



Polycom Converged Management Application™ (CMA™) Desktop

Documentación de ayuda

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Introducción a Polycom CMA Desktop

Bienvenido a Polycom CMA Desktop

Polycom CMA Desktop es una aplicación de videoconferencia intuitiva que le permite escuchar y ver a las personas a las que llama. Con Polycom CMA Desktop puede conectarse con cualquier usuario de Polycom CMA Desktop o de otros sistemas de videoconferencia. Puede mostrar presentaciones y otros contenidos a los participantes de las videollamadas, así como conversar con usuarios de Polycom CMA Desktop que compartan presencia con usted. Los contactos de Polycom CMA Desktop que no tienen cámara, también pueden conversar y participar en llamadas.

Temas relacionados

[Inicio de Polycom CMA Desktop](#)


[Iniciar y cerrar sesión](#)

[Realización de una llamada](#)



Inicio de Polycom CMA Desktop

Puede iniciar Polycom CMA Desktop manualmente cuando desee realizar una llamada, o bien, puede configurarlo para que se inicie automáticamente al iniciar el sistema. Una vez que Polycom CMA Desktop se esté ejecutando, puede realizar o recibir llamadas.


Para iniciar Polycom CMA Desktop manualmente:

>> En el escritorio de Windows, haga doble clic en  para iniciar Polycom CMA Desktop.

Para salir de Polycom CMA Desktop:

1. En la bandeja del sistema de Windows, haga clic con el botón derecho en  (si ha iniciado sesión) o en  (si no ha iniciado sesión).
2. Seleccione **Salir**.

Si desea configurar Polycom CMA Desktop para que se inicie e iniciar sesión automáticamente:

1. Lleve a cabo una de estas acciones:
 - Si ha iniciado sesión en Polycom CMA Desktop, haga clic con el botón derecho en  en la bandeja del sistema de Windows y seleccione **Cerrar sesión**.
 - Inicie Polycom CMA Desktop.
2. Desde la ventana principal, haga clic en **Menú > Preferencias > Iniciar sesión**.
3. Seleccione **Inicio automático de Polycom CMA Desktop al iniciar el sistema**.
4. Seleccione **Inicio de sesión automático al iniciar Polycom CMA Desktop**.
5. Haga clic en **Aplicar** y, a continuación, haga clic en **Aceptar**.
6. Introduzca el nombre de usuario y la contraseña de Polycom CMA Desktop.
7. Seleccione **Recordar mi contraseña** y, a continuación, haga clic en **Iniciar sesión**.

Sugerencia: Estos ajustes surtirán efecto la próxima vez que reinicie el sistema.

Temas relacionados

[Iniciar y cerrar sesión](#)

[Realización de una llamada](#)



[Respuesta a una llamada](#)

[Funcionamiento de las conversaciones](#)

Primeros pasos con Polycom CMA Desktop

Para comenzar, intente estas tareas de Polycom CMA Desktop. Para obtener información más detallada, utilice los enlaces de los temas relacionados que encontrará al final de este tema.





Agregar personas a la lista Contactos

1. Haga clic en  para abrir el directorio.
2. Escriba un nombre en el campo **Texto de búsqueda**. Por ejemplo, si escribe **go**, la búsqueda dará como resultado entradas como Gonzalo Pérez, Juan Gómez o Sala de conferencia de Durango.
Sugerencia: Para búsquedas más rápidas en directorios grandes, haga clic en ▼ y seleccione el grupo que contiene la persona a la que desea llamar, si sabe cuál es.
3. Desde la lista de nombres, haga clic en el nombre de la persona que desea añadir.
4. Haga clic en **Agregar a Contactos**.
5. Polycom CMA Desktop envía una invitación a la persona seleccionada para que forme parte de su lista Contactos y  aparece junto al nombre en la lista Contactos.


Sugerencia: El directorio incluye los usuarios actuales de Polycom CMA Desktop a los que puede llamar, así como las personas cuyas cuentas no están activas. Cuando un usuario inicia sesión por primera vez, se activa una cuenta Polycom CMA Desktop. Si desea llamar a una persona cuya cuenta no ha sido activada, pídale que inicie sesión para activar su cuenta. Entonces, ya podrá localizar al usuario en el directorio y realizar la llamada.

Compruebe los iconos

Cuando el contacto acepte la invitación, los iconos situados junto al nombre mostrarán la disponibilidad del contacto.

| Iconos | Descripción |
|---|---|
|  | Disponible para conversar o para llamadas. |
|  | En una videollamada y disponible para aceptar otra videollamada. Ninguna conversación disponible. |
|  | En una videollamada. Disponible para conversar. |
|  | No disponible para llamadas. Disponible para conversar, pero inactivo en este momento. |

Realización de llamadas

1. Lleve a cabo una de estas acciones:
 - Haga clic en un nombre de la lista Contactos, el directorio o la lista Llamadas recientes.
 - Introduzca un nombre o número de sistema.
2. Haga clic en  **Llamada** para iniciar la llamada.

Temas relacionados

[Acerca de la lista Contactos, el Directorio y la lista Llamadas recientes](#)

[Realización de una llamada](#)

[Respuesta a una llamada](#)

[Ver quién está disponible](#)



Realización y recepción de llamadas

Realización de una llamada




Para realizar una llamada, seleccione un nombre de la lista Contactos, del directorio o de las Llamadas recientes. También puede introducir la información usted mismo para realizar la llamada. En función del tipo de sistema que utilice y del tipo de sistema al que llame, puede realizar videollamadas, llamadas de audio o conversaciones.

Para realizar una llamada seleccionando un nombre de la lista Contactos:




>> Lleve a cabo una de estas acciones:

- Haga doble clic en un contacto para realizar una videollamada. Si el sistema del contacto no admite el vídeo, se inicia una llamada de audio. Si el sistema del contacto no admite ni vídeo ni audio, se abre una ventana de conversación.
- Seleccione un contacto y, a continuación, haga clic en  para realizar una videollamada o haga clic en  para conversar.
- Haga clic con el botón derecho en un contacto y seleccione **Realizar llamada**.


Para realizar llamadas desde el directorio:

1. Haga clic en  para abrir el directorio.
2. Escriba un nombre en el campo **Texto de búsqueda**. Por ejemplo, si escribe **go**, la búsqueda dará como resultado entradas como Gonzalo Pérez, Juan Gómez o Sala de conferencia de Durango.
Sugerencia: Para búsquedas más rápidas en directorios grandes, haga clic en  y seleccione el grupo que contiene la persona a la que desea llamar, si sabe cuál es.
3. Haga clic en un nombre y, a continuación, haga clic en  **Llamada** para iniciar la llamada.
4. Si la persona está registrada en Polycom CMA Desktop así como en otro sistema de videoconferencia Polycom, debe indicar a qué sistema desea llamar.


Para realizar una llamada desde la lista de llamadas recientes:

1. En la ventana principal, lleve a cabo una de estas acciones:
 - Si el sistema está configurado para incluir las Llamadas recientes como un grupo de la lista Contactos, haga clic en  para abrir el grupo de Llamadas recientes y seleccione un nombre.
 - Haga clic en el cuadro de marcación manual de la parte inferior de la ventana principal y empiece a escribir un nombre. Si Polycom CMA Desktop encuentra el nombre que busca, puede hacer clic para seleccionarlo.
 - Haga clic en  en el cuadro de marcación manual de la parte inferior de la ventana principal y, a continuación, seleccione un nombre.
 - Haga clic con el botón derecho en uno de los elementos de la lista Llamadas recientes.
2. Haga clic en  **Llamada** para iniciar la llamada.



Para realizar una llamada introduciendo la información de la llamada:

1. Introduzca la información de llamada en el campo situado en la parte inferior de la pantalla principal. A medida que escribe, el sistema encuentra los contactos coincidentes de la lista Llamadas recientes. Si Polycom CMA Desktop encuentra el nombre que busca, puede hacer clic para seleccionarlo.
2. Haga clic en  **Llamada** para iniciar la llamada.

Para llamar a una sala de reunión virtual en un puente:

1. Lleve a cabo una de estas acciones:
 - Si Polycom CMA Desktop y la sala de reunión virtual están registrados en el mismo gatekeeper, introduzca la extensión (dirección E.164).
 - Para las llamadas SIP, introduzca la dirección en el formato siguiente: NúmeroSala@Dirección_IP. Por ejemplo, 1000@11.12.13.14.
 - Para las llamadas H.323, introduzca la dirección en el formato siguiente: Dirección_IP##Extensión. Por ejemplo: 11.12.13.14##1000.
 - Haga doble clic en el enlace Callto: de una invitación a una reunión.
2. Haga clic en  **Llamada** para iniciar la llamada.

Sugerencias para mejorar las llamadas

- Mientras realiza una llamada, puede abrir una ventana de conversación e intercambiar mensajes con otros participantes sin que esto interfiera en la llamada en curso. Es posible que esta función le resulte útil, por ejemplo, si desea solucionar algún problema.
- Es posible que el administrador de [#@#] haya definido un tiempo máximo de llamada. Tras este límite de tiempo especificado, se le solicita que confirme que desea permanecer en la llamada.
- Es posible que el administrador haya configurado Polycom CMA Desktop para codificar las llamadas con sistemas que admiten la codificación. Cuando  aparece en la parte inferior de la pantalla, significa que la llamada está codificada. Cuando  aparece en la parte inferior de la pantalla, significa que la llamada no está codificada.

Temas relacionados

[Búsqueda de un contacto](#)

[Participación en llamadas multipunto](#)

[Ver quién está disponible](#)


[Respuesta a una llamada](#)

[Finalización de una llamada](#)

Finalización de una llamada

Cualquiera de los participantes puede finalizar una llamada. Cuando la llamada finaliza, la ventana de llamada se cierra automáticamente.

Para finalizar una llamada:

1. Si el vídeo está en pantalla completa, mueva el ratón para mostrar la barra de herramientas.
2. Haga clic en  **Colgar** en la barra de herramientas.

Temas relacionados

[Realización de una llamada](#)

[Respuesta a una llamada](#)

Ver quién está disponible

Puede ver información sobre los contactos, incluida la disponibilidad y la capacidad del sistema de los contactos con los cuales comparte presencia. Los contactos registrados con el servicio de presencia de CMA tienen iconos al lado de su nombre, que indican si están en línea y disponibles para conversar o recibir llamadas.

Disponibilidad para llamadas

Los iconos indican la disponibilidad de un contacto para una llamada, tal y como se indica en la tabla siguiente.

| Iconos | Descripción |
|--------|--|
| | Disponible para videollamadas. |
| | Disponible para videollamadas, pero inactivo en este momento. |
| | No disponible para este sistema de vídeo, pero se puede llamar al sistema. |
| | En una videollamada y disponible para aceptar otra videollamada. |
| | En una videollamada o no disponible para aceptar llamadas (No molestar). |
| | Desconectado o sin vídeo disponible. |

Disponibilidad para conversar

Los iconos indican la disponibilidad de un contacto para una conversación, tal y como se indica en la tabla siguiente.

| Iconos | Descripción |
|--------|---|
| | Disponible para conversar. |
| | Disponible para conversar, pero inactivo en este momento. |
| | Invitado a formar parte de su lista Contactos. Ningún estado de presencia disponible. |
| | No acepta mensajes (No molestar). |

Ejemplos

La tabla siguiente proporciona ejemplos de los iconos que pueden visualizarse en la lista Contactos.

| Iconos | Descripción |
|--------|---|
| | Disponible para conversar o para llamadas. |
| | En una videollamada y disponible para aceptar otra videollamada. Ninguna conversación disponible. |
| | En una videollamada. Disponible para conversar. |
| | No disponible para llamadas. Disponible para conversar, pero inactivo en este momento. |
| | No disponible para conversar ni para llamada (No molestar) |
| | Disponible para llamadas, pero inactivo en este momento. Ninguna conversación disponible. |
| | Invitado a formar parte de su lista Contactos. Ningún estado de presencia disponible todavía. |

Temas relacionados

[Administración de Contactos](#)

[Realización de una llamada](#)

Participación en llamadas multipunto

Puede participar en llamadas multipunto realizadas en una sala de reunión virtual o en un sistema de videoconferencia que pueda albergar varias llamadas multipunto. Durante una llamada multipunto, los distintos sitios participantes se pueden oír entre sí. Los participantes que utilizan vídeos se pueden ver entre sí.

Para la mayoría de llamadas multipunto, seleccione a alguien de la lista Contactos o del directorio o introduzca la información de llamada, igual que para cualquier otra llamada. Algunos tipos de salas de reunión virtuales requieren una contraseña, extensión o número de reunión una vez conectada la llamada. El organizador de la reunión le puede proporcionar esta información.

Algunas salas de reunión virtuales permiten al organizador de la reunión especificar la información de la llamada de los participantes antes de iniciarla. En este tipo de llamadas multipunto, sólo debe responder la llamada entrante.

Para unirse a una llamada multipunto:


>> Seleccione el número de sala de reunión virtual de la lista Contactos, el directorio o la lista Llamadas recientes.

Asimismo, puede hacer clic en un enlace de una invitación a una reunión o marcar de forma manual el número que le ha proporcionado el organizador de la reunión.

Para introducir una contraseña, extensión o número de reunión de una sala de reunión virtual:

>> Cuando oiga el aviso, haga clic en  **Teclado multitonar** en la barra de herramientas e introduzca el número solicitado.

Para colgar una llamada multipunto:

>> Haga clic en  **Colgar** en la barra de herramientas.

Temas relacionados

[Realización de una llamada](#)


[Respuesta a una llamada](#)

[Introducción de una contraseña, extensión o número de reunión de una sala de reunión virtual](#)

Introducción de una contraseña, extensión o número de reunión de una sala de reunión virtual

Algunos tipos de salas de reunión virtuales requieren una contraseña, extensión o número de reunión una vez conectada la llamada. El organizador de la reunión le puede proporcionar esta información.

Para introducir una contraseña, extensión o número de reunión:

>> Cuando oiga el aviso, haga clic en  **Teclado multitonar** en la barra de herramientas e introduzca el número solicitado.

Temas relacionados


[Participación en llamadas multipunto](#)

[Realización de una llamada](#)

Control de la cámara del sitio remoto

Cuando se encuentre en una llamada y la cámara del sitio remoto admita el movimiento de barrido panorámico, la inclinación y el zoom, se puede configurar para permitir que usted la controle.

Para ajustar la cámara del sitio remoto:

1. Haga clic en  en la barra de herramientas.
2. Haga clic en los botones de flecha para mover la cámara hacia arriba, hacia abajo, a la derecha o a la izquierda:
3. Haga clic en **Zoom +** o **Zoom -** para acercar o alejar la imagen.

Temas relacionados

[Realización de una llamada](#)

Funcionamiento del directorio, la lista Llamadas recientes y Contactos


Administración de Contactos

La lista Contactos es su espacio personal de almacenamiento de información de las personas y los sistemas con los que se comunica con más frecuencia. Para añadir personas a dicha lista, copie los contactos que desee desde el directorio o desde la lista de llamadas recientes. Cuando añada personas cuyos sistemas admitan la presencia del uso compartido, éstas recibirán una invitación para entrar a formar parte de su lista Contactos. También puede añadir a personas y sistemas de fuera de la red si introduce la información manualmente.

Desde la lista Contactos, puede realizar llamadas y conversaciones con un solo clic. La presencia de uso compartido permite ver rápidamente si el otro usuario está disponible y qué tipo de llamadas son posibles.

Los contactos disponibles para llamadas aparecen al principio de la lista Contactos.

Para añadir una persona o un sistema del directorio a la lista Contactos:

1. Haga clic en  para abrir el directorio.
2. Escriba un nombre en el campo **Texto de búsqueda**. Por ejemplo, si escribe **go**, la búsqueda dará como resultado entradas como Gonzalo Pérez, Juan Gómez o Sala de conferencia de Durango.
Sugerencia: Para búsquedas más rápidas en directorios grandes, haga clic en ▼ y seleccione el grupo que contiene la persona a la que desea llamar, si sabe cuál es.
3. Haga clic en un nombre y, a continuación, en **Agregar a Contactos**.
4. Cambie el nombre de pantalla (opcional).
5. Haga clic en **Aceptar**.

Si la persona está registrada en uno o más sistemas de videoconferencia, así como en Polycom CMA Desktop, todos los sistemas se añaden a la lista Contactos.

Para añadir una persona que le llamó recientemente a la lista Contactos:

1. Desde la lista Llamadas recientes, busque la persona o el sistema que desea añadir.
2. Haga clic con el botón derecho y seleccione **Agregar a Contactos** para añadir la persona o sistema a la lista Contactos.
3. Cambie el nombre de pantalla (opcional).
4. Haga clic en **Aceptar**.

Para crear un contacto nuevo:

1. Desde la ventana principal, haga clic con el botón derecho en la lista Contactos o en un grupo y, a continuación, seleccione **Crear contacto**.
2. Introduzca el nombre de pantalla y la dirección y, a continuación, haga clic en **Aceptar**.

Para borrar un contacto:

>> Haga clic con el botón derecho en el contacto y seleccione **Eliminar contacto**.

Cuando elimina una entrada de un contacto que tiene varios sistemas con los que comparte presencia, se eliminan todas las entradas de este contacto. Los sistemas con los que no comparte presencia deben eliminarse de forma individual.

Para cambiar el nombre de pantalla de un contacto:

1. Haga clic con el botón derecho en el contacto y seleccione **Editar contacto**.

2. En el campo **Nuevo nombre pantalla**, escriba el nombre nuevo. Puede utilizar mayúsculas y minúsculas, números del 0 al 9, y caracteres especiales como espacios, puntos, guiones, barras invertidas y guiones bajos.

El nombre de pantalla aparece sólo en el equipo, así que puede poner los nombres que le parezca. Por ejemplo, puede añadir un amigo cuya dirección es mypresencelD. Así pues, puede escoger "Cristina" como nombre de pantalla para ayudarle a identificar con más facilidad el contacto en la lista Contactos.

Temas relacionados

[Búsqueda de un contacto](#)

[Uso de grupos para organizar contactos](#)

[Visualización de la información acerca de un contacto](#)

[Ver quién está disponible](#)

Uso de grupos para organizar contactos

Puede organizar los contactos como quiera mediante los grupos privados, de forma que pueda encontrar las personas y los sistemas a los que desea llamar con más facilidad y rapidez. Puede crear tantos grupos como necesite. Puesto que únicamente usted ve los grupos privados, puede darles los nombres que quiera. Puede añadir un mismo contacto a tantos grupos como desee.

La lista Contactos siempre incluye el grupo **Todos los contactos**, que contiene todos los contactos. La lista Contactos también puede estar configurada para incluir la lista Llamadas recientes como un grupo.

Para que los grupos aparezcan en la lista Contactos:

>> Haga clic con el botón derecho en un contacto o grupo y seleccione **Mostrar grupos**.

Para crear un grupo en la lista Contactos:

1. Haga clic con el botón derecho en un contacto o grupo y seleccione **Crear grupo**.
2. Introduzca un nombre para el grupo. Puede utilizar letras mayúsculas, minúsculas, números y los símbolos de espacio, punto, guión y guión bajo.
3. Haga clic en **Crear**.

Para añadir un contacto a un grupo:

>> Lleve a cabo una de estas acciones:

- Arrastre un contacto existente a un grupo para añadirlo a dicho grupo o haga clic con el botón derecho sobre el nombre y seleccione **Mover contacto a grupo**.
- Para crear un nuevo contacto, haga clic con el botón derecho en el nombre del grupo y seleccione **Crear contacto**.
- Para copiar un contacto a otro grupo, haga clic con el botón derecho en el contacto y seleccione **Copiar contacto en grupo**.
- Cuando añada a una persona desde el directorio a Contactos, especifique un grupo.

Para borrar un contacto de un grupo:

>> Haga clic con el botón derecho en un contacto y seleccione **Eliminar contacto de grupo**.

El contacto se elimina del grupo seleccionado.

Para mostrar u ocultar los contactos de un grupo:

>> Haga clic en  para ampliar un grupo o haga clic en  para reducir un grupo.

Para cambiar el nombre de un grupo:

1. Haga clic con el botón derecho en el nombre de un grupo y seleccione **Renombrar grupo**.

2. En el campo **Introducir nuevo nombre de grupo**, escriba el nombre nuevo. Puede utilizar mayúsculas y minúsculas, números del 0 al 9, espacios, puntos, guiones y guiones bajos.
3. Haga clic en **Aceptar**.

Para eliminar un grupo:

1. Para borrar los contactos de un grupo, arrástrelos a otro grupo o elimínelos.
2. Haga clic con el botón derecho en el nombre de un grupo y seleccione **Eliminar grupo**.
3. Haga clic en **Aceptar**.

Para copiar un grupo en otro grupo:

1. Haga clic con el botón derecho en el nombre de un grupo y seleccione **Copiar grupo**.
2. Seleccione el grupo de destino y haga clic en **Aceptar**.

Para ordenar los grupos:

>> Lleve a cabo una de estas acciones:

- Haga clic con el botón derecho en el nombre de un grupo y seleccione **Ordenar grupos** para ordenar los grupos alfabéticamente.
- Haga clic con el botón derecho en el nombre de un grupo y seleccione **Subir en orden** para mover hacia arriba un grupo creado.
- Haga clic con el botón derecho en el nombre de un grupo y seleccione **Bajar en orden** para mover hacia abajo un grupo creado.

Sugerencia: No puede mover un grupo si ha seleccionado la opción **Ordenar grupos**. Tampoco puede mover el grupo **Todos los contactos** ni el grupo **Llamadas recientes**.



Temas relacionados

[Administración de Contactos](#)

[Visualización de las Llamadas recientes](#)


Uso del directorio


El directorio permite buscar personas y sistemas de su organización. Puede llamar a la persona que ha encontrado desde el directorio, o bien, añadirla a su lista Contactos. Cuando alguien acepte, ambos podrán ver la información de presencia del otro.

El directorio contiene información acerca de personas o sistemas () y de grupos de personas (). Es posible que la empresa haya organizado el directorio en grupos. Dichos grupos permiten encontrar personas más rápidamente, ya que se limita la búsqueda a un único grupo.


Para iniciar la búsqueda de nuevo desde la primera posición del directorio, haga clic en .

Para buscar a una persona o sistema en el directorio:

1. Haga clic en  para abrir el directorio.
2. Escriba un nombre en el campo **Texto de búsqueda**. Por ejemplo, si escribe **go**, la búsqueda dará como resultado entradas como Gonzalo Pérez, Juan Gómez o Sala de conferencia de Durango.



Sugerencia: Para búsquedas más rápidas en directorios grandes, haga clic en  y seleccione el grupo que contiene la persona a la que desea llamar, si sabe cuál es.

Para ver las personas de un grupo:

>> Haga doble clic en el grupo (identificado con .

Para volver a la primera posición del directorio:

>> Lleve a cabo una de estas acciones:

- Haga clic en .
- Haga clic en  varias veces hasta que llegue al principio.

Temas relacionados

[Administración de Contactos](#)

[Búsqueda de un contacto](#)

[Acerca de la lista Contactos, el directorio y la lista Llamadas recientes](#)

Visualización de las Llamadas recientes

Polycom CMA Desktop ofrece varios modos de visualización de las Llamadas recientes:




- La lista Llamadas recientes permite ver las llamadas realizadas y recibidas de personas y sistemas. Puede utilizar esta lista para realizar llamadas e invitar a las personas a unirse a su lista Contactos. Para encontrar más fácilmente a un contacto, cada contacto aparece solamente una vez en la lista, aunque hayan participado juntos en varias llamadas.
- La ventana de información del contacto muestra una lista de las Llamadas recientes con cada contacto.
- El registro de llamadas le proporciona otra vista de las llamadas que ha realizado y recibido. En la lista se enumeran todas las llamadas, junto con información acerca de cada llamada. Puede ver también un historial de llamadas de cada contacto.

Acerca de las llamadas recientes

La lista Llamadas recientes muestra si ha recibido o realizado una llamada y si la llamada se realizó correctamente.

| Iconos | Descripción |
|---|----------------------------|
|  | Llamada saliente realizada |
|  | Llamada entrante realizada |
|  | Llamada entrante perdida |

Para realizar una llamada desde la lista Llamadas recientes:



1. En la ventana principal, lleve a cabo una de estas acciones:
 - Si el sistema está configurado para incluir las Llamadas recientes como un grupo de la lista Contactos, haga clic en  para abrir el grupo de Llamadas recientes y seleccione un nombre.
 - Haga clic en el cuadro de marcación manual de la parte inferior de la ventana principal y empiece a escribir un nombre. Si Polycom CMA Desktop encuentra el nombre que busca, puede hacer clic para seleccionarlo.
 - Haga clic en  en el cuadro de marcación manual de la parte inferior de la ventana principal y, a continuación, seleccione un nombre.
 - Haga clic con el botón derecho en uno de los elementos de la lista Llamadas recientes.
2. Haga clic en  **Llamada** para iniciar la llamada.

Para mostrar la lista Llamadas recientes como un grupo de la lista Contactos:

1. Desde la ventana principal, haga clic en **Menú > Preferencias > General**.
2. Indique si desea que las llamadas recientes aparezcan en la lista Contactos.

Para ver el registro de llamadas:

>> Desde la ventana principal, haga clic en **Menú > Registro de llamadas**.

Las entradas del registro aparecen en la lista según el orden en que la persona o el sistema han recibido o realizado las llamadas. Para buscar una llamada reciente en el registro de llamadas, haga clic en el encabezado de una columna para ordenar los nombres o desplazarse por ellos. Las llamadas que se conectaron correctamente están marcadas con  y las llamadas que no se conectaron están marcadas con .

Para eliminar entradas del registro de llamadas:

1. Desde la ventana principal, haga clic en **Menú > Registro de llamadas**.
2. Seleccione una o más entradas que desee eliminar.
3. Haga clic con el botón derecho en las entradas y seleccione **Eliminar entradas seleccionadas**.

Para ver el historial de llamadas de un contacto:

>> Haga clic con el botón derecho en el contacto y seleccione **Mostrar detalles**. El historial de llamadas muestra las llamadas en el orden en el que realizó o recibió las llamadas del contacto.

Temas relacionados

[Realización de una llamada](#)

[Visualización de la información acerca de un contacto](#)

[Administración de Contactos](#)


[Búsqueda de un contacto](#)

Búsqueda de un contacto


Puede buscar personas rápidamente en la lista Contactos, el directorio o la lista Llamadas recientes, aunque estas listas contengan muchos nombres. Una vez encontrada la persona que busca, haga clic en el nombre para realizar la llamada o iniciar la conversación.

Cada persona de la lista del directorio puede registrarse con una cuenta de Polycom CMA Desktop y uno o varios sistemas de videoconferencia. Cuando realiza llamadas desde el directorio, se le solicita que indique a qué sistema desea llamar. Cuando invita a una persona a su lista Contactos y esta persona acepta su invitación, los distintos sistemas de esta persona se muestran de forma independiente en la lista Contactos.

Para buscar un nombre en las listas de Llamadas recientes:

1. Introduzca la información de llamada en el cuadro de marcación manual situado en la parte inferior de la ventana principal. A medida que escribe, el sistema encuentra los contactos coincidentes de la lista Llamadas recientes. Si el sistema encuentra el contacto, puede hacer clic en él para seleccionarlo.
2. Haga clic en  **Llamada** para iniciar la llamada.

Para buscar un nombre en el directorio:

1. Haga clic en  para abrir el directorio.
2. Escriba un nombre en el campo **Texto de búsqueda**. Por ejemplo, si escribe **go**, la búsqueda dará como resultado entradas como Gonzalo Pérez, Juan Gómez o Sala de conferencia de Durango.
Sugerencia: Para búsquedas más rápidas en directorios grandes, haga clic en ▼ y seleccione el grupo que contiene la persona a la que desea llamar, si sabe cuál es.
3. Haga clic en un nombre y, a continuación, lleve a cabo una de estas acciones:

- Haga clic en **Llamar** para realizar una videollamada, siempre que ambos sistemas admitan este tipo de llamadas. Si no se admite el vídeo, se inicia una llamada de audio. Si la persona está registrada en un sistema de videoconferencia, así como en Polycom CMA Desktop, se le solicitará que indique a qué sistema desea llamar.
 - Haga clic en **Agregar a Contactos** para añadir a la persona o al sistema a la lista Contactos.
4. De manera opcional, cambie el nombre de pantalla.
 5. Haga clic en **Cerrar** para volver a la ventana principal.

Temas relacionados

[Realización de una llamada](#)

[Uso de grupos para organizar contactos](#)

Visualización de la información acerca de un contacto

Puede ver la información de todos los contactos, incluido el nombre de pantalla, la dirección de llamada, el estado, el tratamiento, la ubicación, el número de teléfono y la dirección de correo electrónico. Puede ver también un historial de llamadas de cada contacto.

Para ver la información de un contacto:

>> Haga clic con el botón derecho en el contacto y seleccione **Mostrar detalles**.

Para editar la información de un contacto:

>> Haga clic con el botón derecho en el contacto y seleccione **Editar contacto**.

Para cerrar la ventana de información:

>> Haga clic en **la X** en la esquina superior derecha de la ventana.

Temas relacionados

[Visualización de las llamadas recientes](#)

[Administración de Contactos](#)

[Acerca de la lista Contactos, el directorio y la lista Llamadas recientes](#)

Uso del contenido


Visualización del escritorio

Cuando muestre su escritorio de Windows, todos los participantes verán el mismo contenido a la vez. Puede mostrar transparencias, hojas de cálculo y cualquier otro tipo de archivo. Todos los participantes verán todo lo que hay en su escritorio de Windows, incluido el cursor. El sitio remoto no puede controlar el cursor ni editar el archivo. Sólo un participante puede mostrar contenido cada vez.




Si el ordenador se ejecuta en una configuración de doble monitor, puede seleccionar si desea mostrar el contenido que aparece en el monitor derecho o en el izquierdo (superior o inferior). También puede escoger si desea mostrar únicamente una parte del contenido.

Sugerencia: Antes de mostrar el escritorio de Windows, asegúrese de que el contenido está preparado.

Para mostrar el escritorio de Windows a otros participantes:

1. En una llamada, haga clic en  en la barra de herramientas.
2. Lleve a cabo una de estas acciones:

Los otros participantes pueden ver el contenido tal y como aparece en el monitor.

- Haga clic en  **Enviar monitor**. Si el ordenador se ejecuta en una configuración de doble monitor, haga clic en  para seleccionar qué monitor desea mostrar.
- Los otros participantes pueden ver el contenido tal y como aparece en el monitor.
- Haga clic en  **Enviar zoom** para visualizar el rectángulo de selección y ajustarlo, si fuera necesario.
- Los otros participantes únicamente ven el contenido que se encuentra dentro del rectángulo de selección.

Para ampliar el contenido:



1. Haga clic en  para mostrar el rectángulo de selección.

Los otros participantes sólo ven el contenido que se encuentra dentro del rectángulo de selección, ampliado de forma que ocupe toda la pantalla.

2. Para ajustar el área que desea mostrar, desplace el ratón hacia una esquina o un borde del rectángulo de selección y lleve a cabo una de estas acciones:
 - Cuando el cursor se convierta en una flecha bidireccional, haga clic en la selección y arrástrela para ajustar el tamaño.
 - Cuando el cursor se convierte en una mano, haga clic en la selección y arrástrela para moverla.

Para dejar de mostrar el escritorio:

>> Lleve a cabo una de estas acciones:

- Haga clic en  si está mostrando el escritorio completo.
- Haga clic en  si ha ampliado un contenido.
- Cierre la ventana Mostrar contenido.

Temas relacionados

[Realización de una llamada](#)


[Visualización de la pizarra eBeam](#)

[Visualización de contenido](#)

Visualización de contenido

Cuando el sitio remoto le muestra contenido, dicho contenido aparece en una ventana independiente del monitor principal. Puede mover y cambiar el tamaño de la ventana de contenido y puede visualizar el contenido en pantalla completa.

Para mostrar el contenido en pantalla completa:

>>Haga clic en .

Temas relacionados

[Visualización del escritorio](#)



Personalización del entorno de Polycom CMA Desktop

Mostrar la disponibilidad a otros usuarios

Si no va a estar frente al ordenador o no va a poder aceptar llamadas, puede configurar Polycom CMA Desktop para que muestre a los demás contactos que no está disponible. También puede configurar Polycom CMA Desktop para que cambie el icono de disponibilidad automáticamente cuando el ordenador esté inactivo durante el período de tiempo que especifique.

Para cambiar la disponibilidad:

>> En la ventana principal, haga clic en ▼ debajo de su nombre y seleccione una de las opciones siguientes:

| Configuración | Presencia |
|---------------|---|
| Disponible |  |
| No molestar |  |

Sugerencia: Cuando el sistema esté ajustado en No molestar, podrá ver la presencia de las demás personas en su lista Contactos. Podrá realizar llamadas y enviar mensajes de conversación, pero no podrá recibir llamadas ni mensajes de conversación.

Para mostrar automáticamente a los otros usuarios cuando está inactivo:

1. Desde la ventana principal, haga clic en **Menú** y seleccione **Preferencias > Presencia**.
2. Seleccione **Mostrarme "Inactivo" cuando estoy inactivo para:** y especifique el número de minutos que el sistema puede estar inactivo antes de que los otros usuarios vean su nombre marcado con el mensaje "Inactivo" en sus respectivas listas de Contactos. En la ventana de información del contacto, su disponibilidad aparece como **Inactivo**.

Temas relacionados

[Ver quién está disponible](#)

[Realización de una llamada](#)

Personalización de las ventanas de conversación y llamada

Puede escoger el modo de visualización de las ventanas de conversación y llamada.

Para especificar el modo de visualización de las ventanas de conversación y llamada:

1. Desde la ventana principal, haga clic en **Menú** y seleccione **Preferencias > Mensajes**.
2. Indique qué desea que ocurra al pulsar la tecla Entrar mientras escribe un mensaje.
 - La opción **Envía un mensaje** permite enviar el mensaje inmediatamente, sin necesidad de hacer clic en el botón **Enviar**.
 - La opción **Inserta una nueva línea** le permite seguir escribiendo, como cuando pulsa la tecla Entrar en un mensaje para pasar a una nueva línea. Haga clic en **Enviar** para enviar el mensaje.
3. Indique si desea que aparezcan la fecha y la hora en los mensajes.
4. Indique si desea que aparezca un mensaje en el sitio remoto cuando está escribiendo.

Temas relacionados

[Realización de una llamada](#)


[Funcionamiento de las conversaciones](#)

Mostrar y ocultar la función PIP

En una llamada, puede comprobar el vídeo que está enviando al sitio remoto si activa la ventana Imagen en imagen (PIP). La función PIP aparece en la esquina inferior derecha de la ventana de vídeo principal. Durante una llamada, puede activarla o desactivarla las veces que quiera.

Sugerencia: La barra de herramientas se oculta automáticamente cuando selecciona vídeo en pantalla completa. Para mostrar la barra de herramientas temporalmente, mueva el ratón.

Para mostrar u ocultar la función PIP:

>> Haga clic en  en la barra de herramientas.

Temas relacionados

[Visualización del vídeo en pantalla completa](#)


[Personalización de las ventanas de conversación y llamada](#)

[Ocultar y mostrar la ventana de vista previa del vídeo](#)

Visualización del vídeo en pantalla completa


Cuando se encuentre en una videollamada podrá ver el vídeo en pantalla completa. Esta opción le proporciona una visión más óptima de la persona con la que está hablando. Puede ver el vídeo en una ventana más pequeña cuando desee examinar el contenido del ordenador durante una llamada o mientras mantiene una conversación durante una llamada. Durante una llamada, puede cambiar la visualización del vídeo las veces que quiera.

Para ver el vídeo en pantalla completa:

>> Haga clic en  en la barra de herramientas.

Para volver a la ventana de vídeo más pequeña:

>> Lleve a cabo una de estas acciones:

- Haga clic en  en la barra de herramientas.
- Pulse **Esc**.

Temas relacionados

[Realización de una llamada](#)

[Para mostrar y ocultar la función PIP](#)

[Finalización de una llamada](#)

[Adición de una llamada a una conversación](#)

Ocultar y mostrar la ventana de vista previa del vídeo


Cuando no está llamando, el vídeo de la cámara aparece en una pantalla situada por encima de la lista Contactos. Si lo desea, puede ocultar esta ventana.

También puede verificar el vídeo local antes de realizar una llamada, así como ajustar la cámara si fuera necesario.

Para ocultar la ventana de vista previa del vídeo:

>> Haga clic en .

Para mostrar la ventana de vista previa del vídeo:

>> Haga clic en .

Si desea configurar el sistema para mostrar la vista previa del vídeo antes de realizar una llamada:

1. En la ventana principal, haga clic en **Menú > Preferencias > General**.

2. Active **Vista previa de mi vídeo antes de hacer una llamada**.

Temas relacionados

[Para mostrar y ocultar la función PIP](#)

[Visualización del vídeo en pantalla completa](#)

[Personalización de las ventanas de conversación y llamada](#)

Personalización de la tecla Entrar

Puede configurar el uso de la tecla Entrar cuando escriba mensajes para que funcione del modo que le sea más cómodo.

Para especificar cómo funciona la tecla Entrar en las conversaciones:

1. En la ventana principal, haga clic en **Menú** y seleccione **Preferencias > Mensajes**.
2. Indique si desea que al pulsar la tecla Entrar se envíe el mensaje o se inserte un salto de línea.

Temas relacionados

[Personalización de las ventanas de conversación y llamada](#)

[Funcionamiento de las conversaciones](#)

[Realización de una llamada](#)

Configuración de la cámara, el audio y la red

Selección de una cámara

Es posible que deba utilizar distintas cámaras en función del entorno. Por ejemplo, es posible que utilice una webcam con el portátil cuando trabaje desde la oficina, pero quizás necesite la cámara integrada del portátil cuando trabaje desde casa. En lugar de volver a configurar las preferencias de vídeo, puede elegir qué cámara desea utilizar antes de la llamada o durante la misma.

Si desea obtener información acerca de la elección de un dispositivo de vídeo o una webcam para utilizarlos con Polycom CMA Desktop, consulte las *Notas de la versión para* , disponibles en support.polycom.com.

Para obtener información sobre la instalación de una webcam, consulte la documentación adjunta a dicho dispositivo.

Para seleccionar la cámara que desea utilizar en la llamada:

>> Haga clic en  en la barra de herramientas y seleccione la cámara que desee utilizar.

>> Lleve a cabo los pasos siguientes:

1. En la ventana principal, haga clic en **Menú > Preferencias > Vídeo**.
2. Seleccione la cámara que desea utilizar.

Temas relacionados

[Realización de una llamada](#)

[Especificación de las preferencias de la cámara](#)

[Ajuste de la cámara](#)

[Ajuste del volumen](#)

Especificación de las preferencias de la cámara

Si configura las preferencias de la cámara puede seleccionar la cámara que desea utilizar y su funcionamiento con el sistema.

Para especificar las preferencias de la cámara:

1. Desde la ventana principal, haga clic en **Menú** y seleccione **Preferencias > Vídeo**.
2. Seleccione la cámara que desea utilizar:

| Configuración | Descripción |
|---------------|--|
| Ninguna | No se utiliza ninguna cámara. |
| Automático | Permite que el sistema seleccione automáticamente una cámara. |
| Especificar | Seleccione una cámara de la lista de cámaras instaladas. Haga clic en Configurar para ajustar las propiedades de la cámara que ha especificado. |

3. Para ajustar el vídeo, haga clic en **Configurar** para ir a los controles de cámara proporcionados por el fabricante.
4. Indique si desea permitir las videollamadas cuando no haya ninguna cámara conectada al equipo.

Esta opción le permite realizar y recibir videollamadas aun cuando la cámara no está conectada o cuando no se ha seleccionado ninguna cámara. En este tipo de llamadas, puede ver el vídeo del sitio remoto y el sitio remoto ve el logotipo de Polycom CMA Desktop.

Temas relacionados

[Selección de una cámara](#)

[Ajuste de la cámara](#)

[Preferencias: Vídeo](#)

Especificación de las preferencias de audio

La configuración de las preferencias de audio permite definir la manera como el sistema gestiona el audio.

Para especificar las preferencias de audio:

1. Desde la ventana principal, haga clic en **Menú > Preferencias > Audio**.
2. Seleccione qué dispositivo de entrada de audio desea utilizar. Normalmente, el dispositivo de entrada de audio es un micrófono o unos auriculares. Seleccione **Automática** para utilizar el dispositivo de audio predeterminado de Windows.
3. Seleccione qué dispositivo de salida de audio desea utilizar. Normalmente, el dispositivo de salida de audio es un micrófono o unos auriculares. Seleccione **Automática** para utilizar el dispositivo de audio predeterminado de Windows.
4. Seleccione qué dispositivo de salida de audio desea utilizar para reproducir las alertas. Seleccione **Automática** para utilizar el dispositivo de audio predeterminado.

Temas relacionados

[Comprobación de los dispositivos de audio](#)

[Ajuste del volumen](#)

[Especificación de las preferencias de la cámara](#)

[Configuración de las alertas](#)

[Preferencias: audio](#)

Especificación de las preferencias de red

Polycom CMA Desktop se ajusta automáticamente para proporcionar la mejor calidad en las llamadas según el tipo de conexión. Puede especificar la conexión de red usted mismo. Si el administrador ha establecido un límite para la frecuencia de llamada, esta frecuencia determina la frecuencia utilizada para las llamadas.

Nota: No puede modificar los ajustes de la red durante una llamada.

Para indicar el tipo de red:

1. Desde la ventana principal, haga clic en **Menú > Preferencias > Red**.
2. Seleccione el tipo de conexión a Internet que tiene:

| Tipo de red | Límite de red (todo el tráfico) | Límite de frecuencia de llamada | Vídeo | Contenido | Audio | Conversaciones |
|----------------------|---------------------------------|---------------------------------|-------|-----------|-------|----------------|
| Red de empresa | 10 Mbps | 1.920 kbps | sí | sí | sí | sí |
| Banda ancha Premium | 768 kbps | 512 kbps | sí | sí | sí | sí |
| Banda ancha rápida | 512 kbps | 384 kbps | sí | sí | sí | sí |
| Banda ancha estándar | 384 kbps | 256 kbps | sí | sí | sí | sí |

| | | | | | | |
|---------------------------|----------|----------|----|----|----|----|
| Banda ancha básica | 256 kbps | 192 kbps | sí | sí | sí | sí |
| Banda ancha mínima | 128 kbps | 64 kbps | no | no | sí | sí |

Temas relacionados



[Solución de problemas de las notificaciones](#)

[Preferencias: Red](#)

Solución de problemas

Solución de problemas de vídeo y audio

| Síntoma | Acción correctiva |
|--|--|
| Vídeo | |
| La cámara no aparece en la lista de selección de dispositivos. | <p>Asegúrese de que la cámara no está siendo utilizada por otra aplicación. Reinicie Polycom CMA Desktop.</p> <p>Vuelva a instalar el dispositivo de vídeo mediante el CD de instalación proporcionado por el fabricante del dispositivo y, a continuación, reinicie Polycom CMA Desktop.</p> |
| Los otros usuarios no pueden ver mi vídeo. | <p>Asegúrese de que el cable de la cámara esté bien conectado. Reinicie Polycom CMA Desktop.</p> <p>Vuelva a instalar el dispositivo de vídeo mediante el CD de instalación proporcionado por el fabricante del dispositivo y, a continuación, reinicie Polycom CMA Desktop.</p> <p>Compruebe la configuración de la cámara. Para ello, haga clic en Menú, y, a continuación, seleccione Preferencias > Vídeo.</p> <p>Compruebe los ajustes del servidor de seguridad. Es posible que deba añadir Polycom CMA Desktop a la lista de excepciones del servidor de seguridad de Windows. Para ello:</p> <ol style="list-style-type: none"> 1. En el escritorio de Windows, haga clic en Inicio y seleccione Panel de control > Firewall de Windows. 2. En la pestaña Excepciones, haga clic en Agregar programa. 3. Vaya a C:\Archivos de programa\Polycom\Polycom CMA Desktop\Polycom CMA Desktop.exe y haga clic en Abrir. 4. Vaya a C:\Archivos de programa\Polycom\Polycom CMA Desktop\CallControl.exe y haga clic en Abrir. 5. Vaya a C:\Archivos de programa\Polycom\Polycom CMA Desktop\MediaProcessor.exe y haga clic en Abrir. 6. Vaya a C:\Archivos de programa\Polycom\Polycom CMA Desktop\LoggingServer.exe y haga clic en Abrir. <p>Si utiliza un cortafuegos personal de terceros en el ordenador, es posible que deba añadir Polycom CMA Desktop a la lista de excepciones del servidor de seguridad. Consulte la documentación del servidor de seguridad para obtener más información.</p> |
| La ventana de vista previa del vídeo muestra un vídeo azul. | <p>Asegúrese de que la cámara no está siendo utilizada por otra aplicación. Asegúrese de que el cable de la cámara esté bien conectado. Reinicie Polycom CMA Desktop.</p> <p>Vuelva a instalar el dispositivo de vídeo mediante el CD de instalación proporcionado por el fabricante del dispositivo y, a continuación, reinicie Polycom CMA Desktop.</p> |
| La ventana de vista previa de mi vídeo muestra el logotipo de Polycom CMA Desktop. | <p>Esto suele suceder en sistemas que tienen configurada la opción de permitir llamadas sin utilizar la cámara. Cuando la cámara no está disponible, en lugar del vídeo local aparece un logotipo.</p> <p>Si ha conectado la cámara con el equipo, asegúrese de que el cable de la cámara esté bien conectado.</p> |
| La imagen del vídeo local es granulosa. | <p>Para asegurarse de que se envía la mejor calidad de vídeo, lleve a cabo una de las siguientes acciones:</p> |

| | |
|--|--|
| | <ul style="list-style-type: none"> • Intente encender más luces en la habitación y utilice iluminación natural o incandescente en lugar de lámparas fluorescentes. • Asegúrese de que la cámara esté bien configurada. Para obtener más información, consulte Selección de una cámara. |
| El portátil no ofrece una buena calidad de llamada. | Asegúrese de que el portátil está conectado a una fuente de alimentación. El funcionamiento mediante la batería puede reducir el rendimiento del portátil. Ajuste la configuración de administración de la energía de Windows en Alto rendimiento (en Windows Vista) o Rendimiento máximo (en Windows XP). |
| El vídeo tarda mucho en mostrarse una vez iniciada la llamada. | Los problemas de la red pueden lentificar las conexiones de llamada. Intente realizar la llamada más tarde. |
| En determinadas ocasiones no aparece la vista previa del vídeo en la ventana principal, especialmente después de reactivar el sistema. | Oculte la ventana de vista previa de mi vídeo y vuelva a mostrarla. |
| El sitio remoto no tiene recepción de vídeo o la recepción de vídeo es mala desde Polycom CMA Desktop en un entorno inalámbrico, VPN o ADSL. | Compruebe la pérdida de paquetes y la frecuencia de llamadas en la página Estadísticas de llamada. Vaya a Preferencias > Red , configure la conexión de Internet en un ancho de banda menor y, a continuación, vuelva a llamar. |
| Cuando tanto el audio como el vídeo quedan bloqueados durante 15 segundos tras la configuración de la llamada, aparece una notificación emergente del cortafuegos. | Póngase en contacto con el administrador de la red. |
| El audio y el vídeo no se pueden transmitir con una conexión VPN. | Vaya a Preferencias > Red , seleccione No utilice nunca QoS . |
| Audio | |
| El micrófono no aparece en la lista de selección de dispositivos. | Vuelva a instalar el dispositivo de audio mediante el CD de instalación proporcionado por el fabricante del dispositivo y, a continuación, reinicie Polycom CMA Desktop. |
| Los otros usuarios no pueden oír mi audio. | Asegúrese de que el audio no esté silenciado. Si el audio está silenciado, verá  en la pantalla y  aparecerá resaltado en la barra de herramientas. Asegúrese de que el cable del micrófono esté bien conectado. Vuelva a instalar el dispositivo de audio mediante el CD de instalación proporcionado por el fabricante del dispositivo y, a continuación, reinicie Polycom CMA Desktop. Compruebe la configuración del audio. Para ello, haga clic en Menú , y, a continuación, seleccione Preferencias > Audio . Tras realizar cualquier cambio, haga clic en Dispositivos de prueba de audio para probar los dispositivos de audio. |
| Los participantes del sitio remoto oyen un eco. | Reduzca el volumen del sistema. Aleje el micrófono y los altavoces tanto como le sea posible. Utilice audífonos en lugar de altavoces. Utilice unos auriculares en lugar del micrófono y los altavoces. |

| | |
|---|---|
| | Si utiliza altavoces integrados de un portátil con el micrófono integrado del portátil o con un micrófono de una webcam, la estructura del portátil y la calidad de los altavoces de este pueden ocasionar problemas que el cancelador de eco de Windows no puede corregir. Conecte unos altavoces externos y utilícelos en lugar de los altavoces integrados. |
| Los participantes del sitio remoto oyen un sonido de mala calidad | Aleje más el micrófono de la persona que está hablando. Si habla demasiado cerca del micrófono, puede obtenerse una mala calidad de audio. |
| No oigo el audio de los otros usuarios. | Asegúrese de que el audio del sitio remoto no esté silenciado. Asegúrese de que el volumen de su dispositivo esté configurado a un nivel audible. Asegúrese de que el cable de los altavoces esté bien conectado. Vuelva a instalar el dispositivo de audio mediante el CD de instalación proporcionado por el fabricante del dispositivo y, a continuación, reinicie Polycom CMA Desktop. |
| Ayuda en línea | |
| La ayuda en línea no se muestra correctamente. | Asegúrese de que el navegador web del equipo esté configurado para permitir contenido activo. Consulte la documentación del navegador para obtener información sobre cómo configurar este ajuste. |

Temas relacionados

[Comprobación de los dispositivos de audio](#)

[Solución de problemas de las notificaciones](#)

Comprobación de los dispositivos de audio

Para garantizar que los dispositivos de audio funcionan correctamente, puede probar los dispositivos de audio que se utilizan para realizar las videollamadas y para reproducir las alertas.

Para probar dispositivos de audio:

1. Desde la ventana principal, haga clic en **Menú > Preferencias > Audio**.
2. Haga clic en **Dispositivos de prueba de audio**.
3. Hable hacia el micrófono en un tono de voz normal.

Cuando habla, el indicador muestra como el micrófono capta su voz. Para un resultado óptimo, intente hablar de forma que la barra de color sea verde durante el mayor tiempo posible. Para conseguirlo, es posible que deba alejar relativamente el micrófono.


4. Si desea probar el dispositivo que se utiliza para el audio de una llamada, haga clic en **Iniciar** y, a continuación, haga clic en **Detener** para finalizar.
5. Para probar el dispositivo que se utiliza para las alertas, haga clic en **Iniciar** y, a continuación, haga clic en **Detener** para finalizar.

Temas relacionados

[Especificación de las preferencias de audio](#)

[Ajuste del volumen](#)

Solución de problemas de las notificaciones

Polycom CMA Desktop muestra las notificaciones en la esquina inferior derecha de la ventana. Para obtener más información sobre cómo resolver problemas, haga clic en .

| Mensaje | Acción correctiva |
|--|--|
| No hay conexión de red. | Asegúrese de que el cable de red esté bien conectado al sistema. Asegúrese de que el adaptador de red esté instalado y configurado correctamente. |
| No se ha podido conectar al servidor de provisión. | Asegúrese de que la dirección del servidor de provisión se ha introducido correctamente. Para ello, vaya a Preferencias > Iniciar sesión. Si continúa viendo este mensaje, póngase en contacto con el administrador de Polycom CMA Desktop. |
| Licencia de Polycom CMA Desktop no disponible. | Se ha alcanzado el número máximo de usuarios permitido para su uso. Intente iniciar sesión más tarde. Si continúa viendo este mensaje, póngase en contacto con el administrador de Polycom CMA Desktop. |
| No se ha podido descargar la información de usuario. | Compruebe la conexión de red al servidor LDAP. Si continúa viendo este mensaje, póngase en contacto con el administrador de Polycom CMA Desktop. |
| No se ha podido conectar al servidor de medios. | Se ha producido un error interno. Reinicie Polycom CMA Desktop. |
| No se ha podido conectar al servidor de presencia. | Puede que el servicio de presencia no esté disponible o que haya algún problema con la dirección del servidor o con su cuenta. Polycom CMA Desktop seguirá intentando conectarse. Si continúa viendo este mensaje, póngase en contacto con el administrador de Polycom CMA Desktop. |
| No se ha podido conectar al servidor LDAP. | Compruebe la conexión de red al servidor LDAP. Póngase en contacto con el administrador de Polycom CMA Desktop. |
| No se ha podido registrar en el gatekeeper. | Compruebe la conexión de red al gatekeeper. Póngase en contacto con el administrador de Polycom CMA Desktop. |
| No se ha podido registrar en el servidor SIP. | Compruebe la conexión de red al servidor SIP. Póngase en contacto con el administrador de Polycom CMA Desktop. |
| No se ha podido conectar con el control de llamadas. | Se ha producido un error interno. Reinicie Polycom CMA Desktop. |
| El usuario actual ha iniciado sesión desde otra ubicación. | Cierre sesión desde otra ubicación y vuelva a iniciar sesión. |
| La cámara seleccionada no está disponible. | Asegúrese de que la cámara esté bien conectada al sistema. Cierre otras aplicaciones que utilizan la cámara, o inicie la cámara desde la otra aplicación. Si hay más de una cámara instalada, vaya a Preferencias > Vídeo y seleccione otra cámara. |
| Ha perdido una llamada de _____. | Si el sistema está configurado para mostrar las llamadas recientes como un grupo en la lista Contactos, puede devolver la llamada haciendo doble clic en la llamada. |

Temas relacionados

[Solución de problemas de vídeo y audio](#)

[Almacenamiento de registros](#)

Almacenamiento de registros

Si debe notificar un problema, se le pedirá que proporcione información acerca de su sistema. La herramienta de Almacenamiento de registros crea de forma automática un archivo comprimido que contiene la información acerca del sistema y el archivo de registro de Polycom CMA Desktop. Puede seleccionar si desea guardar el archivo directamente desde la herramienta Registro de notificaciones.

Para obtener el diagnóstico de Polycom CMA Desktop:

1. Desde la ventana principal, haga clic en **Menú** y seleccione **Preferencias > Estadísticas > Registro**.
2. Haga clic en **Guardar registro**.
3. Especifique la ubicación donde desea guardar el archivo comprimido.

Temas relacionados

[Preferencias: Registro de notificaciones](#)

[Solución de problemas de las notificaciones](#)

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JpegLib

The Independent JPEG Group's JPEG software README for release 8b of 16-May-2010

This distribution contains the eighth public release of the Independent JPEG Group's free JPEG software. You are welcome to redistribute this software and to use it for any purpose, subject to the conditions under LEGAL ISSUES, below.

This software is the work of Tom Lane, Guido Vollbeding, Philip Gladstone, Bill Allombert, Jim Boucher, Lee Crocker, Bob Friesenhahn, Ben Jackson, Julian Minguillon, Luis Ortiz, George Phillips, Davide Rossi, Ge' Weijers, and other members of the Independent JPEG Group.

IJG is not affiliated with the official ISO JPEG standards committee.

DOCUMENTATION ROADMAP

This file contains the following sections:

OVERVIEW General description of JPEG and the IJG software.

LEGAL ISSUES Copyright, lack of warranty, terms of distribution.

REFERENCES Where to learn more about JPEG.

ARCHIVE LOCATIONS Where to find newer versions of this software.

ACKNOWLEDGMENTS Special thanks.

FILE FORMAT WARS Software *not* to get.

TO DO Plans for future IJG releases.

Other documentation files in the distribution are:

User documentation:

install.txt How to configure and install the IJG software.
usage.txt Usage instructions for cjpeg, djpeg, jpegtran,
 rdjpgcom, and wrjpgcom.
*.1 Unix-style man pages for programs (same info as usage.txt).
wizard.txt Advanced usage instructions for JPEG wizards only.
change.log Version-to-version change highlights.

Programmer and internal documentation:

libjpeg.txt How to use the JPEG library in your own programs.
example.c Sample code for calling the JPEG library.
structure.txt Overview of the JPEG library's internal structure.
filelist.txt Road map of IJG files.
coderules.txt Coding style rules --- please read if you contribute code.

Please read at least the files install.txt and usage.txt. Some information can also be found in the JPEG FAQ (Frequently Asked Questions) article. See ARCHIVE LOCATIONS below to find out where to obtain the FAQ article.

If you want to understand how the JPEG code works, we suggest reading one or more of the REFERENCES, then looking at the documentation files (in roughly the order listed) before diving into the code.

OVERVIEW

This package contains C software to implement JPEG image encoding, decoding, and transcoding. JPEG (pronounced "jay-peg") is a standardized compression method for full-color and gray-scale images.

This software implements JPEG baseline, extended-sequential, and progressive compression processes. Provision is made for supporting all variants of these processes, although some uncommon parameter settings aren't implemented yet. We have made no provision for supporting the hierarchical or lossless processes defined in the standard.

We provide a set of library routines for reading and writing JPEG image files, plus two sample applications "cjpeg" and "djpeg", which use the library to perform conversion between JPEG and some other popular image file formats.

The library is intended to be reused in other applications.

In order to support file conversion and viewing software, we have included considerable functionality beyond the bare JPEG coding/decoding capability; for example, the color quantization modules are not strictly part of JPEG decoding, but they are essential for output to colormapped file formats or colormapped displays. These extra functions can be compiled out of the library if not required for a particular application.

We have also included "jpegtran", a utility for lossless transcoding between different JPEG processes, and "rdjpgcom" and "wrjpgcom", two simple applications for inserting and extracting textual comments in JFIF files.

The emphasis in designing this software has been on achieving portability and flexibility, while also making it fast enough to be useful. In particular, the software is not intended to be read as a tutorial on JPEG. (See the REFERENCES section for introductory material.) Rather, it is intended to be reliable, portable, industrial-strength code. We do not claim to have achieved that goal in every aspect of the software, but we strive for it.

We welcome the use of this software as a component of commercial products. No royalty is required, but we do ask for an acknowledgement in product documentation, as described under LEGAL ISSUES.

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The Unix configuration script "configure" was produced with GNU Autoconf. It is copyright by the Free Software Foundation but is freely distributable. The same holds for its supporting scripts (config.guess, config.sub, ltmain.sh). Another support script, install-sh, is copyright by X Consortium but is also freely distributable.

The IJG distribution formerly included code to read and write GIF files. To avoid entanglement with the Unisys LZW patent, GIF reading support has been removed altogether, and the GIF writer has been simplified to produce "uncompressed GIFs". This technique does not use the LZW algorithm; the resulting GIF files are larger than usual, but are readable by all standard GIF decoders.

We are required to state that "The Graphics Interchange Format(c) is the Copyright property of CompuServe Incorporated. GIF(sm) is a Service Mark property of CompuServe Incorporated."

REFERENCES

We recommend reading one or more of these references before trying to understand the innards of the JPEG software.

The best short technical introduction to the JPEG compression algorithm is Wallace, Gregory K. "The JPEG Still Picture Compression Standard", Communications of the ACM, April 1991 (vol. 34 no. 4), pp. 30-44. (Adjacent articles in that issue discuss MPEG motion picture compression, applications of JPEG, and related topics.) If you don't have the CACM issue handy, a PostScript file containing a revised version of Wallace's article is available at <http://www.ijg.org/files/wallace.ps.gz>. The file (actually a preprint for an article that appeared in IEEE Trans. Consumer Electronics) omits the sample images that appeared in CACM, but it includes corrections and some added material. Note: the Wallace article is copyright ACM and IEEE, and it may not be used for commercial purposes.

A somewhat less technical, more leisurely introduction to JPEG can be found in "The Data Compression Book" by Mark Nelson and Jean-loup Gailly, published by M&T Books (New York), 2nd ed. 1996, ISBN 1-55851-434-1. This

book provides good explanations and example C code for a multitude of compression methods including JPEG. It is an excellent source if you are comfortable reading C code but don't know much about data compression in general. The book's JPEG sample code is far from industrial-strength, but when you are ready to look at a full implementation, you've got one here.

The best currently available description of JPEG is the textbook "JPEG Still Image Data Compression Standard" by William B. Pennebaker and Joan L. Mitchell, published by Van Nostrand Reinhold, 1993, ISBN 0-442-01272-1. Price US\$59.95, 638 pp. The book includes the complete text of the ISO JPEG standards (DIS 10918-1 and draft DIS 10918-2).

Although this is by far the most detailed and comprehensive exposition of JPEG publicly available, we point out that it is still missing an explanation of the most essential properties and algorithms of the underlying DCT technology. If you think that you know about DCT-based JPEG after reading this book, then you are in delusion. The real fundamentals and corresponding potential of DCT-based JPEG are not publicly known so far, and that is the reason for all the mistaken developments taking place in the image coding domain.

The original JPEG standard is divided into two parts, Part 1 being the actual specification, while Part 2 covers compliance testing methods. Part 1 is titled "Digital Compression and Coding of Continuous-tone Still Images, Part 1: Requirements and guidelines" and has document numbers ISO/IEC IS 10918-1, ITU-T T.81. Part 2 is titled "Digital Compression and Coding of Continuous-tone Still Images, Part 2: Compliance testing" and has document numbers ISO/IEC IS 10918-2, ITU-T T.83.

IJG JPEG 8 introduces an implementation of the JPEG SmartScale extension which is specified in a contributed document at ITU and ISO with title "ITU-T JPEG-Plus Proposal for Extending ITU-T T.81 for Advanced Image Coding", April 2006, Geneva, Switzerland. The latest version of the document is Revision 3.

The JPEG standard does not specify all details of an interchangeable file format. For the omitted details we follow the "JFIF" conventions, revision 1.02. JFIF 1.02 has been adopted as an Ecma International Technical Report and thus received a formal publication status. It is available as a free download in PDF format from <http://www.ecma-international.org/publications/techreports/E-TR-098.htm>.

A PostScript version of the JFIF document is available at

<http://www.ijg.org/files/jfif.ps.gz>. There is also a plain text version at <http://www.ijg.org/files/jfif.txt.gz>, but it is missing the figures.

The TIFF 6.0 file format specification can be obtained by FTP from <ftp://ftp.sgi.com/graphics/tiff/TIFF6.ps.gz>. The JPEG incorporation scheme found in the TIFF 6.0 spec of 3-June-92 has a number of serious problems.

IJG does not recommend use of the TIFF 6.0 design (TIFF Compression tag 6). Instead, we recommend the JPEG design proposed by TIFF Technical Note #2 (Compression tag 7). Copies of this Note can be obtained from <http://www.ijg.org/files/>. It is expected that the next revision of the TIFF spec will replace the 6.0 JPEG design with the Note's design. Although IJG's own code does not support TIFF/JPEG, the free libtiff library uses our library to implement TIFF/JPEG per the Note.

ARCHIVE LOCATIONS

The "official" archive site for this software is www.ijg.org. The most recent released version can always be found there in directory "files". This particular version will be archived as <http://www.ijg.org/files/jpegsr8b.tar.gz>, and in Windows-compatible "zip" archive format as <http://www.ijg.org/files/jpegsr8b.zip>.

The JPEG FAQ (Frequently Asked Questions) article is a source of some general information about JPEG.

It is available on the World Wide Web at <http://www.faqs.org/faqs/jpeg-faq/> and other news.answers archive sites, including the official news.answers archive at rtfm.mit.edu: <ftp://rtfm.mit.edu/pub/usenet/news.answers/jpeg-faq/>.

If you don't have Web or FTP access, send e-mail to mail-server@rtfm.mit.edu with body

send usenet/news.answers/jpeg-faq/part1

send usenet/news.answers/jpeg-faq/part2

ACKNOWLEDGMENTS

Thank to Juergen Bruder for providing me with a copy of the common DCT algorithm article, only to find out that I had come to the same result in a more direct and comprehensible way with a more generative approach.

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Thank to Andrew Finkenstadt for hosting the ijg.org site.

Last but not least special thank to Thomas G. Lane for the original design and development of this singular software package.

FILE FORMAT WARS

The ISO JPEG standards committee actually promotes different formats like "JPEG 2000" or "JPEG XR" which are incompatible with original DCT-based JPEG and which are based on faulty technologies. IJG therefore does not and will not support such momentary mistakes (see REFERENCES).

We have little or no sympathy for the promotion of these formats. Indeed, one of the original reasons for developing this free software was to help force convergence on common, interoperable format standards for JPEG files.

Don't use an incompatible file format!

(In any case, our decoder will remain capable of reading existing JPEG image files indefinitely.)

TO DO

Version 8 is the first release of a new generation JPEG standard to overcome the limitations of the original JPEG specification.

More features are being prepared for coming releases.

Please send bug reports, offers of help, etc. to jpeg-info@uc.ag.

Libxml2

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