



USER GUIDE

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Polycom[®] Content App



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Install Application Software

Topics:

- [Installation Package Formats](#)
- [Check Application Version](#)

You can download the Content App software from Polycom Support to install on your device.

Procedure

1. Go to [Polycom Support](#) and select **Polycom Content App** from **Documents & Software > Telepresence and Video**.
2. Select a version according to your user type and operating system, then download the installation package to your local disk.
3. Launch the installation package and follow the onscreen instructions.

Installation Package Formats

The Content App installation package is available in different formats, depending on your user type and operating system.

Format	User Type	Operating System
.exe	End users	Windows
.msi	Administrators	Windows
.dmg	End users	macOS

Check Application Version

You can find the Polycom Content App version in the application **Settings**.

- » Select **Settings** , then go to **Software Version**.

Content App Overview

Topics:

- [Share Content](#)

Polycom Content App offers an easy way to share content at work.

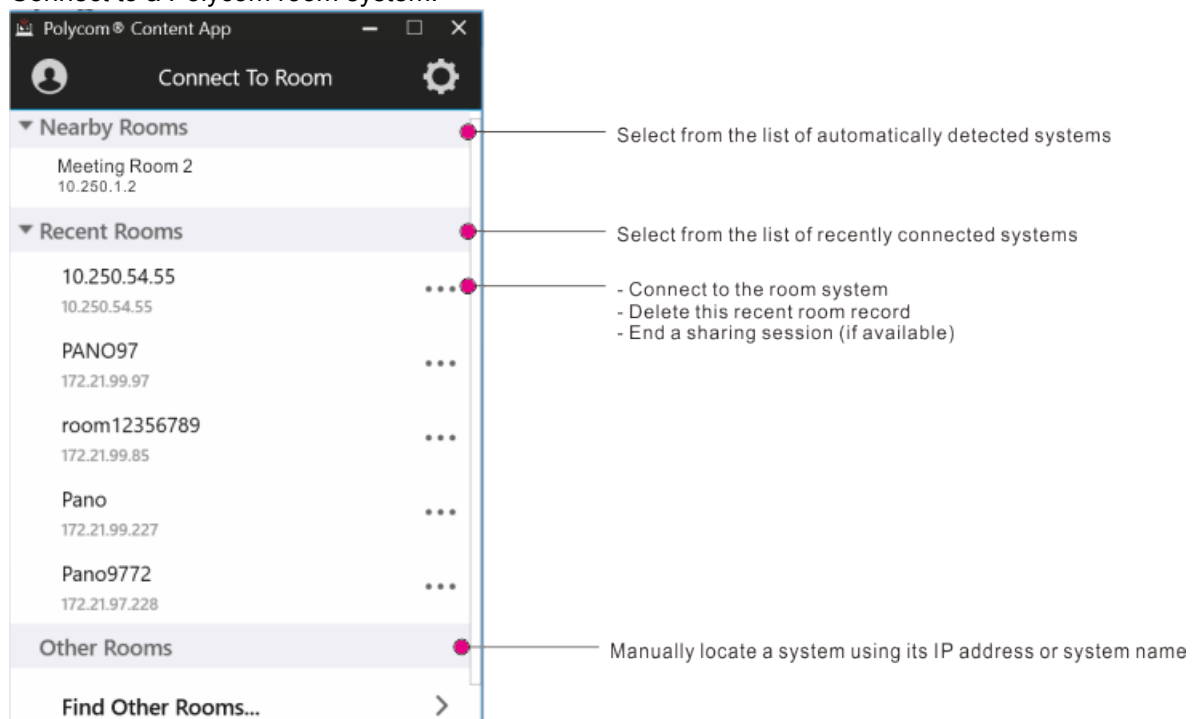
Share Content

Connect your Content App to a Polycom endpoint, then you can share content on the latter.

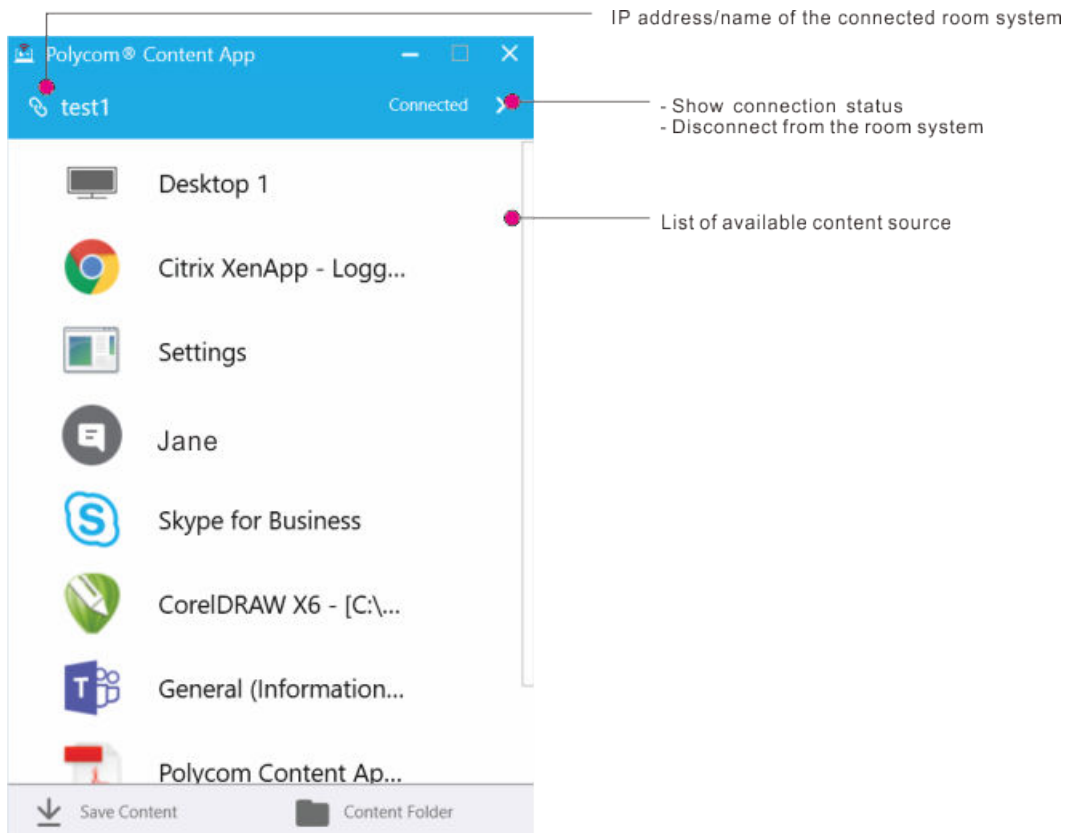
Note: The available User Interface options may vary with the Polycom endpoint system that you are connected to.

Procedure

1. Connect to a Polycom room system.

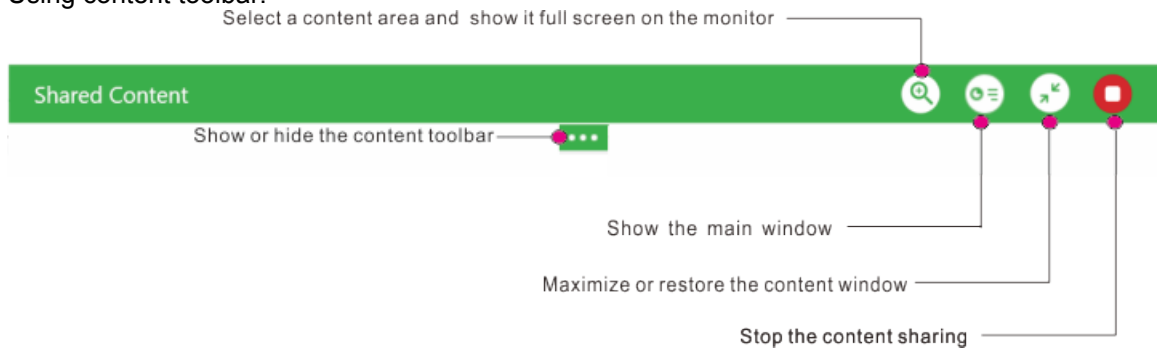


2. Select a content source to share.

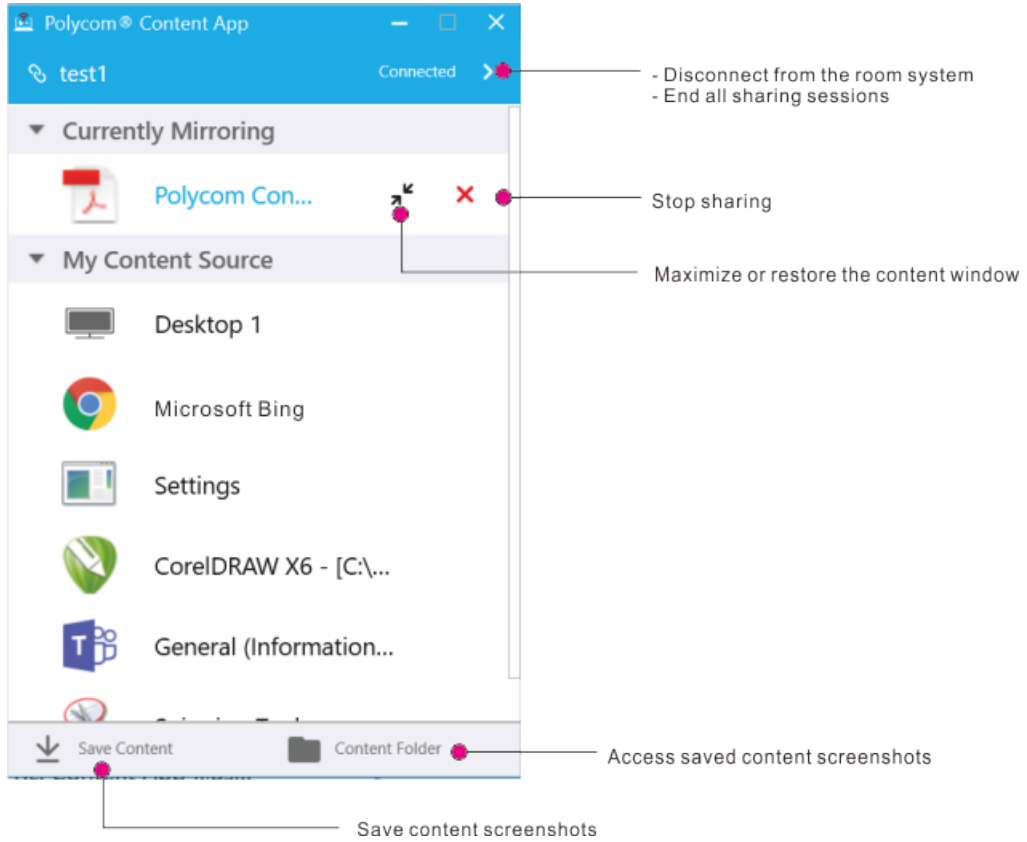


3. Control your content using the toolbar, or the content controls on the main window.

- Using content toolbar:



- Using content controls on the main window:



Connecting to a Polycom Endpoint

Topics:

- [Connecting to a Polycom Endpoint Using Its IP Address](#)
- [Connecting to a Polycom Endpoint via USB](#)
- [Disconnect from a Polycom Endpoint](#)

Connect to a Polycom endpoint before you share content.

For a list of supported Polycom endpoint systems, refer to the *Polycom Content App Release Notes* available on [Polycom Support](#).

Connecting to a Polycom Endpoint Using Its IP Address

You can connect to a Polycom endpoint using its IP address. The following connection methods are available:

- **Nearby Rooms**—Selects from the list of automatically detected systems.
- **Recent Rooms**—Selects from the list of recently connected systems.
- **Find Other Rooms**—Manually locates a system using its IP address or system name.

Automatically Detecting Polycom Endpoints

Polycom Content App can detect nearby Polycom endpoints systems to facilitate content sharing.

This feature requires the following:

- Your device's Bluetooth detection is on.
- Nearby Polycom endpoints have enabled Bluetooth broadcasting.

You can find detected systems in **Nearby Rooms**.

Connect to a Recent Room

You can find and connect to a recently connected system listed in **Recent Rooms**.

Procedure

1. Select a system from the **Recent Rooms** list.
You can also select ... on the right of the desired entry, then select **Connect**.
2. Enter the password or security code, if asked.

Delete Recent Room Records

If a recently connected room is no longer available, you can delete it from the **Recent Rooms** list.

Procedure

1. Select ... on the right of your desired system.
2. Select **Delete**.

Locate a System Manually

You can manually locate a Polycom endpoint using its IP address.

Procedure

1. Launch the Polycom Content App software and select **Start Screen Sharing**.
2. Select **Find Other Rooms**.
3. Enter the system IP address and select **Connect**.
4. Enter the password or security code, if asked.

Connecting to a Polycom Endpoint via USB

You can connect a Polycom Trio system or RealPresence Touch device to your computer via USB and use the Content App to share content.

After you connect the Polycom Trio system or RealPresence Touch device to your computer, one of the following happens:

- If the Content App isn't running, nothing happens.
- If the Content App is running and isn't connected to any devices, it connects to the Polycom Trio system or RealPresence Touch device.
- If the Content App is already connected to a device, it connects to the Polycom Trio system or RealPresence Touch device after it disconnects from the existing device.

When you use Content App to share content, the app casts the content to the connected Polycom Trio system or RealPresence Touch device.

Disconnect from a Polycom Endpoint

To connect with another Polycom endpoint, disconnect from the current one first.

Note: If you're connected with a Polycom endpoint with inactivity for over three minutes, you're asked whether to disconnect from the device.

Procedure

1. On the right of **Connected**, select >, then select **Disconnect**.
2. When asked to confirm this action, select **Yes**.

Sharing Content

Topics:

- [Sharing Content](#)
- [Notes About Windows Content Audio](#)
- [Controlling Content](#)
- [Icons](#)

After you're connected to a Polycom endpoint, you can share content on it.

Note: To minimize content distortion, the resolution of the target content should be smaller than two times that of the output. For example, if the video stream resolution is 1920 x 1080, the suggested maximum content resolution is 2400 x 1350.

Sharing Content

You can share content on a connected Polycom endpoint.

Follow these steps:

1. [Connecting to a Polycom Endpoint](#) on page 7
2. [Share Content](#) on page 9

Share Content

You can share your desktop or a running application after you are connected to Polycom endpoint.

You need to connect to a Polycom endpoint that is in the same network segment as your device. Otherwise, content sharing may not be available.

You can share one local content source at a time.

Procedure

- » Do one of the following:
 - To share your desktop, select **Desktop**.
 - To share a running application, select the application's name.

The **Shared Content** toolbar displays at the top of your screen.

Notes About Windows Content Audio

To avoid audio interference, the system automatically mutes your local audio when you start sharing content.

When you stop sharing content, the system restores your local audio to its initial status.

The Content App transmits all system audio output from your device. For example, if you have application audio notifications enabled during content sharing, participants hear these notification sounds together with the content audio.

Controlling Content



You can control content layout and stop sharing sessions.

Note: You can also start or end content sharing using the touch interface of your Polycom endpoint. For example, use Polycom® RealPresence Touch™ to start or stop content sharing, or use Polycom® RealPresence Trio™ devices to stop content sharing.

Stop Content Sharing

You can end a sharing session both from the main application window or from the content window.

Procedure

- » Do one of the following:
 - On the desired content window, select **Stop sharing**  from the **Shared Content** toolbar.
 - On the main window, select **Stop sharing**  next to the desired content under the **Currently Mirroring** list.

Access the Content App Main Window During Content Sharing

While sharing content, you can access the Content App main window to stop your content, take content snapshots, or disconnect from the Polycom endpoint.

Procedure



- » Select **Show the main window**  from the **Shared Content** toolbar.

Using Magnifying Glass

When sharing content, you can select a content area and show it full screen on the monitor that is connected to the Polycom endpoint.

Note: This feature works only while the Content App is running on the main display and you are sharing the desktop.

Procedure

1. Start sharing content on your Polycom endpoint.
2. S **Magnifying Glass**  from the **Shared Content** toolbar.
3. Move or resize the zoom frame that appears on your content window.
The content in the zoom frame displays as full screen on the monitor of the Polycom endpoint.
4. S **Magnifying Glass**  again to stop the Magnifying Glass.

Features Available to Polycom Pano Only

Some features are available to Polycom Pano systems only.

Save Content

When you're sharing content on a Pano system, you can save content screenshots as JPG and PDF files in a zip archive.

Note: The content saving feature is unavailable in the following cases:

- When the Pano system disables the content saving feature
 - When the Content App isn't on the the same network segment as the Pano system.
-

Procedure


- » Select **Save Content** .

This saves all content snapshots, together with screenshots on the Pano system (if any) as a zip archive. You can select **Content Folder** to view the zip archive.

Set Content Saving Location

You can specify the **Content Folder** location.

Procedure



1. Select **Settings** , then select **Save to**.
2. Select a location, then select **OK**.

Maximize or Restore Content Window on the Pano System

When sharing content with the Content App, you can maximize or restore the content window on the Pano system.

This works only when the Pano system and the device using the Content App are on the same network.

Procedure

- » When sharing content, choose one of the following layout control options:
 -  **Maximize content window shared on Pano screen**
 -  **Restore content window shared on Pano screen**

End Sessions on the Pano System

You can force end all connections from a Pano system. This also ends all content sharing sessions, if any.

This feature is available only when you are within the same network segment as the Pano system.

You can use this feature for the following use cases:

- Before connecting to a Pano system to share content, force end all connections to ensure that there are no undesired device connections.
- Before leaving a meeting, end all connections and sharing sessions on the Pano system.

Procedure

1. Do one of the following:



- When connected to a Pano system, select **Disconnect**, then select **End Session**.
- From the application **Main** window, select a Pano system from **Nearby Rooms** or **Recent Rooms**, select ... and then select **End Session**.
- From the **Find Other Rooms** window, enter the IP address or system name of a Pano system, select ... and then select **End Session**.

For Pano systems listed in **Nearby Rooms**, **Recent Rooms**, and **Find Other Rooms**, if there are any device connections, the **End Session** button is red.

2. Enter the security code, if asked.

Icons

This table lists content sharing icons and their descriptions.

Icons	Description
	You are not signed in to the Polycom Cloud Service
	You are signed in to the Polycom Cloud Service

Using Polycom Cloud Service

Topics:

- [Sign in to the Polycom Cloud Service](#)
- [Sign Out from the Polycom Cloud Service](#)
- [View My Account Information](#)




The Polycom Cloud Service is an offering that provides connection authentication and pushes software updates for Content App and Pano users.

Sign in to the Polycom Cloud Service

You can sign in to the Polycom Cloud Service to receive Content App software updates.


If you are connected to a Polycom endpoint, you must disconnect from it before you can sign into the Polycom Cloud Service.

Procedure

1. On the **Connect to Room** page, select  then select **Sign In**.
2. Enter your email address (normally your corporate email), then select **Next**.
Polycom Content App determines your available authentication options using this email address.
If the **Next** is gray, make sure that your email address format is correct.
3. To let the application populate your email address automatically in future logins, select **Remember Me**.
4. Sign into your Microsoft Office 365 account.
Upon successful sign-in, your status icon changes from  to .

Sign Out from the Polycom Cloud Service

To sign in using another cloud account, sign out from the current one first.

- » Select , then select **Sign Out**.

View My Account Information

You can view the email address you used to sign in to the Polycom Cloud Service.

- » Select **Account** .

Troubleshooting

Topics:


- [Send Application Log Files](#)
- [Access the User Guide](#)

If you're having problems, try the troubleshooting tips below first.

Send Application Log Files

You can view or send the log files to your administrator to help determine causes of and solutions to problems.

Procedure

1. Do one of the following:
 - (Windows) Right-click **Polycom Content App**  on the application's title bar.
 - (macOS) Select **Content App**, then select **Help**.
2. Select **Log Collector**.
3. Enter the recipient's email address.
4. Do one of the following:
 - To view it, select **Open the Local Folder** and open the .zip log file.
 - To send it to another person, enter the recipient's email address, then select **Send**.

Access the User Guide

You can access the online User Guide from within the application.

- » Select **HELP** or .

Privacy

Topics:

- [How Data Subject Rights Are Supported](#)
- [Purposes for Processing Personal Data](#)
- [How Admin Can Be Informed of Any Security Anomalies \(Including Data Breach\)](#)
- [How Customer Personal Data Is Deleted](#)
- [Purposes for Processing Personal Data](#)

This table lists the privacy-related options.

Privacy-Related Options

Option Name in UI	Location in UI
Delete Recent Room Records	See Delete Recent Room Records on page 7.
Select Content folder	See Set Content Saving Location on page 11.
Remember Me	See Sign in to the Polycom Cloud Service on page 13.

How Data Subject Rights Are Supported

This table lists how data subject rights are supported.

Supported Data Subject Right

Data Subject Right	Method of Support
<p>Right to be informed of the following:</p>	<p>What customer personal data is collected?</p> <p>See Purposes for Processing Personal Data on page 18.</p> <p>How is customer personal data is used?</p> <p>See Purposes for Processing Personal Data on page 18.</p> <p>How long is customer personal data kept?</p> <p>All data saved to the user's local PC is retained until manually deleted by the user. This includes saved content files, recent rooms information and app log files.</p> <p>Polycom Cloud Service user email address is retained by the Polycom Cloud Service service until customer terminates service. Data will be deleted within one year of service termination or within 30 days of being requested by the customer.</p> <p>Any personal data made available when working with Polycom support is only retained until each specific issue is resolved and then it is purged. Customer contact information is retained by Polycom support until the support relationship ends or is requested to be removed by the customer.</p> <p>Is it shared with any third parties and if so, who?</p> <p>If personal data is made available when working with Polycom support, this data may be shared with Polycom's engineering team (which may include 3rd parties / contractors).</p> <p>How can a data subject be notified of a data breach?</p> <p>Data Subjects have a right to be notified when their data has been processed without authorization. The Polycom Cloud Service administrator is able to monitor and identify when security anomalies have occurred in the Polycom Cloud Service environment. Please contact your system administrator for the most appropriate method to receive this information.</p>

Data Subject Right	Method of Support
Right to access (view and/or obtain a copy of all personal data for a specific data subject)	<p>Saved content files are accessible on the local user's PC as a .zip archive of .JPG files.</p> <ul style="list-style-type: none"> ▪ For Windows, the default content folder is "C:\Users \<username>\Downloads\" ▪ For macOS, the default content folder is "/Users/ <username>/Documents/Polycom Content App". ▪ Also see Set Content Saving Location on page 11. <p>The recent rooms data is stored on the local user's PC using the file format s3db.</p> <ul style="list-style-type: none"> ▪ For Windows, the log file location is: C:\Users \<username>\AppData\Roaming\Polycom Content App; ▪ For macOS, the log file location is: /Users/ <username>/Documents/Polycom Content App. <p>Polycom Cloud Service user email address is available via the app UI. See View My Account Information on page 13.</p>
Right to rectification (make corrections to inaccurate or incomplete personal data)	<p>Saved content files are not able to be edited.</p> <p>Room data cannot be edited or updated because the information derives from the device of origin.</p> <p>Please contact your your system administrator for the most appropriate method to edit or update your Polycom Cloud Service user email address.</p> <p>Polycom does not manipulate data made available during the support process, so any rectification of inaccuracies of personal data sent to Polycom support must be performed by customer directly.</p>
Right to erasure (remove all personal data)	<p>For details on how to erase customer personal data from the system, see How Customer Personal Data Is Deleted on page 19.</p> <p>Any personal data made available when working with Polycom support is only retained until each specific issue is resolved and then it is purged. Customer contact information is retained by Polycom support until the support relationship ends or is requested to be removed by the customer.</p>
Right to data portability (receive a copy of all personal data in a commonly used, machine-readable format)	See "Right to access" in this table.
Right to restrict processing (temporarily cease all processing of personal data)	Not applicable.

Data Subject Right	Method of Support
(Support is optional) Right to object (permanently stop all processing of personal data)	Not applicable.

Purposes for Processing Personal Data

Purposes for Processing Personal Data

Personal Data Category	Type of Personal Data	Purpose of Processing	Interface Type
Pano or Polycom Video System	<ul style="list-style-type: none"> ▪ Device IP address ▪ Pano Bluetooth address (if configured) ▪ Device name ▪ Device password or security code 	<ul style="list-style-type: none"> ▪ Connect Content App before sharing content ▪ Support Rooms information ▪ Manage sessions 	App UI
Shared Content	<ul style="list-style-type: none"> ▪ Content shared to Pano or Polycom Video System ▪ Annotations made to shared content 	Real time collaboration	App UI
App log files	<ul style="list-style-type: none"> ▪ Device IP address ▪ Device name ▪ Email address 	User activity logs	Local PC files
Polycom Cloud Service User account information	Email address	<ul style="list-style-type: none"> ▪ Connection authentication ▪ Push software updates 	App UI

How Admin Can Be Informed of Any Security Anomalies (Including Data Breach)

How Admin Can Be Informed of Any Security Anomalies (Including Data Breach)

Security Anomaly Type	Where to Check	Recommended frequency to check
Polycom Cloud Service security anomalies	Contact your system administrator for the most appropriate method of receiving this information.	Weekly basis
Failed connection attempt	When user is connecting to a Room, notification will be shown in the middle of the web UI if security code is incorrect. It is visible to both administrator or user. The app log files will also record this event.	After attempting connection to Pano or Polycom Video System
Incorrect security code	When user is connecting to a Room, notification will be shown in the middle of the web UI if security code is incorrect. It is visible to both administrator or user. The app log files will also record this event.	After security code is entered

How Customer Personal Data Is Deleted

This table lists information regarding how customer personal data is deleted.

How Customer Personal Data Is Deleted

Data Type	Steps to Delete	Deletion Method
Device IP address	See the Delete Recent Room Records on page 7 section in this guide	Simple delete from local PC
Device name		

Data Type	Steps to Delete	Deletion Method
Saved content files	<ul style="list-style-type: none"> ▪ Go to the Content folder location. The default is the user's local PC. <ul style="list-style-type: none"> ◦ For windows, the default content folder is C:\Users\xxx\Downloads\ ◦ For macOS, the default content folder is : /Users/xxx/Library/Application Support/Polycom Content App. <hr/> <p>Note: xxx is the user.</p> <hr/> ▪ Manually delete the .zip archive files that contain the saved content. 	Manual delete by user
App log files	<ul style="list-style-type: none"> ▪ Go to the correct folder containing the user activity log files on the local user's PC. <ul style="list-style-type: none"> ◦ For Windows, the log file location is: C:\Users\xxx\AppData\Roaming\Polycom Content App\log; ◦ For macOS, the log file location is: /Users/xxx/Library/Application Support/Polycom Content App. <hr/> <p>Note: xxx is the user.</p> <hr/> ▪ Manually delete all files in the correct folder. 	
Polycom Cloud Service User email address	Unselect the Remember Me option. See Sign in to the Polycom Cloud Service on page 13.	Simple delete from local PC
Polycom Cloud Service user account	To remove a user account from Polycom Cloud Service, contact your system administrator for the most appropriate method to request this.	Simple delete from Azure cloud

Purposes for Processing Personal Data

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Shared Content	<ul style="list-style-type: none"> ▪ Content shared to Pano or Polycom Video System ▪ Annotations made to shared content 	Real time collaboration	App UI
App log files	<ul style="list-style-type: none"> ▪ Device IP address ▪ Device name ▪ Email address 	User activity logs	Local PC files
Polycom Cloud Service User account information	Email address	<ul style="list-style-type: none"> ▪ Connection authentication ▪ Push software updates 	App UI