USER GUIDE

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Polycom® RealPresence Centro™

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Before You Begin

Topics:

- Audience, Purpose, and Required Skills
- Related Documentation
- Get Help

The *Polycom RealPresence Centro User Guide* contains overview information, procedures, and references you can use to perform tasks with the Polycom® RealPresence Centro™ collaboration solution.

Audience, Purpose, and Required Skills

The primary audience for this guide are users who want to perform basic to intermediate tasks using the RealPresence Centro system with a remote control, touch interface, or a Polycom touch device.

These tasks include using the remote controls, making video conference calls to one or several endpoints, adjusting cameras and audio, showing content, recording calls, and more.

Related Documentation

For additional information about the RealPresence Centro, view the following documents on the RealPresence Centro support page:

User Documents:

- *Polycom RealPresence Centro Quick Tips*—A quick reference on how to use basic features.

Setup and Maintenance Documents:

- *Polycom RealPresence Centro Setup Sheet*—This guide describes the contents of your package, how to assemble the system and accessories, and how to connect the system to the network. The setup sheet is included in the system package.
- *Polycom RealPresence Centro Administrator Guide*—This guide provides detailed information about setting up and configuring features.
- *Polycom RealPresence Centro Regulatory Notices*—This guide provides information for regulatory and safety guidance.
- *Polycom RealPresence Centro Room Preparation Guide* - This guide provides information on preparing a room before installing a RealPresence Centro.

Get Help

For more information about installing, configuring, and administering Polycom products, refer to **Documents and Downloads** at Polycom Support.

Polycom Partner and Solution Resources

To find all Polycom partner solutions, see Strategic Global Partner Solutions.

Polycom Implementation and Maintenance services provide support for Polycom solution components only. Additional services for supported third-party Unified Communications (UC) environments integrated with Polycom solutions are available from Polycom Global Services and its certified Partners. These additional services help customers successfully design, deploy, optimize and manage Polycom visual communications within their UC environments.

Professional Services for Microsoft Integration is mandatory for Microsoft Office Communications Server, Microsoft Lync Server 2013, Skype for Business Server 2015, or Office 365 integrations. For additional information and details, refer to http://www.polycom.com/services/professional_services/index.html or contact your local Polycom representative.

The Polycom Community

The Polycom Community gives you access to the latest developer and support information, and the community enables you to participate in discussion forums to share ideas and solve problems with your colleagues. To register with the Polycom Community, simply create a Polycom online account. When logged in, you can access Polycom support personnel and participate in developer and support forums to find the latest information on hardware, software, and partner solutions topics.

Getting Started with Polycom® RealPresence Centro™

Topics:

- Overview of RealPresence Centro
- RealPresence Centro Hardware Features
- System Health Check
- Wake the RealPresence Centro System
- Using the Remote Control

The RealPresence Centro enables a better and faster innovation and decision-making environment that provides an optimal collaboration experience for in-room and far-end participants. The audio, video, and content capabilities of the RealPresence Centro enable in-room participants to facilitate seamless presentations and productive discussions while providing the feeling of inclusion for far-end participants.

Overview of RealPresence Centro

The RealPresence Centro is a center of the room collaboration solution that includes the following features:

- Four touchscreen monitors for controlling the solution and annotating shared content

  The four touchscreen monitors display video and content streams simultaneously while enabling individual participants to use the monitor to annotate content.
- Five high definition integrated cameras that produce a seamless 360-degree panoramic view that captures video for all in-room participants
- Integrated microphones for clear audio and active speaker detection for the far-end
- Integrated speakers that provide clear audio output for in-room participants
- Up to full 1080p performance for sending and receiving people and content streams
- USB ports on the base of the system for sharing content from a USB drive or charging devices while in a meeting

Note: The RealPresence Centro system is designed to be placed in a dedicated room. Contact your system administrator before attempting to move the system.

RealPresence Centro Hardware Features

The following figure and accompanying table introduce you to the hardware features of the RealPresence Centro.

RealPresence Centro hardware

RealPresence Centro Hardware Feature Descriptions

Reference Number	Feature
1	360-degree panoramic camera
2	Microphones
3	Touchscreen monitor
4	Speakers
5	Status indicators
6	USB port
7	LCD display
8	Monitor controls

Panoramic Video Layout

By default, the 360-degree high definition panoramic camera is designed to provide an enhanced video collaboration experience where the camera captures every room participant in a panoramic filmstrip while focusing on the active speaker.

Depending on how your administrator has set up the solution, the panoramic filmstrip can either display at the top of the screen, the bottom, alternating between the top or bottom depending on the position of the speaker, or not at all.

The following figure shows the active speaker with the panoramic view of all in-room participants at the top of the screen.

Panoramic filmstrip and active speaker view

RealPresence Centro Status and Indicators

The RealPresence Centro has status indicators at the base of the solution to let you know whether the system is in standby mode, active, or in a call. The following table lists the status indicators that display and the status associated with each indicator.

RealPresence Centro Status and Indicator

LED Indicator	Status
No LED	Off
Amber	Sleep Standby
Blue	On Not in a call
Green	In an audio or a video call
Red	Microphones muted
Blinking blue and amber	System starting Software update

RealPresence Centro Status and Camera Position

By default, the 360-degree camera is motorized and set to be up when the system is in use or in a call. The camera is down when the system is off, in standby mode, or not in a call. You cannot control when the camera is up or down other than when you show or hide Self View when not in a call.

Your administrator can set up the camera's behavior and the duration the camera remains up after a call has ended. The following table lists the camera's default position during the different states.

Status and Camera Position

System State	Call State	Additional Controls	Camera Position
Off			Down
On	Video call	Camera On	Up
On	Video call	Hide Self View	Up
On	Video call	Camera Off	Up
On	Audio call		Up
On	Not in a call	Show Self View	Up
On	Not in a call	Hide Self View/Camera Off	Down

System Health Check

After being powered on, the system automatically performs a system health check. This process is known as a Power On Self Test (POST). The status of the POST sequence is shown with the status indicators at the base of the solution. All test results are logged in the memory.

If a severe error occurs during startup, the RealPresence Centro does not power on. Contact your Polycom Reseller or Polycom technical support if this happens.

Wake the RealPresence Centro System

After a period of time set by your administrator, the RealPresence Centro goes into Power Saving mode and the monitors go to sleep. When the system is in Power Saving mode, you can wake it at any time.

Procedure

- **»** Tap one of the touchscreen monitors, press any button on the remote control, or pick up the remote control.

Using the Remote Control

The remote control enables you to operate the RealPresence Centro in addition to controlling the system with the touch monitors or a touch device. You can control all aspects of the solution with the remote control, including placing calls, adjusting the volume, and navigating menus. You can control the RealPresence Centro by pointing the remote control toward the monitors.

Recharge the Remote Control Battery

When the remote control battery power is low, a notification displays on the system Home screen. You can use the USB ports on the base of the system to charge the battery. Recharging the battery can take from 20 minutes up to multiple hours, depending on the battery level.

Procedure

1. Pull the battery out of the end of the remote control.
2. Insert the USB plug of the battery into a USB port on the system.
3. Wait until the status light on the battery turns green before removing it from the port.
4. Insert the charged battery into the remote control.

Contacts

Topics:

- Browse the Global Directory
- Search for Directory Contacts
- Contact Presence States

The directory on your system stores contact information that you can use to quickly call contacts. Any contacts that you add to the directory are accessible to everyone at your site who uses the system. Users at other sites cannot access the contacts on your system.

When a contact is listed in the directory of your system, the system displays the name on the screen. If a contact that is not listed in the directory calls, the dialing information for that contact displays, and you can choose to save the information in the directory when the call ends.

Your system supports up to 2,000 contacts, or an unlimited number of contacts when the system is registered with Microsoft Lync Server 2013 or Skype for Business Server 2015. If your system is registered with one of the supported Microsoft servers, you can search the directory, view a list of contacts, view contact presence states, and call contacts from the directory.

Browse the Global Directory

You can browse the directory on your room system to search for a desired contact you want to call.

Procedure

1. Tap **Place a Call** > **Contacts**.
2. Select the directory you want to browse.
3. Scroll through the directory entries to locate the desired contact.

Search for Directory Contacts

If you want to call someone who is not in your Favorites or Contacts list, you can perform a directory search using the contact's last name.

Procedure

1. Tap **Place a Call** > **Contacts**.
2. Select the directory you want to search.
3. Tap the onscreen keyboard and enter the name of the contact.
4. Tap **Search**.

Contact Presence States

If your system is automatically provisioned and registered to a global directory server, your directory can include default LDAP group members and up to 200 global contacts stored by the presence service.

Polycom systems registered to Microsoft Lync 2013 or Skype for Business Server 2015 in an integrated environment use the following colors to indicate presence states.

Color	Presence
Green	Available
Red	Busy or Do Not Disturb
Black	Offline or Unknown
Yellow	Away

Calling

Topics:

- Call by Entering a Name or Number
- Call from the Contacts Screen
- Call a Speed Dial Entry
- Call from the Recent Calls List
- Place an Audio-only Call
- Accept a Call
- Decline a Call
- Answer a Call during a Call
- Hold a Call
- Hold a Call and Place a Call
- Resume a Call
- Switch Between Calls
- Conference Calls
- Microsoft Meetings

On the RealPresence Centro, you can place calls to contacts, join meetings, initiate a conference call, and adjust audio and video settings during a call.

You can place a call by entering your contact's name or number or by choosing a contact in the directory, a contact stored as a speed dial, or a recent contact.

Call by Entering a Name or Number

When you place a call, you can enter a contact's name or number using the onscreen keyboard.

Depending on the capabilities of your system and the system you are calling, the dialing information you enter could be similar to one of the following examples:

- IPv4 address: *10.11.12.13*
- H.323 or SIP extension: *2555*
- Host name: *stereo.polycom.com*
- SIP address: *user@domain.com*

Procedure

1. On the Home screen, tap **Place a Call**.

   The Place a Call screen displays with the onscreen numeric keyboard.
2. Enter your contact's information using the onscreen numeric keyboard, or tap the Onscreen Keyboard and enter your contact's information.

3. Tap .

Call from the Contacts Screen

If your system administrator has added directory and contacts, you can view your favorites and search for contacts registered to the same Global Directory Server.

Procedure

1. Tap **Place a Call > Contacts**.
2. Do one of the following:
   - Select a contact from the list of contacts.
   - Tap a group and select a contact.
   - Using the onscreen keyboard, enter your contact's name and tap your contact in the search results.
3. Tap **Call**.

Call a Speed Dial Entry

Your administrator can save a list of contacts as speed dials, which enables you to quickly call and start a meeting with a contact.

Procedure

1. Tap **Place a Call** and tap **Speed Dial.**

   A list of contacts added as speed dials displays.
2. Tap a speed dial contact.

Call from the Recent Calls List

You can quickly choose a number to call from the Recent Calls list. The Recent Calls list includes the most recent incoming and outgoing calls.

Procedure

1. Tap **Place a Call** and tap **Recent**.
2. Tap a recent outgoing or incoming call.

Place an Audio-only Call

If your administrator enabled audio-only call capability, you can place an audio-only call.

Procedure

1. From the Home screen, tap **Place a Call**,
2. From the Place a Call screen Keypad, tap .

3. Enter the telephone number and tap .

Accept a Call

If the system is not set to answer calls automatically, you can choose to answer or ignore an incoming call.

Procedure

» Tap **Accept**.

Decline a Call

If you do not want to answer an incoming call when you are in a call or not in a call, you can choose to ignore the incoming call.

Procedure

» Tap **Decline**.

Answer a Call during a Call

When you receive an incoming call during a point-to-point call, you can choose to place the current call on hold or hang up the current call and answer the incoming call.

Procedure

» Do one of the following:

- Tap **Hold + Answer**.
- Tap **Hang Up + Answer**.

Hold a Call

You can place a call on hold, and then answer an incoming call, make an outgoing call, or switch between two calls.

Procedure

1. Tap to open the Quick Access menu.
2. Tap **More >** **Hold**.

Hold a Call and Place a Call

You can place your current call on hold and place a call to another contact.

Procedure

1. Place the active call on hold.
2. Tap to open the Quick Access menu, then tap **More > Place a Call**.
3. Enter a contact's number or select a contact from Contacts, Speed Dial, or Recent.

Resume a Call

When you no longer want to keep a call on hold, you can resume the held call.

Procedure

» Do one of the following:

- Tap **Resume Call**
- Tap to open the Quick Access menu then tap **More > Resume**.

Switch Between Calls

When you have a call on hold, you can switch between the held and active calls.

Procedure

1. Tap to open the Quick Access menu.
2. Tap **More > Switch To**.

Conference Calls

Conference calls involve three or more endpoints. During a conference call, multiple sites can see and hear each other and share content.

You can host conference calls using a video conferencing system with multipoint capabilities, or you can use a bridge, such as the RealPresence® Collaboration Server 800s. Check with your system administrator to find out if this feature is available.

Place a Conference Call

To start a new conference call, you need to start with the first participant or site and add other participants after each participant answers the call.

Procedure

1. Call the first site.
2. After the call connects, tap to open the Quick Access menu, then tap **More > Add a Call**.
3. On the Place a Call screen, enter your contacts number, tap and enter your contact's name, or select a contact from Contacts, Speed Dial, or Recent.
4. Repeat steps 2 and 3 until all sites are connected.

Answer an Incoming Call during a Multipoint Call

While in a conference call, you can choose to hold the conference call and answer an incoming call.

Procedure

- » Tap **Hold + Answer** to hold the current call and answer the incoming call.

Add an Incoming Call to a Conference Call

When you receive an incoming call, you can add the call to the active conference call.

Procedure

- » When you receive an incoming call, tap **Add to Call** on the incoming call notification.

Place a Call during a Conference Call

If you need to, you can hold the conference call and place a new call.

Procedure

1. Tap to open the Quick Access menu, then tap **More > Hold**.
2. Navigate to **Place a Call** and place the call using your preferred method.

Resume a Held Call in a Conference Call

You can resume a conference call after placing it on hold.

Procedure

- » Tap **Resume Call**.

Switch between Calls in a Conference Call

When you have a call on hold, you can switch between the held and active calls.

Procedure

1. Tap to open the Quick Access menu, then tap **More > Hold** to place the active call on hold.
2. Tap **Manage**, then tap **Resume Call** for the call you want to resume.

Leave a Conference Call

You can choose to leave a conference call without ending the call for all participants.

Procedure

1. Tap to open the Quick Access menu, then tap **Hang Up**.
2. On the Active Call screen, tap **Leave Conference**.

Hang Up an Individual Call in a Conference Call

In a conference call, you can hang up calls individually.

Procedure

1. Tap to open the Quick Access menu, then tap **Hang Up**.
2. On the Active Call screen, tap **Hang Up** for the call that you want to hang up.

Hang Up All Calls

In a conference call, you can hang up all of the calls at once.

Procedure

1. Tap to open the Quick Access menu, then tap **Hang Up**.
2. On the Active Call screen, tap **Hang Up** at the top of the screen above the list of individual calls.

Passwords for Conference Calls

You might be required to enter a meeting password to join a conference call. In addition, you can require that far-end systems enter a meeting password to prevent unauthorized participants from joining conference calls hosted by your system.

Keep the following points in mind regarding meeting passwords:

- Do not set a meeting password if the conference calls include audio-only endpoints. Audio-only endpoints are unable to participate in password-protected calls.
- Microsoft Office Communicator clients are unable to join password-protected conference calls.
- SIP endpoints are unable to dial in to password-protected conference calls.

Set a Meeting Password

You can set up a meeting password for a multipoint call to control who is allowed to enter the call.

Procedure

1. Tap to open the Quick Access menu, then tap **Settings > User Settings**.
2. On the User Settings screen, tap **Meetings**.
3. On the Meetings screen, tap **Meting Password** and enter a password to be used for all meetings.

Enter a Meeting Password

If a meeting password is set, you are prompted to enter a meeting password before you can join the multipoint call.

Procedure

1. Tap to open the Quick Access menu, then tap **More > Touch Tones**.
2. Enter the meeting password using the onscreen keypad.

Microsoft Meetings

The system can connect to the Microsoft Exchange Server 2013 and retrieve calendar information associated with a Microsoft Outlook or Microsoft Office 365 account. When the system is connected to the Exchange Server, you can join meetings scheduled with the solution from the Calendar and initiate Lync 2013 or Skype for Business 2015 conference calls.

Join Meetings from the Calendar

When the system is configured to connect to Microsoft Exchange Server, you can view and join scheduled meetings from the Home screen and Calendar.

Procedure

» Do one of the following:

- On the Home screen, tap a meeting displayed at the top of the screen.
- Tap **Join** in the Meeting Reminder that displays before the start of a meeting.
- On the Home screen, tap **Place a Call > Calendar** and tap **Join** for the upcoming meeting or enter the meeting number.

View Meeting Details

You can view the details for all upcoming meetings scheduled with the room system on the Calendar.

Procedure

1. Tap **Place a Call > Calendar**.
2. Select an upcoming meeting.

   The details for the meeting displays with the location, organizer and participants, and all the numbers you can use to join the meeting.

Microsoft Conference Calls

If the RealPresence Centro is deployed in a Lync Server 2013 or Skype for Business 2015 environment, you can place and participate in conference calls that are hosted by Microsoft audio and video servers.

Initiate a Microsoft Conference

You can initiate a conference and add participants to the conference. After the call is underway, you can add additional participants to the call.

Procedure

1. From the Call screen, tap to open the Quick Access menu then tap **Conference**.
2. Create a list of participants from Contacts, Speed Dials, and Recent contacts you want to add to the call.
3. To initiate the conference call, tap **Join** when your list of participants is complete.

Add Participants to a Microsoft Conference Call

You can add additional participants to a conference call without putting other participants on hold, although you might experience a brief audio or video pause. You can add participants to the call using the keypad or select participants from the Contacts, Speed Dials, or Recent contacts.

Procedure

1. From the Call screen, tap to open the Quick Access menu then tap **More > Add Participant**.
2. Enter a number to call, or choose a contact from Recent, Speed Dial, or Contacts.

Recording Calls

Topics:

- RealPresence Media Suite Recording Methods
- Recording Calls with RealPresence Media Suite using Touch Tones
- Recording Calls with RealPresence Media Suite using Onscreen Controls

On the RealPresence Centro, you can record calls using Polycom® RealPresence® Media Suite. RealPresence Media Suite is an enterprise recording, streaming, and video content management solution. This solution enables you to record calls on a room system, or turn a room system into a web-cast studio.

With RealPresence Media Suite, you can record point-to-point and multipoint video calls, create a live stream, and control recordings directly on the room system.

RealPresence Media Suite Recording Methods

RealPresence Media Suite is an enterprise recording, streaming, and video content management solution. With the RealPresence Media Suite solution, you can record point-to-point and conference video calls, create a live stream, and control recordings directly on the room system.

You can record a video call with RealPresence Media Suite using the following methods:

- **Initiate a recording on the system**: When RealPresence Media Suite is enabled for a room system, recording controls display on the room system, and you can start, pause, and stop a recording from the room system.
- **Dial RealPresence Media Suite directly**: You can dial into RealPresence Media Suite using the suite IP address, H.323 extension, or SIP URL. When you use this method, the system uses the default recording settings defined by a RealPresence Media Suite administrator.
- **Dial a RealPresence Media Suite Video Recording Room (VRR)**: A VRR is a virtual Capture Server with a specific recording profile that is defined by a RealPresence Media Suite administrator. Before recording a call using this method, you need the VRR number and the IP address, H.323 ID, or SIP address of the RealPresence Media Suite.

Note: If using one of the dial-in methods, you have immediate access to play a recording back as long as the Media Suite TVUI remains open. After that, you must access the RealPresence Media Suite portal to access the recording. Contact your system administrator for details on accessing the RealPresence Media Suite User Portal.

RealPresence Media Suite Connection Methods

You can use any of the following connection methods for dialing the RealPresence Media Suite solution to record calls on the RealPresence Centro

Media Suite Type	Connection Method	Example
Media Suite system	If the room system and solution are not registered to the gatekeeper or to a SIP server, dial the RealPresence Media Suite IP address.	10.11.12.13
	If the room system and solution are registered to the gatekeeper, dial the RealPresence Media Suite E.164 extension for H.323.	1234
	If the room system and solution are registered to a SIP server, dial the RealPresence Media Suite SIP address.	CS123
VRR	For H.323 calls, use one of the following: • [RealPresence Media Suite IP]##[VRR number] • [RealPresence Media Suite E.164 prefix][VRR number]	If the RealPresence Media Suite IP is 11.12.13.14 and the VRR number is 4096, dial 11.12.13.14##4096. If the RealPresence Media Suite E.164 prefix is 8888 and the VRR number is 4096, dial 88884096.
	For SIP calls, use one of the following: • [VRR number]@[RealPresence Media Suite IP] • [SIP peer prefix][VRR number]	If the RealPresence Media Suite IP is 11.12.13.14 and the VRR number is 4096, dial 4096@11.12.13.14. If the SIP peer prefix of the RealPresence Media Suite is 8888 and the VRR number is 4096, dial 88884096.

RealPresence Media Suite Touch Tones

You can enter touch tones with the touch interface, a touch device, or remote control to manage the call recording.

The following table lists the supported touch tone codes you can use to activate the button controls on the TVUI.

TVUI State	Operation	Touch Tone Code
Menu display state	Pause recording	*1
	Start a recording Resume a paused recording	*2
	Stop a recording	*3
	Playback a recording	*5
Video playback state	Pause the video	*1
	Start the video Resume a paused video	*2
	Stop a playback and return to the main menu	*3
	Reverse a video	*4
	Fast forward a video	*6

Recording Calls with RealPresence Media Suite using Touch Tones

After establishing a recording connection, the RealPresence Media Suite TV user interface (TVUI) displays and you can use touch tones to start, stop, or playback a recording.

Record Calls with RealPresence Media Suite using Touch Tones

You can use either the touch monitors or the remote control to dial into RealPresence Media Suite and activate the TVUI.

Procedure

1. Enter the IP, H.323, or SIP address of the Media Suite.

   The TVUI displays in the call window.
2. If the recording does not start immediately, do one of the following to start recording:
   - Press ***2** on the remote control.
   - Tap to open the Quick Access menu, then tap **More >** **Touch Tones** and enter ***2** on the onscreen dial pad.

Stop Recording using Touch Tones

Before ending a call, make sure to stop the recording.

Procedure

» Do one of the following:

- Press ***3** on the remote control.
- Tap to open the Quick Access menu, tap **More >** **Touch Tones**, and enter ***3** on the onscreen dial pad.

Playback a Recording using Touch Tones

You have immediate access to playback a recording as long as the Media Manager TVUI continues to display and the call hasn't ended. After this time, you can access the recording in the RealPresence Media Suite portal in a list of archives where recordings are saved. Contact your administrator for information on accessing the portal.

Procedure

» Do one of the following:

- On the remote control, press ***5**.
- Tap to open the Quick Access menu, tap **More >** **Touch Tones**, and enter ***5** on the onscreen dial pad.

Recording Calls with RealPresence Media Suite using Onscreen Controls

When RealPresence Media Suite is enabled for your system, recording controls display on the room system, and you can start, pause, and stop a recording.

Record Calls with RealPresence Media Suite using Onscreen Recording Controls

You can use either the touch monitors or the remote control to start a recording. Unless the administrator for the RealPresence Media Suite has disabled the Start Recording Immediately option, the recording starts immediately after the TVUI displays.

Note: You can only start a recording in a point-to-point call, and only one participant can start a recording during a call. If you start a recording during a conference call or more than one participant starts a recording, the call changes to a point-to-point call and the participant layout changes to show the speaker only.

Procedure

» Select to open the Quick Access menu, then select **Record Controls >** **Start**.

Pause a Recording using Onscreen Recording Controls

You can pause a recording at any time during a video call or live stream.

Procedure

» Select to open the Quick Access menu, then select **Record Controls >** **Pause**.

Resume a Recording using Onscreen Recording Controls

After you pause a recording, you can resume the recording and continue live streaming.

Procedure

» Select ☰ to open the Quick Access menu, then select ◉ **Record Controls >** ▶ **Resume**.

Stop Recording using Onscreen Recording Controls

Before ending a call, make sure to stop the recording.

Procedure

» Select ☰ to open the Quick Access menu, then select ◉ **Record Controls >** ■ **Stop**.

Content

Topics:

- Polycom People+Content IP
- VisualBoard
- Sharing Content from a Laptop or Tablet
- Microsoft Content

You can show one content source and one people video source at a time, and you can switch to a different type of content or people video source if you need to. Participants at other sites can also show content or people video sources. If a contact starts sharing content, that content overrides any content currently being shared. When you are sharing content, a message displays on the monitors. You can show content to far-end systems with any of the following:

- Content sent using the Polycom® People + Content™ IP application (installed on a computer)
- Content annotated in the VisualBoard application
- Content sent using the SmartPairing feature in Polycom® RealPresence® Desktop or RealPresence® Mobile applications.

  For information on using SmartPairing, refer to the RealPresence Desktop and RealPresence Mobile documentation at support.polycom.com.

You can also receive and annotate content from a Skype for Business client.

Polycom People+Content IP

The People + Content IP application enables you to send content from a computer that is not connected directly to the RealPresence Centro system or Polycom touch devices.

Keep the following points in mind when using the People + Content IP application:

- People + Content IP provides video-only content. No audio is shared.
- People + Content IP supports any computer desktop resolution with color set to 16-bit or higher.
- Your computer resolution can be set to anything, but People + Content IP scales images to 1024x768 or 1280x720.

Note: For a computer connected directly to the RealPresence Centro system, Polycom recommends using the **Send Computer** button or **Content** button instead of People + Content IP.

Download and Install People + Content IP

You need to download and install the People + Content IP application on a computer before you can use it to show content.

Note: If the room system is paired with a Polycom touch device, you do not need to install the application onto your computer. After you connect your computer to the touch device over USB, a version of the People + Content IP application launches automatically.

Procedure

1. On a computer, visit the People + Content IP page.
2. Download the People + Content IP software for Mac or PC.
3. Open the zip file and click on the application installation.
4. Follow the instructions in the installation wizard.

Share Content using People + Content IP

After you download and install People + Content IP, you are ready to share content.

Procedure

1. On your computer, do one of the following:
   - On a Windows computer, navigate to **My Computer** and click the People + Content IP folder.
   - On a Mac computer, navigate to **Finder** then search for and run the People + Content IP application.
2. Enter the IP address or host name of the RealPresence Centro and the meeting password, if one is set.
3. Click **Connect**.
4. Open the content you want to show and click ⊛.

Stop Sharing Content with People + Content IP

When you are done showing content, make sure you stop People + Content IP.

Procedure

» Click ⊛ in the People + Content IP application.

VisualBoard

The VisualBoard application enables you to show and annotate content in real time on the RealPresence Centro system using the touchscreen monitors. You can use the VisualBoard application in a call and out of a call. When using a touchscreen monitor, you can annotate content using your finger, a stylus, or a connected USB mouse. Refer to the *Polycom VisualBoard Technology Application User Guide* for more information on using the VisualBoard application.

Access VisualBoard When Not in a Call

When you are not in a call, you can access the VisualBoard application to show and annotate content. When you open the VisualBoard application, a blackboard displays by default.

Procedure

» Tap **Content > VisualBoard**.

Access VisualBoard and Share Content in a Call

You can show content during a call using the VisualBoard application. When you open the VisualBoard application, a blackboard displays by default.

Procedure

» Tap to open the Quick Access menu, then tap **Content > VisualBoard**.

Annotate Content with VisualBoard

You can use the VisualBoard application to annotate content displayed in a meeting.

Procedure

» Do one of the following:

- Use the Arrow Pointer to point to sections of the displayed content.
- Select the color and thickness of a line to write or draw on the content.

Undo Annotations

You can undo a previous annotation or undo all annotations at one time.

Procedure

» Do one of the following:

- Tap to undo the last annotation made.
- Tap and hold to undo all annotations made.

Erase Annotations

You can erase a previous annotation or erase all annotations at one time. When you erase an annotation, you cannot undo the deletion.

Procedure

» Do one of the following:

- Tap to undo the last annotation made.
- Tap and hold to undo all annotations made.

Create a New Whiteboard or Blackboard

When you need to create a new whiteboard or blackboard, the previous board is saved automatically, if a USB is connected to the system.

Procedure

» Tap or .

Exit VisualBoard

When you are done using the VisualBoard application, exit the application.

Procedure

» Tap .

Sharing Content from a Laptop or Tablet

Before you prepare to show content, make sure the laptop or tablet is powered on and connected to the RealPresence Centro system. You can connect a computer using the HDMI or VGA video input.

Supported Resolutions and Refresh Rates for Content

Before you share content, check that the computer video output is configured to use one of the supported resolutions and refresh rates shown in the following table.

For best video quality, use refresh rates of 60 Hz or less. Set the resolution and refresh rates according to your computer's instructions.

Supported Resolutions and Refresh Rates

Resolution	Refresh Rates (Hz)
800 x 600	56, 60, 72, 75, 85
1024 x 768	60, 70, 75, 85
1280 x 720	50, 60
1280 x 768	60
1280 x 1024	60, 75, 85
1600 x 1200	60
1680 x 1050	60
1920 x 1080	60
1920 x 1200	60

Share Content from a Laptop or Tablet

After you connect a laptop or a tablet to the system using the HDMI or VGA video input, you can share content from it.

Procedure

1. Tap to open the Quick Access menu.
2. Tap **Content**, and tap the content source to start showing content.

Note: Audio from the content input is muted unless the content input is selected as a video source. If both digital and analog inputs are connected, only the digital content is sent. To send analog content, disconnect both digital and analog inputs, wait 15 seconds, and then connect only the analog input.

Stop Sharing Content from a Tablet or Laptop

When you are done showing content, you have to tell the system to stop showing the content.

Procedure

1. Tap to open the Quick Access menu.
2. Tap **Content**, then tap the content source to stop showing content.

Microsoft Content

Your system can receive content from Microsoft Lync 2013 and Skype for Business 2015 remote desktop (RDP) clients during active calls when content is initiated from the Microsoft clients. Be aware that you cannot share content, including content shared through People + Content IP or VisualBoard, while actively receiving content from Microsoft clients.

Scroll and Zoom Skype for Business Content

When a Microsoft Lync 2013 or Skype for Business 2015 client shares content with your system, you can scroll and zoom the shared content using USB mouse connected to your system in order to see all of the content.

Procedure

1. Connect a USB mouse to your system.
2. Use the mouse to scroll and zoom in on the content.

Control Skype for Business Content

Contacts using a Microsoft client to share content can select a specific RealPresence Centro system to give control over the content. After your system receives and takes control of content from the client, you can use a USB mouse and keyboard to open and use shared applications, programs, and files on the system sharing content.

Note: General Microsoft feature restrictions apply. Password enabled applications, programs, or files remain password enabled when using this feature. For more information, refer to Microsoft documentation.

Procedure

1. Connect a USB mouse to the system.
2. If you want to use applications, programs, or files that require keyboard functions, connect a USB keyboard to the system.
3. On your system, select the **Control Remote** checkbox.

The system now controls the content received from the Microsoft client.

Return Control of Skype for Business Content

After receiving control of shared content sent from a Microsoft client, you can return control of the content at any time.

Procedure

1. Connect a mouse to the system.
2. On the local interface, clear the **Control Remote** checkbox.

   The Microsoft client now controls the shared content. You can still scroll and zoom to see all the shared content.

Using RealPresence Centro with Skype for Business

Topics:

- Calling
- Sharing Content
- Settings
- Troubleshooting

When RealPresence Centro is registered with Skype for Business, the system displays the Skype for Business interface and call controls instead of the default system interface.

In Skype for Business mode, you can only control the system using a RealPresence Touch device paired with the RealPresence Centro system. You cannot use the remote control, touchscreens, or USB mouse and keyboard to control the system.

Your administrator powers on, configures, and pairs the RealPresence Touch device with the system. For help with the touch device, contact your administrator.

Calling

In a Microsoft environment using a RealPresence Touch device as your system controller, you can place an audio-only call or start a Skype meeting.

Call by Entering a Number

You can place an audio-only or video call from the dial pad.

Procedure

1. From the Home screen, tap **Dial Pad**.
2. Do one of the following:
   - Tap to switch to audio.
   - Tap to switch to video.
3. Using the keypad, enter your contact's number.
4. Tap **Call**.

Accept a Call

Unless your system is configured to answer calls automatically, answer the call manually.

Procedure

» Tap **Accept** to answer the call.

Decline a Call

If you are busy and do not want to accept an incoming call, you can decline the call.

Procedure

» Tap **Decline**.

Accept or Decline Incoming Calls Forwarded from a Contact

When a call is forwarded to the system from a contact using the Skype for Business client, you can choose to accept or decline the forwarded call. When you receive a forwarded incoming call, a notification displays letting you know who the call is from and who forwarded the call.

You cannot forward calls from the RealPresence Centro system to another system or the Skype for Business client. You can only receive and respond to calls forwarded to the system.

Procedure

» Select **Accept** or **Decline**.

End a Call

End your call when it is over.

Procedure

» To end a call, tap .

Microsoft Skype for Business Meetings

If your system is deployed in a Microsoft environment, you can participate in meetings that are hosted by Microsoft audio and video servers.

RealPresence Centro systems can connect to Microsoft Exchange Server and retrieve calendar information associated with a Microsoft Outlook or Microsoft Office 365 account. If the Home screen does not display calendar information, the system is not registered with the Microsoft Exchange Server. Contact your administrator to register the system.

Note: Endpoints using Microsoft Office 365 accounts must be SIP-registered to Microsoft Skype for Business Server in order to join calendar meetings.

Start a Skype Meeting

You can create a list of participants and start a Skype for Business meeting on the room system. By default, your system joins the meeting as a video participant. You can choose to start the meeting as an audio-only participant.

Note: If you join a meeting on the system as an audio-only participant, you cannot share content with the far-end. You can only receive content from video participants or participants sharing content from the Skype for Business client.

Procedure

1. From the Home screen, tap **New Meeting**.
2. To join the meeting as an audio-only participant, tap to switch to audio.
3. Use the keyboard to enter a contact name, group name, or a number, including a bridge number, IP address, or SIP address.
4. Tap a contact or tap next to a number to add the participant to the Invitees list.
5. Continue adding participants until the Invitees list is complete.
6. Tap **Start Meeting**.

Add Participants to a Skype for Business Meeting

After you start a Skype for Business meeting, you can add additional participants to the meeting. The meeting is not placed on hold while you add participants, however, the audio or video may pause while the participants are being added to the call.

Procedure

1. During an active meeting, tap > .
2. Choose whether the participant is an audio or video participant.
3. Use the keyboard to enter a contact name or number, including a bridge number, IP, or SIP address.
4. Tap a contact or tap next to a number to add the participant to the Invitees list.
5. Tap **Add**.

Accept an Incoming Call while in a Meeting

Unless your system is configured to answer calls automatically, you can answer an incoming call during a meeting and place the meeting on hold.

Procedure

- » Tap **Hold + Accept** to hold the current meeting and start a new meeting with the incoming call.

Ignore an Incoming Call while in a Meeting

When you receive an incoming call during an active meeting, you can choose to ignore the incoming call instead of answering the call.

Procedure

- » Tap **Ignore**.

View a Scheduled Meeting

You can view meetings on the calendar or on the home screen. Meeting scheduled for the current day and for up to 5 days display at the top of the Home screen. If several meetings occur on the current day, only the meetings for the current day display.

Procedure

- » Go to the Home screen.

Join a Scheduled Meeting

You can easily join a meeting on your calendar.

Procedure

1. On the Home screen, locate the meeting you want to join.
2. Tap **Join**.

Hang Up a Participant in a Skype Meeting

You can hang up an individual participant in a Skype meeting.

Procedure

» From the active call screen, under **People**, select the participant that you want to hang up, then tap .

Sharing Content

You can share content in video calls using a few different methods. Besides showing content, you can also receive and work with Microsoft content when a user initiates a content-sharing request. To show people and content at the same time, your system administrator must configure the RealPresence Centro system for content.

Note: You cannot display copyright-protected content, such as that included on some DVDs.

How you share content depends on whether you are controlling your system with the remote control, the touch interface, or a Polycom touch device. You can share the following types of content:

- Any information stored on a computer connected to a RealPresence Centro system or Polycom touch device
- Images on a USB drive connected to the system
- Content sent from the Polycom® People + Content™ IP application, which is installed on a computer and connected to the RealPresence Centro system
- Content from a DVD or DVR player connected directly to a RealPresence Centro system
- Content from the Polycom® VisualBoard™ application
- Content sent using the SmartPairing feature in the Polycom® RealPresence® Desktop or RealPresence Mobile applications

You can share one content source and one people video source at a time, and you can switch to a different type of content or people video source as needed. Participants at other sites can also show content or people video sources, but only one site can share content at any given time.

Managing Content from Microsoft Clients

Your system can receive content from Microsoft Lync 2013 and Skype for Business 2015 remote desktop (RDP) clients during active calls when content is initiated from the Microsoft clients. Be aware that you cannot share content, including content shared through People + Content IP or VisualBoard, while actively receiving content from Microsoft clients.

Control Shared Skype for Business Content

Contacts using a Microsoft client to share content can select a specific RealPresence Centro system to give control over the content. After your system receives and takes control of content from the client, you can use a USB mouse and keyboard to open and use shared applications, programs, and files on the system sharing content.

Note: General Microsoft feature restrictions apply. Password enabled applications, programs, or files remain password enabled when using this feature. For more information, refer to Microsoft documentation.

Procedure

1. Connect a USB mouse to the RealPresence Touch device.
2. If you want to use applications, programs, or files that require keyboard functions, connect a USB keyboard to the system.
3. On the system, select the **Control Remote** check box.

   The system now controls the content received from the Microsoft client.

Return Control of Shared Skype for Business Content

After receiving control of shared content sent from a Microsoft client, you can return control of the content at any time.

Procedure

- **»** On the system, clear the **Control Remote** check box.

Polycom People+Content IP

The Polycom People+Content IP application enables you to send content from a computer that is not connected directly to the RealPresence Centro system or Polycom touch devices.

Keep the following points in mind when using the Polycom People+Content IP application:

- Polycom People+Content IP provides video-only content. No audio is shared.
- Polycom People+Content IP supports any computer desktop resolution with color set to 16-bit or higher.
- Your computer resolution can be set to anything, but Polycom People+Content IP scales images to 1024x768 or 1280x720.

Note: For a computer connected directly to the RealPresence Centro system, Polycom recommends using the **Send Computer** button or **Content** button instead of Polycom People+Content IP.

Download and Install People + Content IP

You need to download and install the People + Content IP application on a computer before you can use it to show content.

Note: If the room system is paired with a Polycom touch device, you do not need to install the application onto your computer. After you connect your computer to the touch device over USB, a version of the People + Content IP application launches automatically.

Procedure

1. On a computer, visit the People + Content IP page.
2. Download the People + Content IP software for Mac or PC.
3. Open the zip file and click on the application installation.
4. Follow the instructions in the installation wizard.

Share Content using Polycom® People + Content™ IP

After you connect a USB cable from your computer to the RealPresence Touch device, the application opens automatically, and you can share content from your computer.

Note that you cannot share audio from shared content.

Procedure

1. Open the People+ContentIP.exe or .dmg file to start the application.
2. From the Home screen of the RealPresence Touch device, tap .
3. Tap **People+Content IP**, then tap **Show**.

   Content on your computer is displayed on the connected room system monitor and to the far-end systems.

Stop Sharing Content with Polycom People+Content IP

You can stop sharing content, and allow others to share content or just continue the call.

Procedure

» Under **People+Content IP**, tap **Stop**.

The content from the connected computer is no longer showing.

Settings

Before or during calls, you can adjust audio and video settings, including adjusting the volume, muting the microphone, turning off the camera, and changing the video layout.

Depending on how the system is set up by your administrator, you might be able to customize user and administrator settings on the system, including the language, time zone, LAN settings, and security settings. If you have any questions about changing these settings, contact your administrator.

Set the System to Answer Video Calls Automatically

If your administrator allows access to User Settings, you can specify whether to answer video calls automatically.

Procedure

1. From the Home screen, tap **Settings > User Settings**.
2. Scroll to **Meetings**.
3. Do one or both of the following:
   - Set **Mute Auto-Answer Calls** to **Yes**.
   - Set **Auto Answer Point-to-Point Calls** to **Yes**.

Audio Adjustments

You can control several audio settings on the system, including adjusting the volume, adding a headset, and muting the microphone.

Mute the Microphone

You can mute your microphone and focus on listening to far-end audio using the RealPresence Touch device.

Procedure

» Tap .

The icon changes to , which indicates your microphone is muted.

Unmute the Microphone

You can unmute your microphone audio after muting it on the RealPresence Touch device.

Procedure

» Tap . The icon changes to , which indicates that your microphone is unmuted.

Adjust the Volume

You can control the call volume using the RealPresence Touch.

Procedure

» On the volume slider bar, move the slider to the right to increase volume or to the left to decrease volume.

Generate Touch Tones

You can generate and enter touch (DMTF) tones during calls using RealPresence Touch.

Procedure

1. In a call, tap .
2. Use the keypad to generate the touch tones.

Video Adjustments

You can manage video and certain user interface settings for your system.

Control the Brightness

You can control the brightness of your screen using the RealPresence Touch device. However, Auto Adjust must be disabled.

Procedure

1. From the Home screen, tap **Settings** and then **User Settings**.
2. To turn Auto Adjust off, touch and drag the slider to the left.

3. After Auto Adjust is turned off, you can manually touch and drag the Brightness slider to the left for lower brightness, or to the right for higher brightness.

Show or Hide Video on the Web

If your administrator has enabled user access to User Settings, you can choose whether to have video display on the web. Note that if this setting is turned on, an administrator can view the video images from meetings using the RealPresence Centro web interface.

Procedure

1. From the Home screen, tap **Settings > User Settings**.
2. Under **Meetings**, touch and drag the slider to turn **Allow Video Display on Web** on or off.

Change the Video Layout

You can use a RealPresence Touch device to change monitor layouts during a call.

Procedure

1. In the active call screen, tap .
2. To view the layout options with or without self view, use the slider to show or hide Self View.
3. Select a layout from the available choices.

   Any layout changes are made immediately.

Start Video during an Audio-Only Call

When you're in an audio-only Skype for Business call or you join a call as an audio-only participant, you can start your video at any time and create a video call. You can also preview your video stream before it is sent to the other call participants.

After you start your video and become a video participant, you cannot return to being an audio-only participant. You can only mute your video.

Procedure

1. During a call, tap and select **Start Video**.
2. Preview your video stream and select **Start Video**.

   Your video stream starts streaming to the other call participants.

Stop Video in a Meeting

You can choose to stop sharing your video with others in a meeting from the RealPresence Touch device.

Procedure

» Tap then tap **Camera Off**.

Start Video in a Meeting

You can choose to start sharing your video to others in a meeting from the RealPresence Touch device.

Procedure

» Tap then tap **Camera On**.

Cameras

You can adjust available cameras in several ways.

Select and Adjust a Camera

You might need to select and adjust a near-end or far-end camera in a meeting using the RealPresence Touch device.

Procedure

1. Tap then tap **Camera Control**.
2. Under Select Camera, tap **Near** or **Far** to select either near-end or far-end control.
3. Tap the arrow buttons to adjust the camera.
4. Tap the zoom buttons to zoom the camera in or out.

Turn On Camera Tracking

Using the RealPresence Touch device, you can turn on camera tracking during a Skype for Business meeting to enable the camera to automatically focus on the person or people speaking.

Procedure

1. In a video call, tap .
2. Tap **Auto Camera Tracking On**.

Turn Off Camera Tracking

You can turn off camera tracking for Skype for Business meeting using the RealPresence Touch.

Procedure

1. In a video call, tap .
2. Tap **Auto Camera Tracking Off**.

Turn On Far End Camera Control

You might want to enable Far End Camera Control (FECC), so that the far site can pan, tilt, or zoom the local camera. When this feature is enabled, a participant at the far site can control the framing and angle of the camera for the best view of the near site.

Procedure

1. From the Home screen, tap **Settings** then **User Settings**.
2. Scroll to **Camera**.
3. Touch and drag the **Far Control of Near Camera** slider to the right.

Turn Off Far End Camera Control

You can disable Far End Camera Control (FECC) to stop far-end participants from controlling the framing and angle of the local camera.

Procedure

1. From the Home screen, tap **Settings** then **User Settings**.

2. Scroll to **Camera**.
3. Touch and drag the **Far Control of Near Camera** slider to **Off**.

Camera Presets in Single Camera Mode

In Single Camera mode, camera presets are stored camera positions that you can create before or during a call. Presets enable you to quickly point a camera at pre-defined locations in a room and select a video source, such as a document camera or an auxiliary camera. Presets remain in effect until you change them.

The system uses preset 0 as the default camera position for all preset camera positions. This default camera position is zoomed out, panned straight ahead with horizontal tilt.

If your system camera supports pan, tilt, and zoom movement, you can create up to 10 preset camera positions for the near-end camera. Each preset stores the following information:

- Camera number
- Camera zoom level
- Direction the camera points

If far-end camera control is allowed, you can create 10 presets for the far-end camera as well. These presets are saved only for the duration of the call. You can also use presets that were created at the far end to control the far-end camera, if enabled by the administrator.

Keep the following camera control information in mind when using Self View:

- When in a call, selecting near camera control pans and zooms the local camera without changing the layout.
- When out of a call, selecting camera control changes the **Self View** to full screen.
- Incoming calls override the full-screen **Self View** layout.

Store a Camera Preset

You can store a custom camera position on the RealPresence Touch device.

Procedure

1. From the Home screen, tap .
2. Tap **Camera Presets**.
3. Select a position numbered 0 to 9 by touching and holding one of the presets.

   The new position displays immediately and you can add a label for the preset.

Select a Camera Preset

Using previously stored camera presets, you can quickly move the camera to a desired position.

Procedure

1. On any screen, tap **> Camera Presets**.
2. Tap and hold one of the camera positions to select the preset.

View Camera Presets

You can view stored camera positions on the RealPresence Touch device. Icons for preset positions 0-9 are shown on the screen. The default position is 0.

Procedure

1. On any screen, tap .
2. Tap **Camera Presets**.

Troubleshooting

Your administrator is available to assist you when you encounter difficulties. If you are having problems making a call, however, try the troubleshooting tips below first.

Make a Test Call

To troubleshoot any issues making video calls, call a Polycom video site to test your setup. A list of worldwide test numbers is available at www.polycom.com/videotest.

When placing test calls, try the following:

- Make sure the number you dialed is correct, then try the call again. For example, you might need to dial 9 for an outside line or include a long distance access or country code.
- To find out if the problem exists in your system, ask the person you were trying to reach to call you instead.
- Find out if the system you are calling is powered on and is functioning properly.
- If you can make calls but not receive them, make sure that your system is configured with the correct number.

If you are not able to make test calls successfully and you have verified that the equipment is installed and set up correctly, contact your administrator for further assistance.

Upload a Log File

In a Microsoft Skype for Business environment, you can upload the RealPresence Centro log file for the Skype for Business administrator using the RealPresence Touch device.

Procedure

1. From the Home screen, tap **Settings > System Information > Room System**.
2. Tap **Upload Logs**. The logs are uploaded to the Skype for Business server.

View Device Details for the RealPresence Touch

You can view certain device details to perform troubleshooting tests to provide information for your administrator.

Procedure

1. From the Home screen, tap **Settings**. The **System Information** screen displays.
2. Under **Device Connection Status**, tap the device name. Device details are listed for your device.

View System Details and Connection Status

At times, you may need to view certain system details to perform troubleshooting tests to provide information for your administrator.

Procedure

1. From the Home screen, tap **Settings**.
2. Under **Device Connection Status**, tap the room system that you want information on. System details and connection status information is listed for the connected room system.

View Call Statistics

During a call, you can view certain call statistics, such as bitrates, compression formats, and packet loss on the RealPresence Touch device.

Procedure

1. During a call, tap **Call Statistics**.

   The call statistics for each participant in the current call displays.
2. To view statistics for another call participant, tap **Participant's Video**.
3. To view more information about a specific stream, tap **More Information**.
4. To close, tap outside the **More Information** screen.

Locate Company Contact Information

If your administrator has configured the RealPresence Touch device to include your company's contact information, you can access it on the device.

Procedure

1. From the Home screen, tap **Settings**.
2. Select **Help**.

   The Contact Information screen displays with a Help Desk phone number, your administrator's name, and other helpful contact information.

Settings

Topics:

- Audio Adjustments
- Video Adjustments
- Call Settings
- Multipoint Viewing Modes
- Encryption and Security

Before or during calls, you can adjust audio and video settings, including adjusting the volume, muting the microphone, turning off the camera, and changing the video layout.

Depending on how the RealPresence Centro is set up by your administrator, you can customize administration and user settings on the solution, including the language, time zone, LAN settings, and security settings. If you have any questions about changing these settings, contact your administrator for assistance.

Audio Adjustments

You can control several audio settings on RealPresence Centro, including adjusting the volume and muting the microphone.

Adjust the Volume

You can raise or lower the volume while in a call. Changing the volume affects the level of sound you hear on your system.

Procedure

1. Tap to open the Quick Access menu, then tap **Volume**.
2. Place your finger on the Volume slider and move your finger to the left to lower the volume and to the right to raise the volume.

Mute the Microphones

You can mute the microphone at any time to mute your audio when you do not want the far-site to hear your conversation. The status indicator at the base of the solution glows red when the microphones are muted then progressively dims.

Keep the following in mind when muting the microphones:

- Muting the microphones does not mute audio coming from any device connected to the content audio inputs.
- The LED indicators at the base of the system are red when the system is muted.
- The microphones might mute when the system automatically answers an incoming call and if the system is set to mute auto-answered calls.

Procedure

» Tap to open the Quick Access menu, then tap **Mute**.

Mute Automatically-Answered Calls

You can choose to mute the microphones when a video call is answered automatically. The status indicator at the base of the solution glows red when the microphones are muted then progressively dim.

Procedure

1. Tap to open the Quick Access menu then tap **Settings > User Settings > Meetings**.
2. Tap **Mute Auto Answer Calls**.
3. After the call connects, tap **Unmute** when you're ready to unmute the microphones.

   When a call is muted, the muted microphone icon displays.

Video Adjustments

During a video call, you can turn on or off Self View and turn on or off the camera to stop sending video. Note that you cannot control the position of the camera during calls on the RealPresence Centro.

When the system is not in a call, you can turn Self View on and off to bring the camera up or put the camera down. If the camera does not go up or down when you turn Self View on or off, then your system administrator has set the camera to always be up when the system is on and active.

Turn On Self View

Self View shows you the video stream that your contacts see when they are in a call with you. You can choose to turn Self View on to view the same video stream the far end sees. If Automatic Self View is enabled, the Self View On option does not display. You can display Self View from the Layout menu (see the section Change the Video Layout).

Procedure

1. Tap to open the Quick Access menu.
2. Tap **Self View On**.

Turn Off Self View

You can choose to turn off Self View if you do not want to view your video stream.

If the setting Automatic Self View is enabled, the Self View Off option does not display. You can turn Self View off from the Layout menu (see the section Change the Video Layout).

Procedure

1. Tap to open the Quick Access menu.
2. Tap **Self View Off**.

Stop Sending Video

Whether you are in a call or before a call begins, you can turn your camera off to stop sending video. Turning off the camera enables you to stop sending your video stream to contacts while remaining connected to the call.

Note: When you stop your video in a Lync environment, video transmission ceases and no Self View displays. When you stop your video in a non-Lync environment, a video pause image is sent to the far end.

Procedure

» Tap to open the Quick Access menu, then tap **Camera Off**.

When you stop the video, a video pause icon displays.

Start Sending Video

If your near-end site video is currently not displayed, you can choose to display your video to others in a conference call.

Procedure

» Tap to open the Quick Access menu, then tap **Camera On**.

Switch between Full Screen Video and the Home Screen

When your call connects, the system automatically shows video in full screen view. You can switch back to the Home screen during a call if, for example, you need to adjust a user setting and your system is configured to allow you to do so.

Procedure

1. Press the Home key on the remote control to go to the Home screen.
2. Press the Back key on the remote control to see the full screen.

Change the Video Layout

What you see during a multipoint call can vary depending on how the RealPresence Centro is set up, the number of sites in the call, the number of monitors you are using, and whether content is shared. The multipoint viewing layout configured on the host system is the one used in the call.

You can change the layout of how video, self view, and content display during a multipoint call. The layout options vary depending on how many participants are in the call or if content or Self View is on.

Procedure

1. Tap to open the Quick Access menu, then tap **More > PIP Layout**.
2. Select one of the available layouts.

Configure Automatic Self View Control

If your administrator allows access to the Automatic Self View Control setting, you can configure this setting to enable users to display or hide the Self View window.

Procedure

1. From the Home screen, tap to open the Quick Access menu.
2. Do one of the following:
   - When in a call, tap **More >** **Settings** > **User Settings >** **Camera**.
   - When not in a call, tap **Settings** > **User Settings >** **Camera**.
3. Tap the **Automatic Self View Control** check box.

Allow Video Display on the Web

If your administrator allows access to User Settings, you can choose whether to allow others to view the room where the solution is located or the video stream from calls in which the solution participates.

Note: The default setting is to not allow video display on the web. Be sure to verify whether your system administrator wants the setting to be changed.

Procedure

1. Tap to open the Quick Access menu, then tap **More >** **Settings**.
2. Tap **User Settings > Meetings**.
3. Tap **Allow Video Display on Web**.

Call Settings

If your administrator allows access to User Settings, you can choose the way calls are answered or refused on the RealPresence Centro.

Temporarily Refuse Calls

If your administrator allows access to User Settings, you can automatically refuse incoming calls when you do not want to be disturbed. Callers get a message that the call was rejected, and you receive no notification about incoming calls. You can still make outgoing calls.

Procedure

1. Tap to open the Quick Access menu, then tap **Settings > User Settings > Meetings**.
2. Do one or both of the following:
   - Set **Auto Answer Point-to-Point Video** to **Do Not Disturb**.
   - Set **Auto Answer Multipoint Video** to **Do Not Disturb**.

Set the System to Answer Video Calls Automatically

If your administrator allows access to User Settings, you can specify whether to answer video calls automatically or to have the system announce incoming video calls and wait for you to answer manually.

Note: Automatically answering calls is convenient, but it can create security issues. An unexpected caller could interrupt a meeting in progress or look at equipment and notes left in an empty room.

Procedure

1. Tap to open the Quick Access menu, then tap **Settings > User Settings > Meetings**.
2. Do one or both of the following:
   - Set **Auto Answer Point-to-Point Video** to **Yes**.
   - Set **Auto Answer Multipoint Video** to **Yes**

Multipoint Viewing Modes

The multipoint viewing mode set on the host conference system is the layout used in a conference call for all endpoints connected to the call. The modes alternate between full screen, continuous presence, which is where video images from multiple sites are automatically combined on one monitor, or a combination of both.

The default mode is Discussion, however, your administrator may have set any of the following modes as the default for your system:

- **Auto** - The view switches between continuous presence and full screen, depending on the interaction between the sites. If multiple sites are talking at the same time, continuous presence is used. If one site speaks uninterrupted for at least 15 seconds, that site appears in full screen on the monitor.
- **Discussion** - Multiple sites are displayed in continuous presence. The current speaker's image is highlighted.
- **Presentation** - The speaker sees continuous presence while the other sites see the speaker in full screen on the monitor.
- **Full screen** - The site that is speaking is shown in full screen to all other sites. The current speaker sees the previous speaker.

Set the Multipoint Viewing Mode

You can change your multipoint viewing mode from the default mode.

Procedure

1. Tap to open the Quick Access menu, then tap **Settings > User Settings > Meetings**.
2. Select a viewing mode from the **Multipoint Mode** drop-down list.

Encryption and Security

When a call is encrypted, a locked padlock displays on the monitor. If a call is not encrypted, an open padlock displays on the screen. The padlock icon also displays in the following situations:

- If you are in a point-to-point call or a conference call hosted by another system, the padlock icon displays the state of your individual connection.
- If you are hosting a conference call, the padlock icon displays the combined state of all connections: encrypted if all connections in the call are encrypted, unencrypted if one or more connections in the call are not encrypted.

In one call, some connections might be encrypted while others are not. However, the padlock icon might not accurately indicate whether the call is encrypted if the call is cascaded or includes an audio-only

endpoint. If encryption is required on your system, the far-end must support encryption or the call will not be completed.

Note: To avoid security risks, Polycom recommends that all participants communicate the state of their padlock icons verbally at the beginning of a call.

Change the Call Security Level

When enabled by your system administrator, a visual security classification indicator displays during a call to help participants be aware of the maximum level of classified information they can safely exchange in a conversation. After a call begins, the visual security classification indication of the call displays on all endpoint monitors in the call. During a call, you can override the security classification and assign a lower security classification level. While you can change the security level, you cannot raise it higher than the default setting.

Procedure

1. Tap to open the Quick Access menu, then tap **Settings > Administration > Security**.
2. From the **Security Classification** list, select the desired security level.
3. Click **Continue** to confirm your selection.

   After the security classification is raised or lowered, a message displays for five seconds to all video participants. The change is only applicable to the current call.

Verify Encryption Check Code

To provide extra security for encrypted H.323 calls, the system provides an encryption check code. Participants in a call can use this check code to verify that the call is not being intercepted by a third party. Polycom recommends verifying check codes at each site to protect against third-party eavesdropping on H.323 point-to-point calls. The check code is calculated so that the check code is the same at both sites in the call. The numbers are identical if, and only if, the calculation uses data exclusively from the two sites in the call, with no data being intercepted and modified by a third party. Note that in externally-hosted multipoint calls, check code numbers do not match any other numbers in the call.

Procedure

1. Place an encrypted H.323 point-to-point call.
2. Tap to open the Quick Access menu, then tap **Settings > System Information > Call Statistics**.
3. On the Call Statistics screen, tap **Call Statistics**.
4. For **Call Encryption**, locate the check code, as shown in the following example: *AES-128/TLS/SDED*
5. Verbally verify that the check code is the same at both sites.
6. Do one of the following:
   - If the codes match, the call is secure. Proceed with the call.
   - If the codes do not match, the call might be compromised. Hang up the call and contact your system administrator.

Troubleshooting

Topics:

- Make a Test Call
- Call the Help Desk
- View POST Warnings
- System Information
- Locate the System Serial Number
- Locate the Software Version
- Locate Active Alert Messages
- Locate the LAN Status
- Locate Diagnostics Information

Your administrator is available to assist you when you encounter difficulties with the RealPresence Centro. If you are having any problems making a call, try the following troubleshooting tips.

Make a Test Call

To troubleshoot any issues making video calls, call a Polycom video site to test your setup. A list of worldwide test numbers is available at www.polycom.com/videotest.

When placing test calls, try the following:

- Make sure the number you dialed is correct, then try the call again. For example, you might need to dial 9 for an outside line or include a long distance access or country code.
- To find out if the problem exists in your system, ask the person you were trying to reach to call you instead.
- Find out if the system you are calling is powered on and is functioning properly.
- If you can make calls but not receive them, make sure that your system is configured with the correct number.

If you are not able to make test calls successfully and you have verified that the equipment is installed and set up correctly, contact your administrator for further assistance.

Call the Help Desk

If enabled by your administrator, you can place an audio-only call to the help desk.

Procedure

» Tap **Call Help Desk** ?.

End a Help Desk Call

You can end an audio-only help desk call. When the help desk is a participant in an active multipoint call, you can disconnect the help desk from the call or end the entire call.

Procedure

- » Do one of the following:
  - On the Help screen, touch **Hang Up Help Desk**.
  - Under **Participants**, find **Help Desk** and touch , or touch **Hang Up** to end the call.

View POST Warnings

If any warnings occur during the POST, you can view them after the RealPresence Centro starts.

Procedure

1. Tap to open the Quick Access menu, then tap **Settings > System Information > Status > Active Alerts**.
2. For more details, select **More Information**.

System Information

Note that your administrator might ask you for the system serial number, software version, any active alert messages, and other information.

Locate the System Serial Number

You can view the system's 14-digit serial number on the local interface of the RealPresence Centro.

Procedure

- » Tap to open the Quick Access menu, then tap **Settings >System Information > Information > System Detail**.

Locate the Software Version

You can view the software version on the local interface of the RealPresence Centro.

Procedure

- » Tap to open the Quick Access menu, then tap **Settings > System Information > Information > System Detail**.

Locate Active Alert Messages

You can view the active alert messages on the local interface of the RealPresence Centro.

Procedure

- » Tap to open the Quick Access menu, then tap **Settings > System Information > Status > Active Alerts** for messages generated by your system.

Locate the LAN Status

You can view the LAN status on the local interface of the RealPresence Centro.

Procedure

- » Tap to open the Quick Access menu, then tap **Settings > System Information > Status > LAN**.

Locate Diagnostics Information

You can view diagnostics information on the local interface of the RealPresence Centro.

Procedure

- » Tap to open the Quick Access menu, then tap **Settings > System Information > Diagnostics**.