

# Polycom® RealPresence Centro™

Polycom announces the release of version 6.1.0 software for the Polycom RealPresence Centro. This document provides the latest feature information about the RealPresence Centro system.

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## What's New in Release 6.1.0

Version 6.1.0 includes the features and functionality of previous releases and the following new features:

- [Skype for Business Interface for RealPresence Centro and RealPresence Touch](#)
- [RealPresence Touch Help Desk](#)

### ***Skype for Business Interface for RealPresence Centro and RealPresence Touch***

When a system is registered with Skype for Business Online, Skype for Business 2015 Server, or Lync 2013 Server, you can enable Skype mode on the RealPresence Centro system paired with a Polycom® RealPresence® Touch device to provide a consistent environment for all Office 365 products in your

deployment. When enabled, the RealPresence Centro system and the RealPresence Touch device display the Microsoft video user interface in place of the default system interface.



Note: The Skype for Business and Microsoft Office 365 features included in this release are currently undergoing Microsoft interoperability testing. As required by Microsoft, Office 365 online will not be available until Microsoft has completed testing. Polycom will make an announcement once testing is complete and RealPresence Centro is certified. At that time, you will be able to register with Skype for Business Online as part of Office 365. Note that the testing is not required for registration with the Skype for Business on-premises server.

## Enable Skype Mode

After the RealPresence Centro system is registered with the Skype for Business Server online or on-premises, you can enable Skype mode for the system. When the RealPresence Centro system is signed into Skype for Business Online, Skype mode is required and enabled automatically. You cannot disable Skype Mode in Skype for Business Online deployments.

### To enable Skype mode:

- 1 In the RealPresence Centro system web interface, go to **Admin Settings > General Settings > Home Screen Settings > Skype Mode**.
- 2 Select **Enable Skype Mode**.
- 3 Click **Save**.

## Skype Mode Limitations and Feature Availability

In Skype Mode, the RealPresence Centro system has limited feature functionality. The following limitations apply to RealPresence Centro systems when Skype mode is enabled:

- Users cannot use the remote control, the touch interface, or keyboard and mouse to control the system.
- Administrators cannot configure the left and right elements of the address bar.
- Administrators cannot configure the user login for system access.
- Administrators cannot enable Speed Dials, and favorites do not display on the home screen.

The following table lists the features that have a different work flow or level of support on the RealPresence Touch user interface when the RealPresence Centro system is registered with Microsoft and Skype mode is enabled.

**Skype Mode Feature Comparison**

Feature	Skype Mode Disabled	Skype Mode Enabled
Contacts list	Displays all contacts.	Displays only Skype for Business contacts.
View the presence state of contacts	Displays presence status for all contacts.	Displays presence status for only Skype for Business contacts.
Add a participant	Use the slider bar to add a meeting participant as an audio or video participant. Change the type as needed.	Tap the video or phone icon on the Skype Meeting screen to add a meeting participant as an audio or video participant. Change the type as needed.
Search for a contact	Supported: <ul style="list-style-type: none"> <li>▲ Scrolling list of contacts</li> <li>▲ Speed dialing</li> <li>▲ Browsing recent calls</li> </ul>	Search for contacts using the Search feature in the user interface.
Select participant layout for H.323 calls	Select from PIP and participant layouts.	A contextual list of participant layouts is available.
Take control of and edit Remote Desktop Protocol (RDP) content from the far end	Supported	Not Supported
VisualBoard content annotation	Supported	Not Supported

For information on using the new Skype Mode user interface, refer to the *Polycom RealPresence Touch in Skype Mode Quick Tips* or the *Polycom RealPresence Centro User Guide*.

## ***RealPresence Touch Help Desk***

Users who have questions or are experiencing issues using a RealPresence Centro system or RealPresence Touch device can now place a call the Help Desk from the RealPresence Touch device. In the system user interface, administrators can enable a Help Desk button to display on the RealPresence Touch home screen.

From a RealPresence Touch device, users can place a call to the help desk using the following call types:

- Audio-only SIP
- Audio-only H.323

In the following circumstances, call escalation is rejected and the help desk feature is not supported:

- In a Polycom RealPresence Collaboration Server (RMX) SVC conference, you cannot add an audio call to the conference from the system.
- In a Microsoft CCCP conference, you cannot add a H.323 audio-only call to the conference from the system.

## Language Support

The RealPresence Centro web and local user interfaces provide support for the following languages:

- Arabic
- Chinese (Simplified)
- Chinese (Traditional)
- English (UK)
- English (US)
- French
- German
- Hungarian
- Italian
- Japanese
- Korean
- Norwegian
- Polish
- Portuguese (Brazilian)
- Russian
- Spanish

## Release History

This following table lists the release history of the RealPresence Centro.

### Release History

Release	Release Date	Features
6.1.0	February 2017	This release included the following features: <ul style="list-style-type: none"><li>• Skype for Business and Microsoft Office 365 features</li><li>• RealPresence Touch Help Desk</li></ul>
6.0.1	November 2016	Resolved some known issues.

**Release History**

Release	Release Date	Features
6.0.0	September 2016	This release included the following features: <ul style="list-style-type: none"> <li>• Automatic Wake Up with Motion Sensors</li> <li>• Audio-only Calls</li> <li>• Office 365 Hybrid Deployment</li> <li>• Generate DTMF Tones with RealPresence Touch</li> <li>• Enhanced Quality of Experience</li> <li>• Log Upload to Skype for Business Server</li> <li>• Simplified and Persistent Video Layouts</li> <li>• Polycom® RealPresence® Cloud service support</li> </ul>
5.1.2	June 2016	Resolved some known issues.
5.1.1	April 2016	Resolved some known issues.
5.1.0	February 2016	Initial release of the RealPresence Centro system, which included support for the following features: <ul style="list-style-type: none"> <li>• Touch User Interface Control</li> <li>• Active Speaker Detection</li> <li>• VisualBoard application</li> <li>• SmartPairing Control and Content Sharing</li> </ul>

## Products Tested with this Release

The following table lists products that were tested with the RealPresence Centro. The following list is not a complete inventory of compatible equipment. It simply indicates the products that have been tested for compatibility with this release.

**Note: Update your Polycom devices**

Polycom recommends that you upgrade your Polycom devices with the latest software versions, as compatibility issues may already have been addressed by software updates. Refer to the [Current Polycom Interoperability Matrix](#) to match Polycom devices with the latest software release.

**Products Tested with this Release**

Product	Tested Versions
Polycom Distributed Media Application™ (DMA®)	6.4.1.1
Polycom RealPresence® Resource Manager	10.0.1
Polycom® Immersive Telepresence (ITP) Series	3.1.4
Polycom® Concierge	1.0.0

**Products Tested with this Release**

Product	Tested Versions
Polycom® HDX® Series	3.1.11
Polycom® Multipoint Layout Application	3.1.6.2
Polycom® OTX® Studio	6.1.0
Polycom® People + Content IP™	1.3.1
Polycom® RealPresence Touch™	6.1.0 Panel Software 2.1.0 Operating System
Polycom® RealPresence® Access Director™	4.2.4
Polycom® RealPresence® Collaboration Server (RMX®)	8.7.1
Polycom® RealPresence® Collaboration Server 1500	8.5
Polycom® RealPresence® Debut™	1.2.1
Polycom® RealPresence® Desktop	3.7.0
Polycom® RealPresence® Group Series	6.1.0
Polycom® RealPresence® Immersive Studio	6.1.0
Polycom® RealPresence® Media Suite™	2.8.0
Polycom® RealPresence® Mobile	3.7.0
Polycom® SoundStructure®	1.7.2

## ***Supported Web Browsers***

The RealPresence Centro administrator web interface is supported in the following web browsers:

- Windows® Internet Explorer 10 or 11 on Windows 8
- Apple® Safari® 9.0.3 on Mac OS® X (Yosemite)
- Mozilla Firefox 44on Windows 8

## ***Supported Lync and Skype for Business Versions***

The following table shows supported Microsoft Skype for Business and Lync versions interoperable with Lync and Skype for Business supported versions

Product Name	Version Number
Microsoft Skype for Business Server 2015	6.0.9319.272
Microsoft Lync Server 2013	5.0.8308.977
Microsoft Exchange Server 2013	15.00.1130.007

**Lync and Skype for Business supported versions**

Product Name	Version Number
Microsoft Skype for Business online	Versions updated regularly and hosted by Microsoft
Microsoft Exchange Server online	Versions updated regularly and hosted by Microsoft

## Integrating with the Polycom RealPresence Touch Device

To integrate a Polycom RealPresence Touch with a RealPresence Centro system, the touch panel and system must have compatible software versions.

After pairing with the RealPresence Centro system, the RealPresence Touch verifies the compatibility of the RealPresence Touch panel software and requests a software update. Polycom recommends that you update the software on RealPresence Touch to match the RealPresence Centro system software.

You can update The RealPresence Touch operating system software through the administration pages on the RealPresence Touch or through the RealPresence Touch web interface.

## Limitations

The following sections include limitations with the RealPresence Centro.

### *Color and White Balance*

Under certain conditions, the 360 camera does not properly color and white balance due to one camera being saturated while another is not saturated (GS-32398). You can use some of the following workarounds to correct the issue:

- Block the window or source of light that is causing one camera to saturate.
- Rotate the system so that the source of saturation is across the stitch boundary.
- Add something colorful near the stitch boundary.

## Security Updates

Refer to the [Polycom Security Center](#) for information about known and resolved security vulnerabilities.

## Known Issues

The following table lists all known issues and suggested workarounds in version 6.1.0 for RealPresence Centro.

**Known Issues**

Category	Issue Number	Release	Description	Workaround
Audio	EN-14155	5.1.1	You cannot route the RealPresence Centro microphones to SoundStructure to send audio from the system to the far-end. Only external microphones connected to SoundStructure can send audio to the far-end.	
Content	EN-6308	5.1.0	During a conference with RealPresence Centro and RealPresence Mobile, content sent from People + Content IP freezes when content is sent from RealPresence Mobile.	Click the Play icon in the People + Content application.
Directory	GS-27414	5.1.0	When searching for a contact in the Global Directory, contacts with special characters in their names do not display in the search results.	
Documentation		6.0.0	In the Polycom RealPresence Centro Administrator Guide, the Skype for Business Interoperability and Advanced Video 1080p options are listed as options available for purchase, which is incorrect. These are included options in the RealPresence Centro system. The only option available for purchase is Multipoint Video Conferencing.	
Hardware	EN-10942	5.1.0	When the RealPresence Centro system reboots, there is a 15-20 second delay between when the Home screen displays on the monitors and when the camera is on.	
Security	GS-27301	5.1.0	When using the onscreen keyboard to enter a password, the key presses display on all the monitors.	
User Interface	EN-10979	5.1.0	After RealPresence Centro reboots, the IP address displays as 0.0.0.0.	Navigate to another screen, then return to the Home screen.



**Known Issues**

Category	Issue Number	Release	Description	Workaround
Video	GS-32398	6.0.0	Under certain conditions, the 360 camera does not properly balance colors and white due to one camera being saturated while another is not saturated.	<ul style="list-style-type: none"> <li>Block the window or source of light that is causing one camera to saturate.</li> <li>Rotate the system so that the source of saturation is across the stitch boundary.</li> <li>Add something colorful near the stitch boundary.</li> </ul>

## ***Other Known Issues***

### **Microsoft Office 365**

When migrating an Office 365 on-premises account to online, the system's local or web interface may indicate that it is registered when the process has not yet completed on the server end. If a system is not able to make a call after migration, wait a few minutes and try again. The migration process can take 30 minutes or more to complete.

Prior to registering an Office 365 account with a RealPresence Centro system that is set to auto configuration, you must make sure the server and proxy addresses have been cleared. If you have entered specific server addresses into the address fields Registrar server and Proxy server at **Admin Settings > Network > IP Network > SIP**, before you change the SIP Server Configuration setting from **Specify** to **Auto**, you must clear the address fields and then click Save. If the server fields are not cleared, SIP registration might fail.

### **Wireless Mice**

Wireless mice that are connected to RealPresence Centro systems may not function properly with the VisualBoard application and are not recommended.

## **Get Help**

For more information about installing, configuring, and administering Polycom products, refer to Documents and Downloads at [Polycom Support](#).

To find all Polycom partner solutions, see [Polycom Global Strategic Partner Solutions](#).

## ***The Polycom Community***

The [Polycom Community](#) gives you access to the latest developer and support information. Participate in discussion forums to share ideas and solve problems with your colleagues. To register with the Polycom Community, 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.

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