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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](https://www.polycom.com).

**Polycom Partner and Solution Resources**

To find all Polycom partner solutions, see [Strategic Global Partner Solutions](https://www.polycom.com/partners).
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 Feature Descriptions

<table>
<thead>
<tr>
<th>Reference Number</th>
<th>Feature</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>360-degree panoramic camera</td>
</tr>
<tr>
<td>2</td>
<td>Microphones</td>
</tr>
<tr>
<td>3</td>
<td>Touchscreen monitor</td>
</tr>
<tr>
<td>4</td>
<td>Speakers</td>
</tr>
<tr>
<td>5</td>
<td>Status indicators</td>
</tr>
<tr>
<td>6</td>
<td>USB port</td>
</tr>
<tr>
<td>7</td>
<td>LCD display</td>
</tr>
<tr>
<td>8</td>
<td>Monitor controls</td>
</tr>
</tbody>
</table>

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.
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.

<table>
<thead>
<tr>
<th>LED Indicator</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>No LED</td>
<td>Off</td>
</tr>
<tr>
<td>Amber</td>
<td>Sleep</td>
</tr>
<tr>
<td></td>
<td>Standby</td>
</tr>
<tr>
<td>Blue</td>
<td>On</td>
</tr>
<tr>
<td></td>
<td>Not in a call</td>
</tr>
<tr>
<td>Green</td>
<td>In an audio or a video call</td>
</tr>
<tr>
<td>Red</td>
<td>Microphones muted</td>
</tr>
<tr>
<td>Blinking blue and amber</td>
<td>System starting</td>
</tr>
<tr>
<td></td>
<td>Software update</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>System State</th>
<th>Call State</th>
<th>Additional Controls</th>
<th>Camera Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Off</td>
<td></td>
<td></td>
<td>Down</td>
</tr>
<tr>
<td>On</td>
<td>Video call</td>
<td>Camera On</td>
<td>Up</td>
</tr>
<tr>
<td>On</td>
<td>Video call</td>
<td>Hide Self View</td>
<td>Up</td>
</tr>
<tr>
<td>On</td>
<td>Video call</td>
<td>Camera Off</td>
<td>Up</td>
</tr>
<tr>
<td>On</td>
<td>Audio call</td>
<td></td>
<td>Up</td>
</tr>
<tr>
<td>On</td>
<td>Not in a call</td>
<td>Show Self View</td>
<td>Up</td>
</tr>
<tr>
<td>On</td>
<td>Not in a call</td>
<td>Hide Self View/Camera Off</td>
<td>Down</td>
</tr>
</tbody>
</table>

### 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.

<table>
<thead>
<tr>
<th>Color</th>
<th>Presence</th>
</tr>
</thead>
<tbody>
<tr>
<td>Green</td>
<td>Available</td>
</tr>
<tr>
<td>Red</td>
<td>Busy or Do Not Disturb</td>
</tr>
<tr>
<td>Black</td>
<td>Offline or Unknown</td>
</tr>
<tr>
<td>Yellow</td>
<td>Away</td>
</tr>
</tbody>
</table>
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 **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 **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 **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 **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 **Meeting 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 webcast 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.

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

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.
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 \[ \text{Record Controls} \] > \[ \text{Resume} \].

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 \[ \text{Record Controls} \] > \[ \text{Stop} \].
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 People + Content IP 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, and download the People + Content IP software for Mac or PC.
2. Extract the contents of the .zip file and launch the installer.
3. 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, launch the People + Content IP application.
2. Enter the IP address or host name of the RealPresence Centro system and the meeting password, if one is set.
   
   You can find your IP address by pressing 📀 on the remote control.
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 Content to open the Quick Access menu, then tap > 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.
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

<table>
<thead>
<tr>
<th>Resolution</th>
<th>Refresh Rates (Hz)</th>
</tr>
</thead>
<tbody>
<tr>
<td>800 x 600</td>
<td>56, 60, 72, 75, 85</td>
</tr>
<tr>
<td>1024 x 768</td>
<td>60, 70, 75, 85</td>
</tr>
<tr>
<td>1280 x 720</td>
<td>50, 60</td>
</tr>
<tr>
<td>1280 x 768</td>
<td>60</td>
</tr>
<tr>
<td>1280 x 1024</td>
<td>60, 75, 85</td>
</tr>
<tr>
<td>1600 x 1200</td>
<td>60</td>
</tr>
<tr>
<td>1680 x 1050</td>
<td>60</td>
</tr>
<tr>
<td>1920 x 1080</td>
<td>60</td>
</tr>
<tr>
<td>1920 x 1200</td>
<td>60</td>
</tr>
</tbody>
</table>

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 control and receive content from Microsoft Lync 2013 and Skype for Business 2015 clients, when the clients give control to your system and when a USB mouse is connected to the system.

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 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.
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.
**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 **Mute**.
2. 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.
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
- View POST Warnings
- System Information
- Locate the System Serial Number
- Locate the Software Version
- Locate Active Alert Messages
- Locate the IP Address and H.323 Extension
- 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.

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 > 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 > 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 IP Address and H.323 Extension

You can view IP Address and H.323 extension settings on the local interface.

Procedure

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

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.