SUPPLEMENTAL USER GUIDE

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Polycom® RealPresence Centro™

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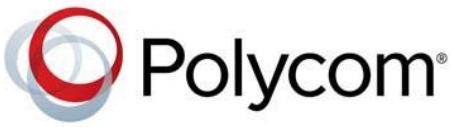

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Before You Begin

This *Polycom RealPresence Centro User Guide* uses a number of conventions that help you to understand information and perform tasks.

Related Documentation

For additional information about the RealPresence Centro solution, view the following documents on the RealPresence Centro support page:
http://support.polycom.com/PolycomService/support/us/support/video/realpresence_centro/realpresence_centro.html

User Documents:

- *Polycom RealPresence Centro Quick Tips*—A quick reference on how to use basic features.
- *Polycom RealPresence Centro User Guide – This guide provides detailed information on how to use the system.*

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 solution.

Getting Started with Polycom RealPresence Centro

The RealPresence Centro system 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 system enable in-room participants to facilitate seamless presentations and productive discussions while providing the feeling of inclusion for far-end participants.

Overview of Polycom RealPresence Centro

The RealPresence Centro system 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
- AC Input Range Voltage range: 100-230 VAC, 50/60 Hz, 2,9 Amp

RealPresence Centro Hardware Features

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

Figure 1: 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

RealPresence Centro Interfaces

Video input/output

Input:

- (1) HDMI 1.3
- (1) VGA

Output:

- (1) HDMI 1.3 (Polycom® VisualBoard™)

Audio input/output

Input:

- 1 x Clink (for Polycom® Ceiling Microphones)
- 1 x 3.5 mm stereo line-in
- 12 x integrated microphones

Output:

- 4 x powered speakers

Network

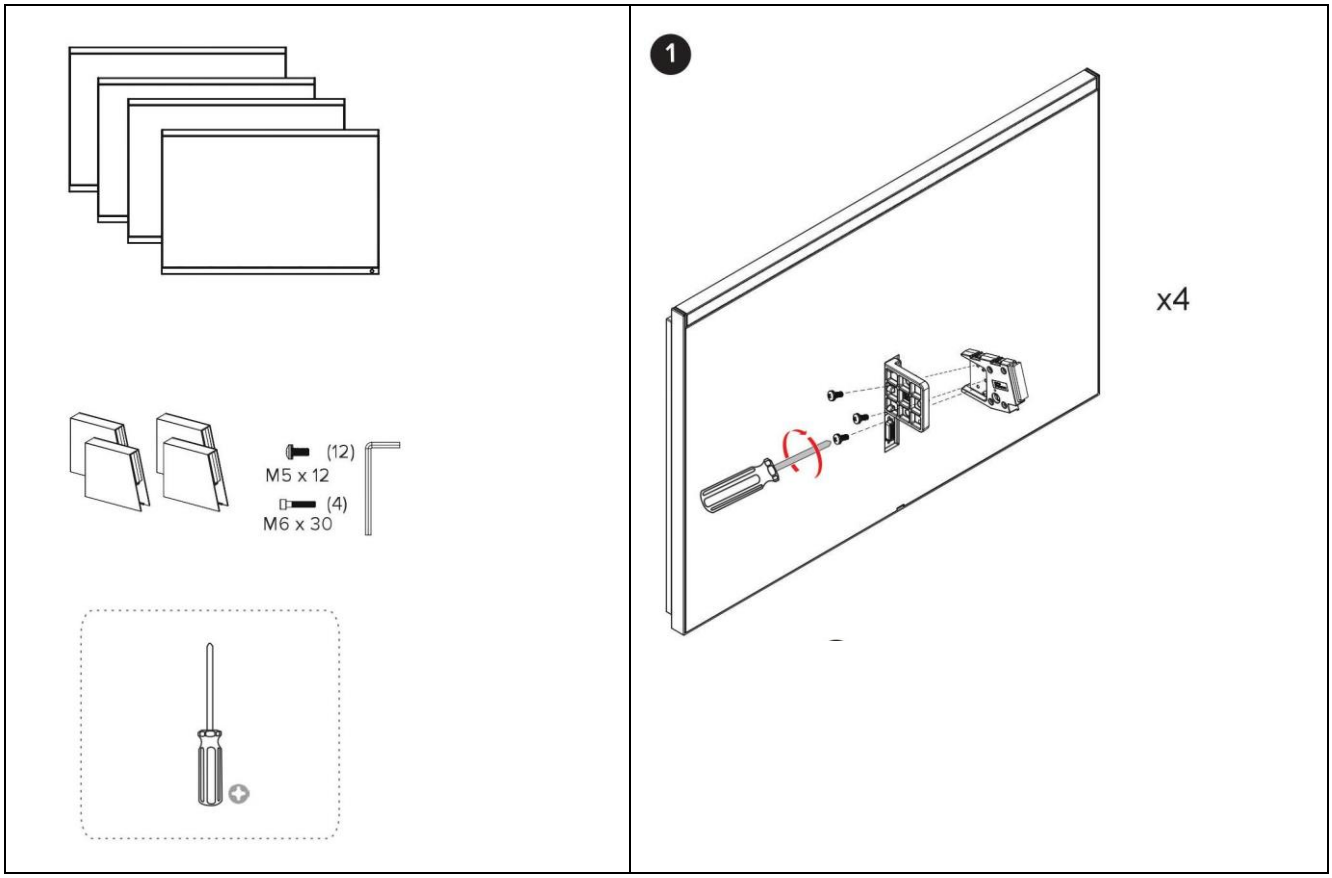
- 1 x 10/100/1G Ethernet (IPv4 and IPv6 support, H.323 and/or SIP up to 6 Mbps, Auto-MDIX, Polycom® Lost Packet Recovery™ (LPR™) technology, Reconfigurable MTU size, Microsoft® ICE support, Microsoft® Lync® support, IBM® Sametime™ support)
- RS232 with API support

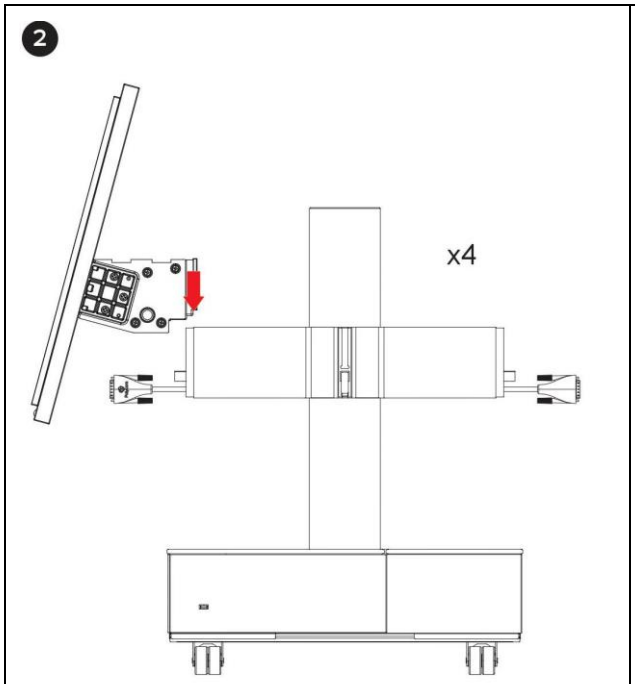
Other interfaces

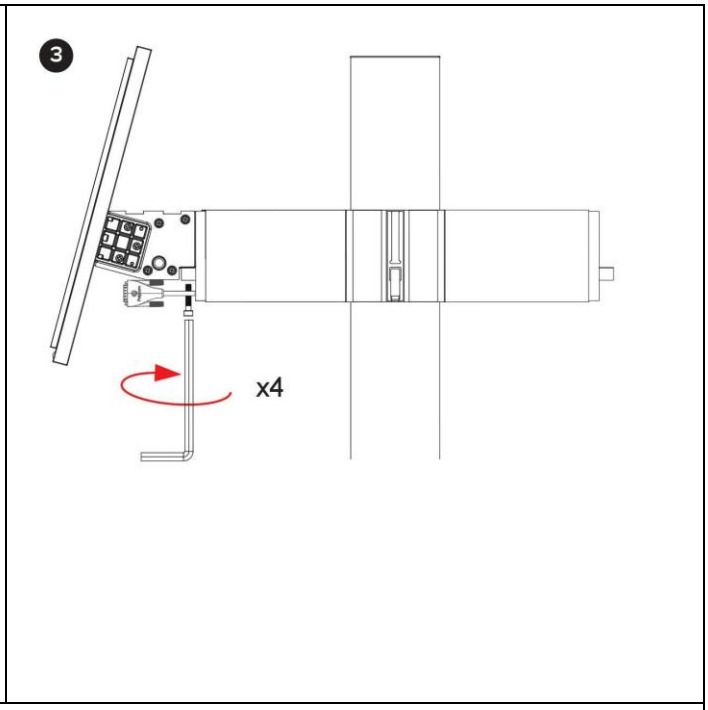
- 4x USB 3.0 user port
- 2 x USB 3.0 (Visual Board, future expansion)
- 2x USB 2.0 host ports (Soft update)

Mounting and Switching

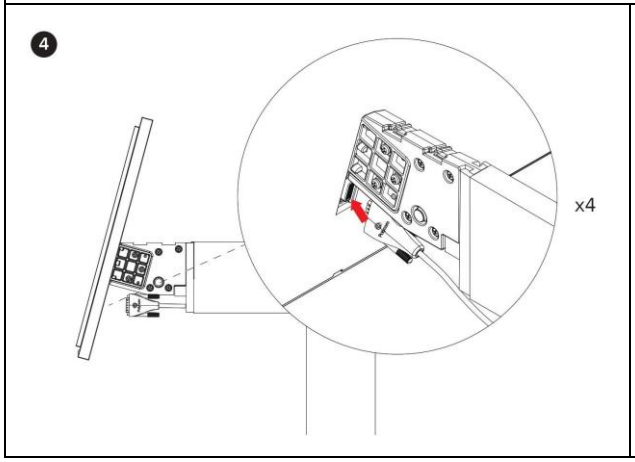
NOTE: Unplug the system before adding, removing, or replacing a monitor.

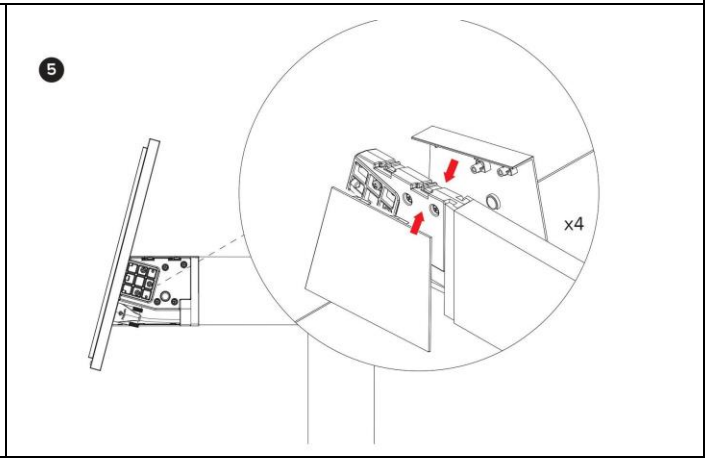


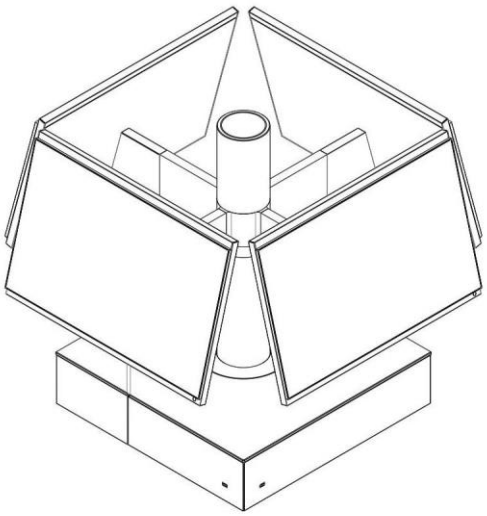




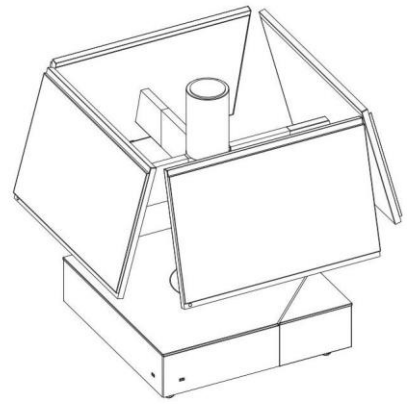
To avoid damage, plug in the monitor cable with the correct plug orientation as shown next.

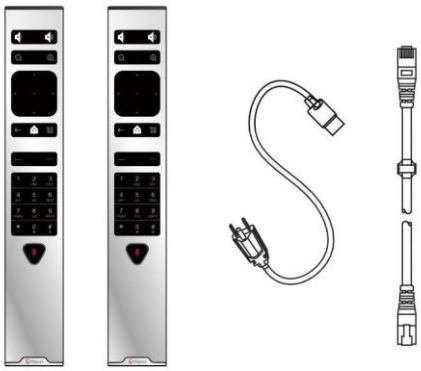


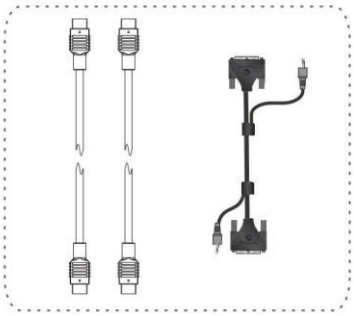


Minimum setup







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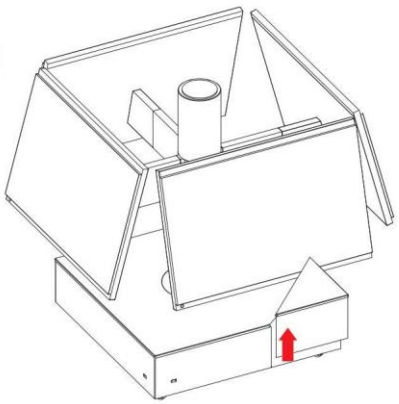

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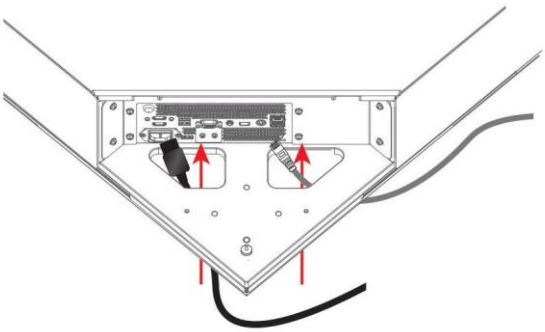

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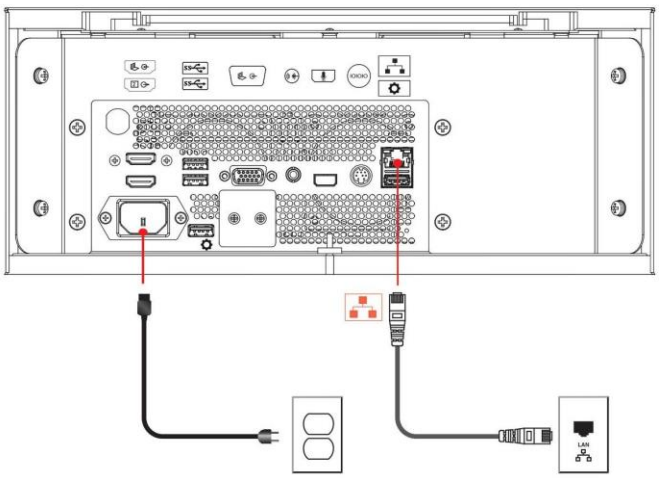
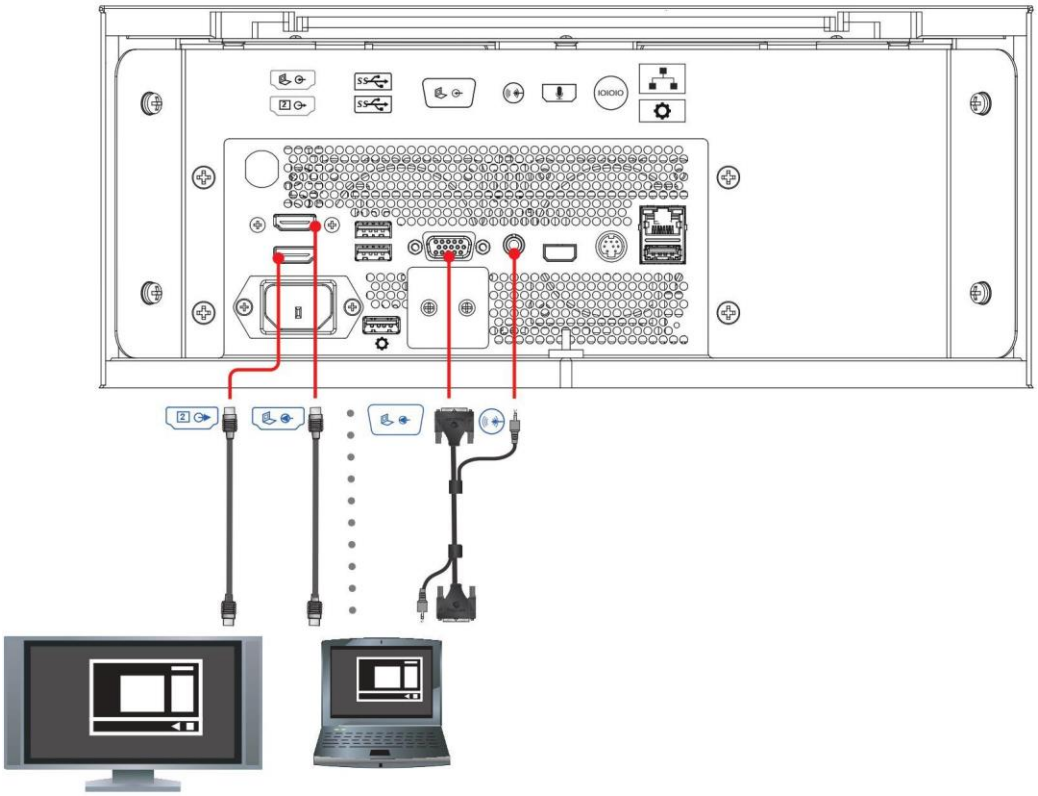


Optional setup

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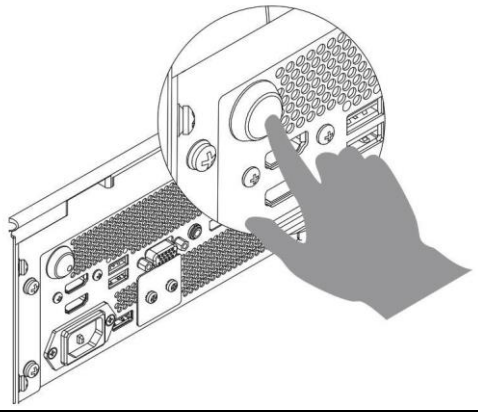

Calling

On the RealPresence Centro system, you can place calls to contacts, join meetings, initiate a multipoint 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. You can also add a call to a call and hold a call while you place another call.

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 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
- E.164 extension for H.323 or SIP: 2555
- Host name: stereo.polycom.com
- SIP address: user@domain.com

Task:

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 a Contact

Task:

1. On the Home screen, tap **Place a Call** and tap **Contacts**.
2. Do one of the following:

- Choose the desired contact from the list of contacts, and tap **Call**.
- Tap a group and select a contact.
- Using the onscreen keyboard, enter your contact’s name and select your contact in the search results.

Call a Speed Dial Contact

Task:

1. On the Home screen, tap **Place a Call** and tap **Speed Dial**.
2. Tap a contact image on the Speed Dial screen.

Call a Recent Contact

Task:

1. On the Home screen, tap **Place a Call** and tap **Recent.**
2. Tap a recent placed or received call.

Place a Multipoint Conference Call

Task:

1. Place a call using your preferred method.
2. In an active call, touch the screen.
3. Tap **More** > **Add a Call**.

Answer a Call

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

Task:

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

Ignore a Call

Task:

- Tap Ignore.

Hold a Call

Place an active call on hold to answer an incoming call, place a call, or switch between calls.

Task:

1. In an active call, touch the screen.
2. Tap More > Hold.

Resume a Held Call

If you completed a separate call while another call was on hold, the held call will not automatically resume.

Task:

- On the Home screen, tap **Resume Call**.

End a Call

Only active calls can be ended.

Task:

- In a point-to-point call, tap > **Hang Up**.

End a Multipoint Conference Call

Task:

1. In a multipoint conference call, tap > **Hang Up**.
2. Select Hang Up to end one call or select Leave Conference to hang up all calls.

Mute the Microphone

Task:

1. In a call, touch the screen.
2. Tap Mute.

Information on limitation in use of a technical devices taking account of its intended use in residential, commercial and industrial areas

This product is only for use in commercial, and light industrial areas.

Rules and Conditions for Safety Operation

The following rules and conditions must be followed in order to operate the RealPresence Centro safely.

- Operating ambient conditions: Operating temperature 0°C to 40°C, Relative Humidity: 15% to 80% non-condensing @ 40°C.
  - Use supplied Polycom cables
    - LAN
    - USB
    - Read and understand the following instructions before using the system:
  - Closely supervise the area when using the system near children. Do not leave the system unattended while in use.
  - Only use electrical extension cords with a current rating at least equal to that of the system.
  - Always disconnect the system from power before cleaning and servicing and when not in use.
  - Do not spray liquids directly onto the system when cleaning. Always apply the liquid first to a static-free cloth.

- Do not immerse the system in any liquid or place any liquids on it.
- Do not disassemble this system. To reduce the risk of shock and to maintain the warranty on the system, a qualified technician must perform service or repair work.
- Connect this appliance to a grounded outlet.
- Only connect the system to surge protected power outlets.
- Keep ventilation openings free of any obstructions.
- If the system or any accessories are installed in an enclosed space such as a cabinet, ensure that the air temperature in the enclosure does not exceed 40°C (104° F). You may need to provide forced cooling to keep the equipment within its operating temperature range.
- Do not use this product near water.
- Avoid using this product during an electrical storm. There may be a remote risk of electric shock from lightning.
- Plug Acts as Disconnect Device. The socket outlet to which this apparatus is connected must be installed near the equipment and must always be readily accessible. Follow existing safety instructions and observe all safeguards as directed. Installation must be performed in accordance with all relevant national wiring rules. We recommend that you install an AC surge arrestor in the AC outlet to which this device is connected. This action will help to avoid damage to the equipment caused by local lightning strikes and other electrical surges.
- Before its first use, charge the remote control battery. Insert the USB plug of the battery into a USB 2.0 port such as the one on your system. When the battery is charged, the LED light on the battery turns green. Do not short circuit batteries. Batteries should be treated and used in accordance with the battery manufacturer's guidance

This is a Class A product. In a domestic environment, this product may cause radio interference in which case the user may be required to take adequate measures

Safety Considerations for Storage and Transportation

- Period of life: a seven year.
- Period of storage: a seven year.
- Storage and transportation requirements: -40°C to +70°C, 5% to 95% non-condensing

Sales Terms and Conditions

Sales terms and conditions are stated in the agreements with authorized distributors.

Recycling End-of-Life Products

Polycom encourages you to recycle your end-of-life Polycom products in an environmentally considerate way. In accordance with the requirements of the European Waste Electronic and Electrical Equipment (WEEE) Directive, all Polycom products are marked with the crossed wheelie bin symbol. Products that carry this symbol should be not be disposed of in the household or general waste stream. Detail of the options open to

you and the guidance on the requirements for the recycling and environmentally considerate disposal of your end of life.

Polycom products can be found at *Polycom Global Sustainability* (http://www.polycom.com/content/www/en/company/about-us/the-environment.html).

Specific take back and recycling information can be found at *Takeback & Recycle Program. (http://www.polycom.com/content/www/en/company/about-us/the-environment.html#stab2).*

Information about actions required if the product does not work correctly

This section provides information about actions required if the product does not work correctly.

- **Search for Answers in the Product Documentation**

You can find Polycom product documentation at http://www.polycom.com/hd-video-conferencing/telepresence-room-systems/realpresence-centro.html#stab3

For more troubleshooting information, search the Knowledge Base at http://support.polycom.com/PolycomService/knowledgebase/redirectToConsonaApp.htm

- **Access Polycom Technical Support**

Contact your local Polycom distributor or Polycom Technical Support.

To contact Polycom Technical Support, go to http://support.polycom.com/PolycomService/home/home.htm

Information about manufacturing

COUNTRY OF MANUFACTURE

The countries of manufacture are Thailand and Laos.

PRODUCT MANUFACTURE DATE

Manufacturing date is included on the serial number label in the following format: YYYYMMDD:

Field	*Description*
YYYY	Production year. This is the year during which the unit was manufactured.
MM	Production month. There are twelve months in a year, therefore these two digits will line in the range between 01-12
DD	Production day. There are up to thirty one days in a month, therefore these two digits will lie in the range between 01-31.

Additional information

- The product conforms to requirements of Technical regulations of the Customs union

"Electromagnetic compatibility of technical equipment" (TR CU 020/2011), Technical regulations of the Customs union “On low-voltage equipment safety" (TR CU 004/2011) and compliance has been confirmed. Declaration of compliance: ТС № RU Д-US.АЛ55.В.00517. It is valid from 18.11.2016 till 17.11.2021 inclusive

- Declaration of communication means compliance: № Д-СМРИ-10159 is valid till 31.10.2019
- Additional, more detailed info is available on the site www.polycom.com.
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