



USER GUIDE

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# Polycom<sup>®</sup> Content App



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# Install Application Software

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## Topics:

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

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

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

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## Topics:

- [Share Content](#)

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

## Share Content

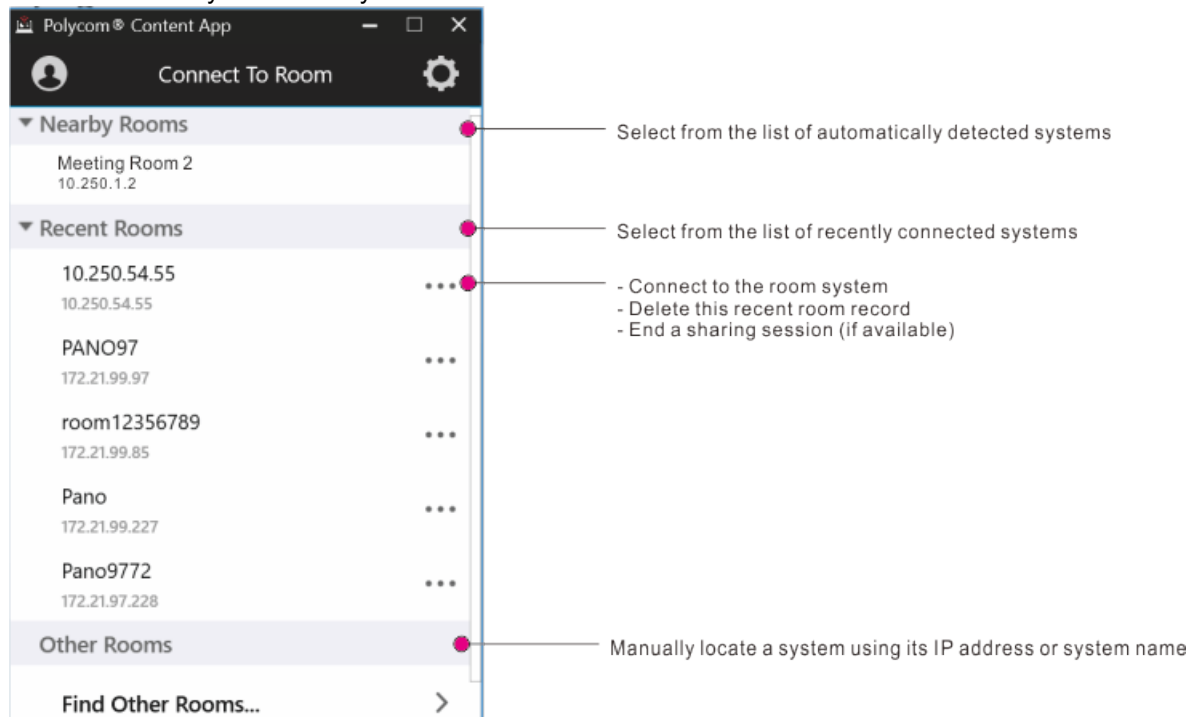
Connect your Content App to a Polycom endpoint, then you can share content on the latter.

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

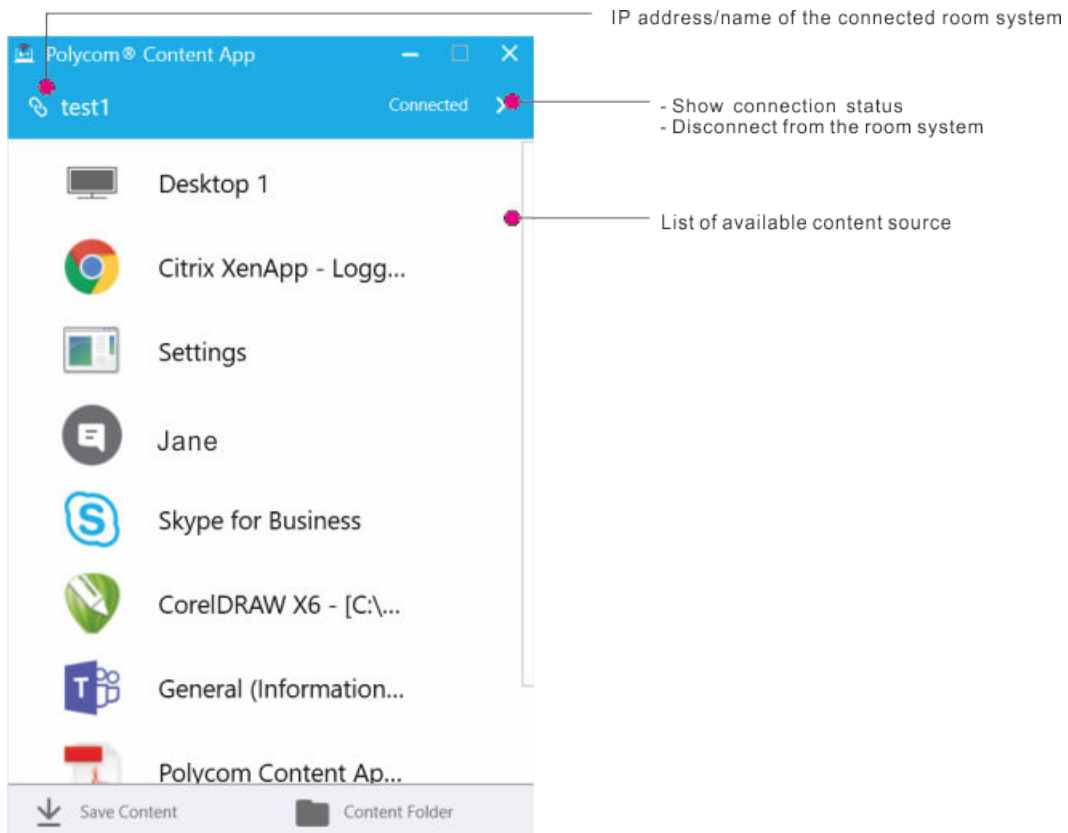
---

1. Connect to a Polycom room system.



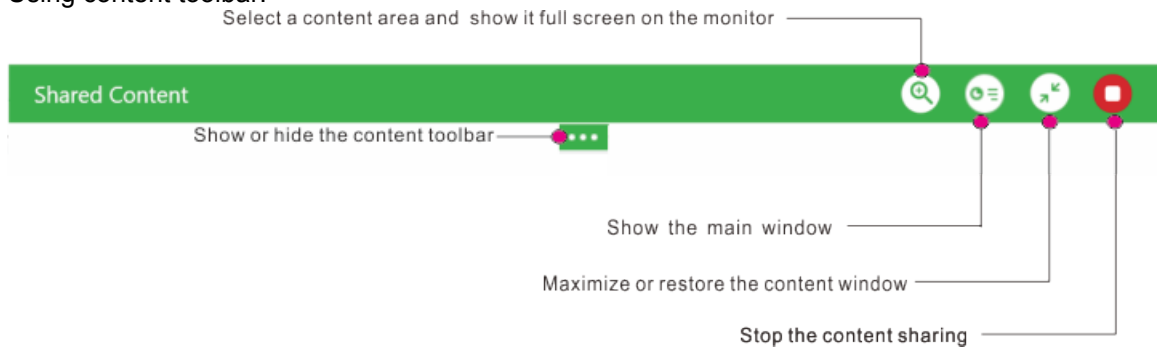
2. Select a content source to share.



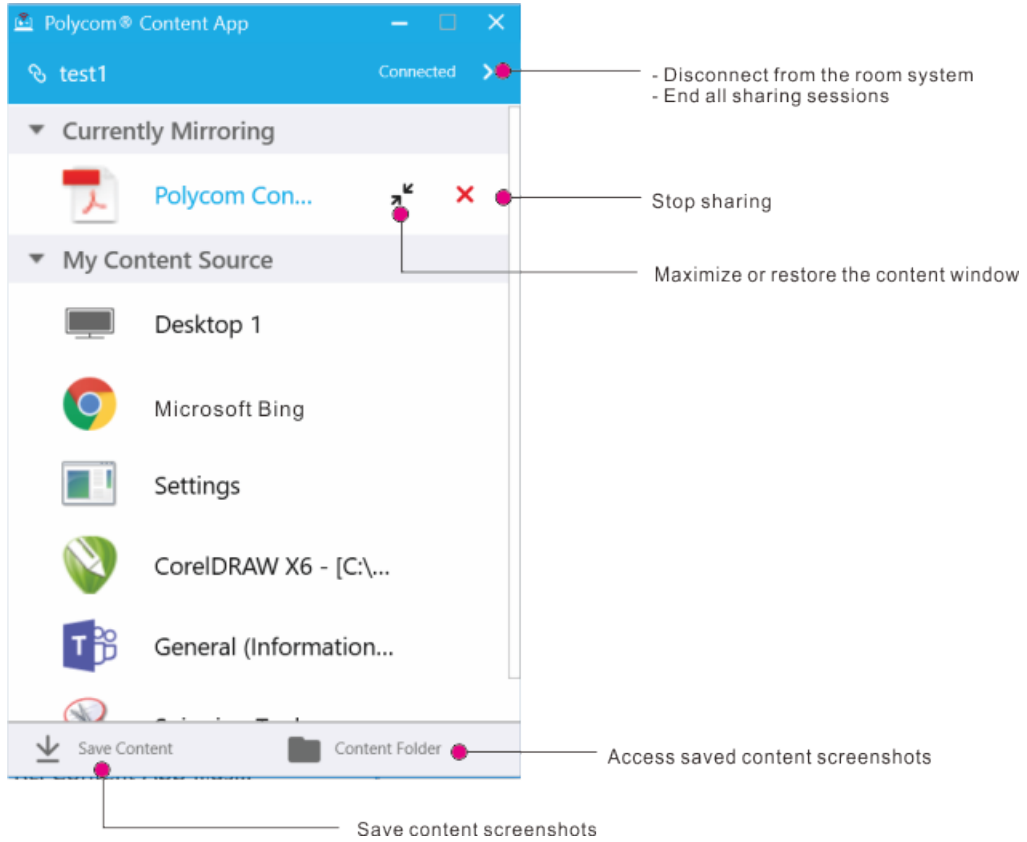


3. Control your content using the toolbar, or the content controls on the main window.

- Using content toolbar:



- Using content controls on the main window:



# Connecting to a Polycom Endpoint

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## 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**.

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.

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.

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.

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

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

# Sharing Content

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## 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.

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**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.

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## Sharing Content

You can share content on a connected Polycom endpoint.

Follow these steps:

1. [Connecting to a Polycom Endpoint](#) on page 6
2. [Share Content](#) on page 8

## 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.

1. 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.

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**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.

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### Stop Content Sharing

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

1. 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.

1. 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.

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

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1. Start sharing content on your Polycom endpoint.
2. Select **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. Select **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.

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**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.

- 
1. 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.

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.

1. 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.
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

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## 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.

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

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## 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.

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 .