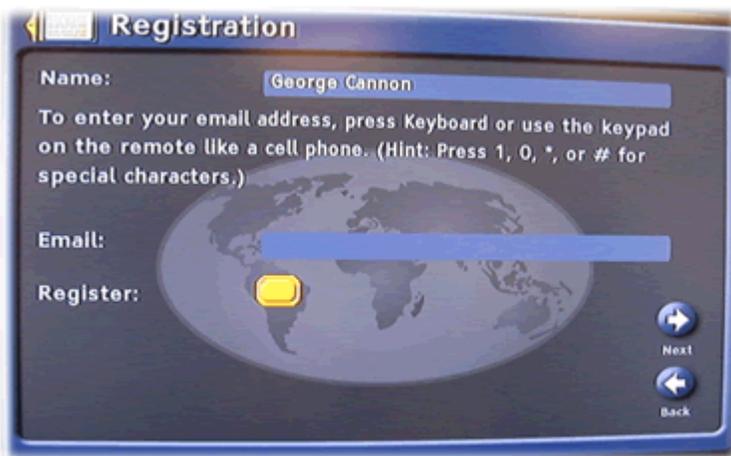
Please clear the password. To do this, select the password field and press the  button.



Remove Polycom's directory server(s)

Remove the check mark from the **Register** box, use the arrow buttons to select the Web address of one of the Polycom's directory servers, and then press the  button to delete this address.

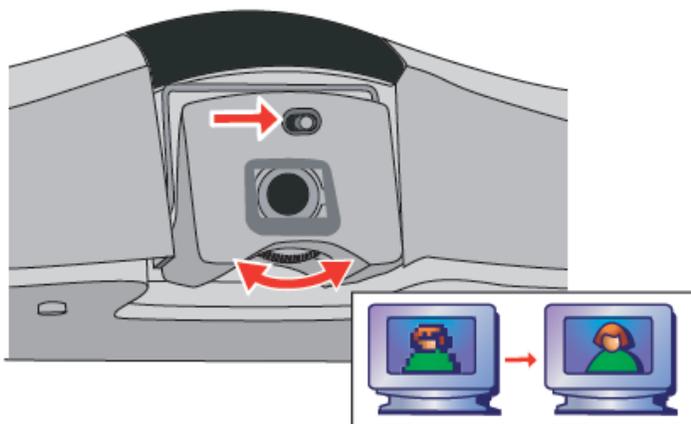
The Global Service Desk will replace this with the address of a Church server when you call to set up your equipment.



Unselect register option

Remove the check mark from the **Register** option and leave the e-mail field blank.

Select **Next** to complete the setup screens.



Open and focus camera lens

After completing the setup screens, focus the camera lens.

Slide the button above the lens to open the privacy shade.

Turn the dial below the lens to focus it. The lens should be adjusted so conference participants will be in focus.

Call Service Desk and Provide Information

Gather information

Before you call the Global Service Desk, have the following information available:

- Equipment order details, such as what optional features were purchased
- Model number of the video conferencing equipment you have received
- Name of the site or room where the equipment will be located



Call the Global Service Desk

To configure your new equipment to work on the Church network, the STS should call the Global Service Desk. Explain that you recently received video conference equipment and need it configured.

1-800-453-3860, ext. 2-4357 (U.S. and Canada)
1-801-240-4357 (International)



Give sufficient time to configure

After you first notify the Global Service Desk, they have several tasks to complete. Call back the next day to finish the installation.

Complete Installation with Global Service Desk



Call the Global Service Desk

At least one day after your initial call to the Global Service Desk, call them back to complete the installation of your video conferencing equipment.



V500's current IP address

To configure your equipment, the Global Service Desk will need the current IP address.

Turn on the video display and press the  button to go to the Home screen. You should see the IP address in the lower-right corner of the display. An IP address consists of four numbers separated by dots (10 . 10 . 88 . 167).

If no IP address appears, check to ensure that the network cable is fully connected.

Provide information

During this follow-up phone call, the Global Service Desk will ask for the following information:

- Model number
- Serial number
- Date of purchase
- Address
(Church facility where equipment is located.)
- Primary Contact
(The person responsible for keeping the equipment working.) This should be the STS.
- Secondary Contact
(An additional person helping to maintain the equipment.)

The model and serial numbers are displayed on the System Information screen. To view this information, select **System** on the home screen.

Receive a Test Call



Receive video call

The Global Service Desk will place a test call to your video conferencing equipment.

You should hear a ring tone, and the equipment should automatically answer. If not, answer the call using the remote.



Confirm that equipment is working

Verify that you are able to see and hear the Global Service Desk agent. Ensure that you can be heard and seen clearly.



Check audio controls

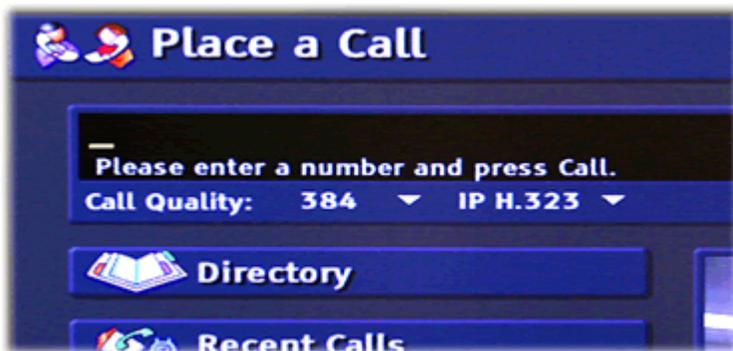
If the other person cannot hear you, ensure that the mute is off. If there is no sound coming from your speakers, turn the volume up.

Place a Test Call



Place an outbound call

After you have successfully received an incoming call with your video conferencing equipment, try placing an outbound call.



Begin on the home screen

If you are not already on the home screen, press the  button.

Note: If the system and video display have gone to sleep, try tapping the pointed buttons on the bottom of the remote.



Enter the video conference number

The Global Service Desk agent will give you his or her video conference number (E.164) and ask you to call back.

Use the handheld remote to enter the number.

Note: Remember to aim the handheld remote at the sensor on the V500.



Press the button

Press the  button at the top of the remote. It may take a moment before the person on the other end answers and his or her image is displayed.

Verify that outbound call is successful

Ensure that both parties can be seen and heard.

View Global Directory



Check the directory

After completing an outbound call, you should check your copy of the directory to ensure that it contains a list of Church locations and people with video conferencing equipment.

To open the directory, press the  button or go to the Home screen and select the **Directory** option.

By default, the directory is set to **All**. Change the view to show the global directory and verify that listings appear correctly. If they do not, report this to the Global Service Desk.

Video Conferencing Equipment



Use approved equipment

The approved video conferencing products were carefully selected and proven to be compatible with the Church video conferencing network.

Leave equipment on if possible

Please leave the V500 unit turned on. This allows your equipment to receive any needed updates over the network. If you must store the equipment rather than leaving it in the conference room, be sure the STS is available to set it up prior to any scheduled conferences.

Visit the Web site

For instructions and tips on video conferencing, please visit the Clerk Web site:

<http://www.clerk.lds.org/video-conferencing>.

Get support

The STS may contact the Global Service Desk if you encounter difficulties setting up or using the video conference equipment.

1-800-453-3860, ext. 2-4357 (U.S. and Canada)

1-801-240-4357 (International)

cservices@ldschurch.org

The appropriate support personnel will be notified of your request for assistance and will work to resolve the issue(s).