

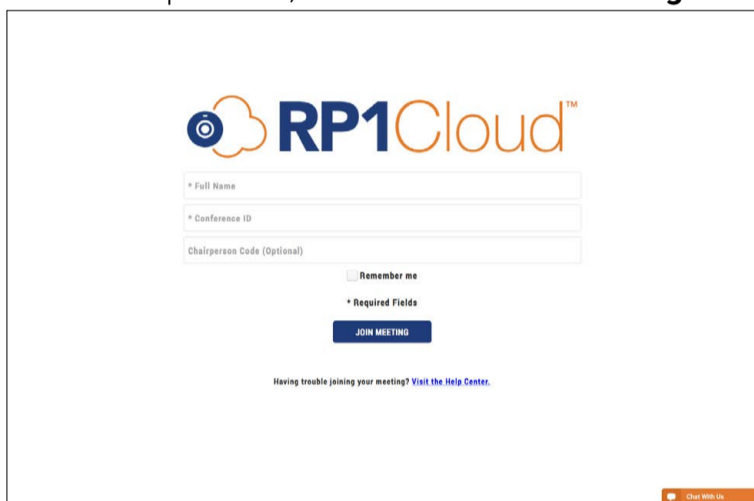
# RP1Cloud – Google Chrome (Mac version) – Plugin:

## Supported versions: Google Chrome 35+

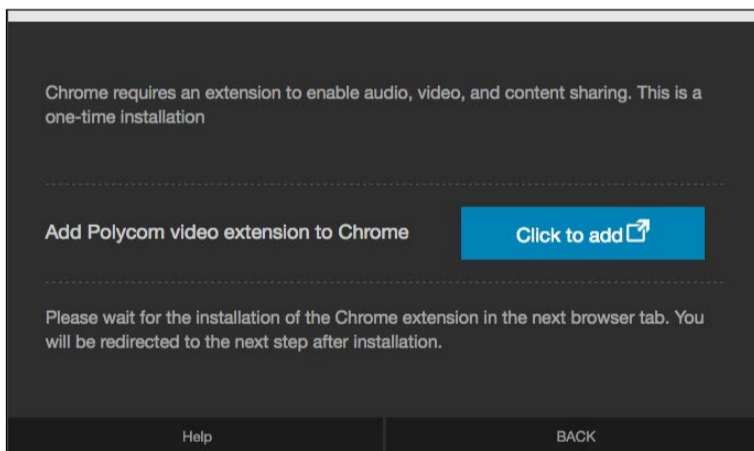
As a first-time user of RP1Cloud, you'll need to perform a one-time installation of the Polycom RealPresence Web Suite plug-in.

**NOTE:** It's important to restart the browser after performing the installation.

1. Click the web link provided in your meeting invitation, and it will take you to the login page. Enter your name and the credentials provided, and click the **Join Meeting** button.

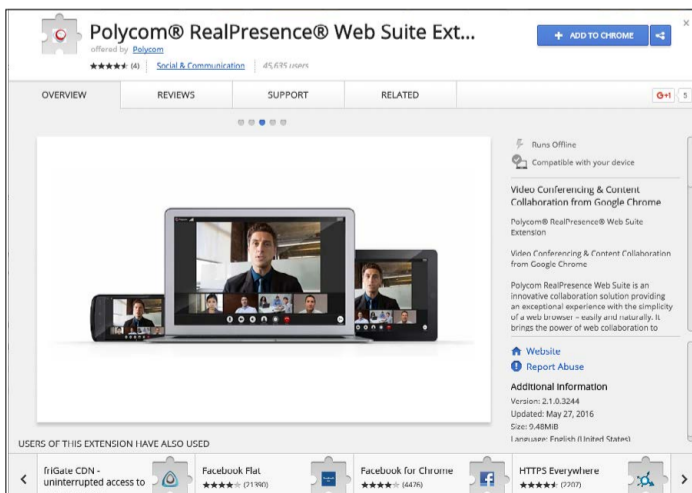


2. Click the **Click to add** button.



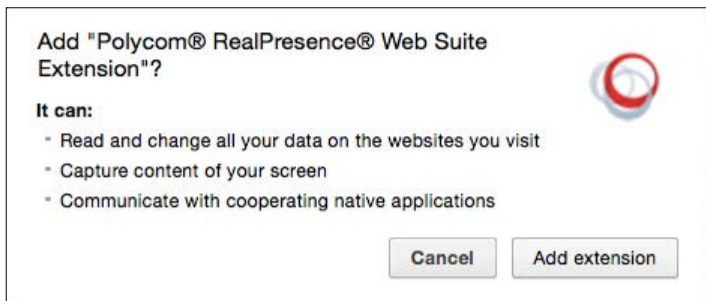
3. Chrome will open the 'Polycom RealPresence Web Suite Extension' page.

Click the **ADD TO CHROME** button.

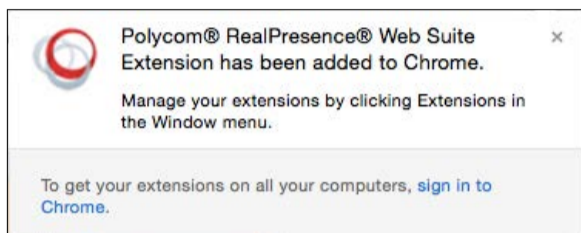


**NOTE:** If your browser is in incognito mode, the Polycom Chrome extension cannot be added from the web store. Relaunch the meeting in a window that does not have incognito mode enabled (shortcut Ctrl+N).

4. A notification will prompt you to proceed with the extension. Click the **Add extension** button.



Once added, you'll see a confirmation.

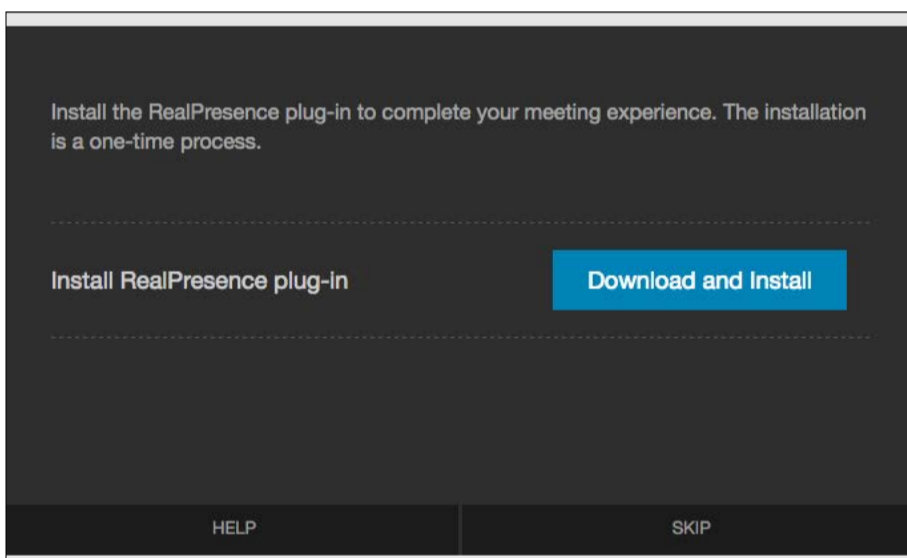


5. Close the Chrome Extensions tab to proceed with the next step.



6. Next, you will need to install the 'Polycom RealPresence Web Suite' plug-in.

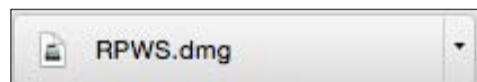
Click the **Download and Install** button.



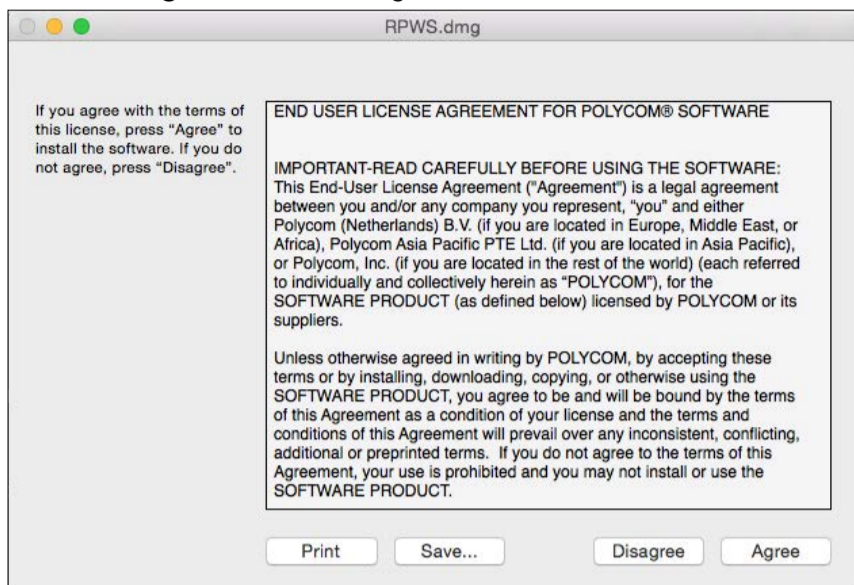
**NOTE:** If you receive a 404 error or blank dark grey screen, refresh or restart your browser, and click on the meeting link again. You should be prompted to continue with the rest of the installation.

7. Once downloaded, you will receive a download notification (bottom left of screen).

Click the button to start.



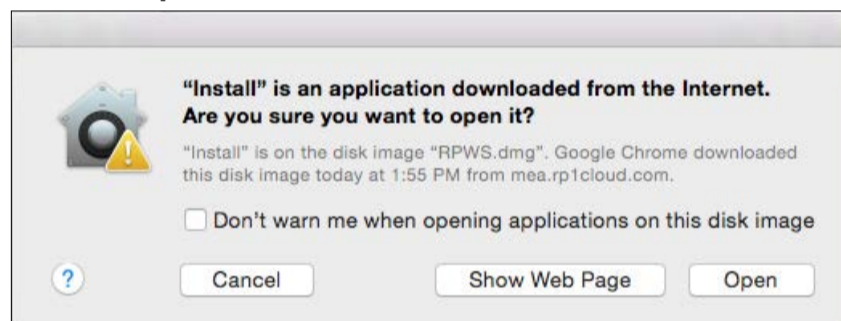
8. Click the **Agree** button to agree to the terms.



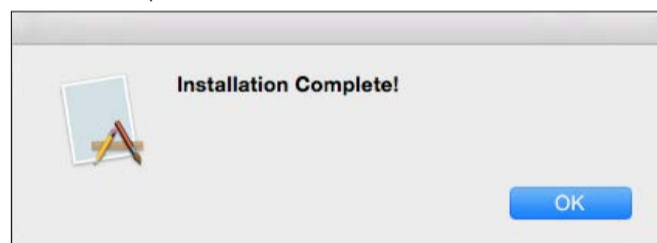
9. Double-click the **Install** icon to begin the installation process.



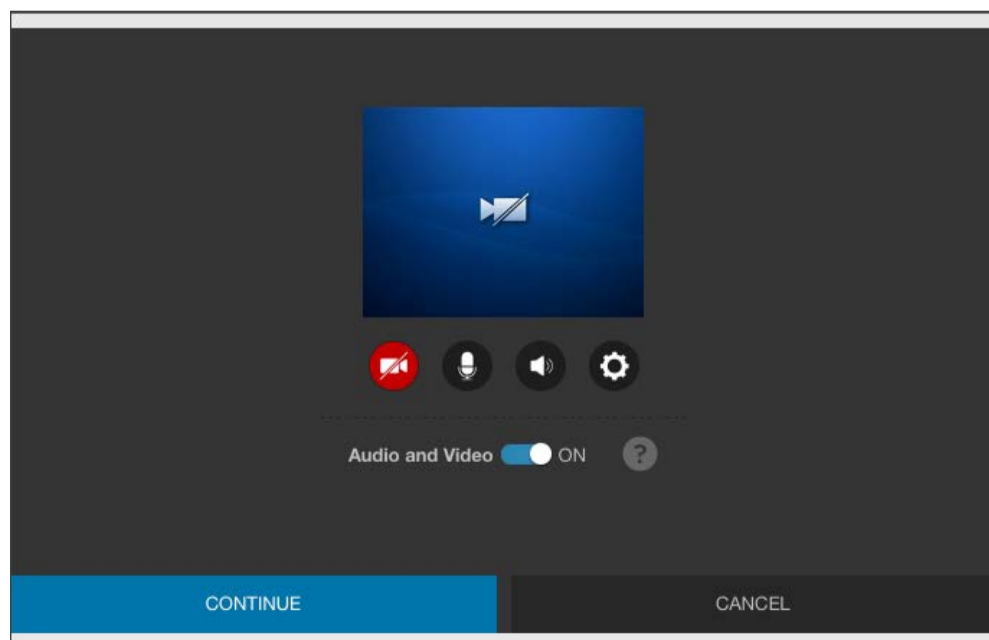
10. Click the **Open** button.



11. After completion, click the **OK** button.

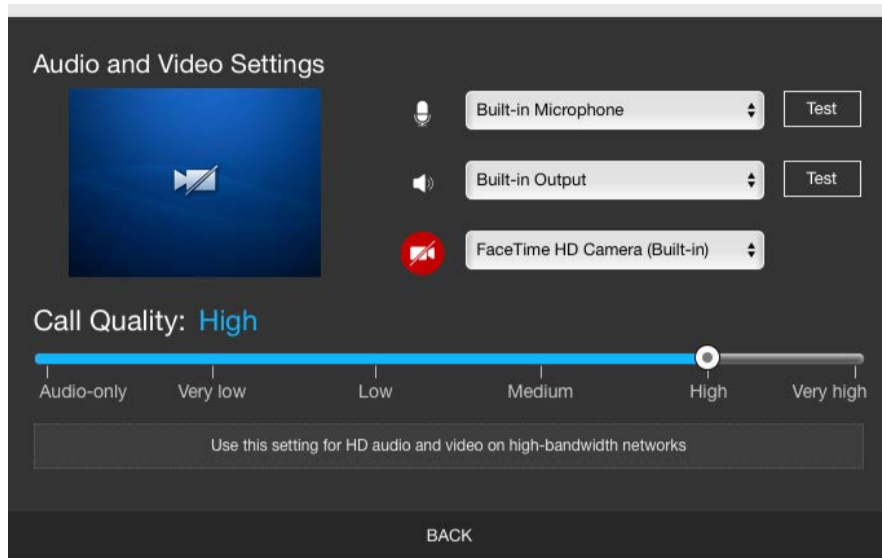


12. On the Join Meeting screen, click on the **Settings** icon to select your call quality, audio and video devices.



### 13. Make your device selections

- Devices need to be already plugged in to appear in the drop down menus.
- Call quality defaults at “High”, which is 720p and uses up to 1024kbps of bandwidth.



### 14. Click the **Back** button, and then continue to the meeting.

#### **Important note:**

- After completing the plugin installation, you may need to restart your browser if the screen hangs on the join screen.
- If your computer is managed centrally by IT, you may not have administrative rights to install software on your computer at all. In this situation, please ask your IT administrator to follow the steps outlined in this document.