

# Polycom® RealPresence Centro™

Polycom announces the release of version 6.1.2.1 software for Polycom RealPresence Centro systems. This document provides the latest feature information.

## Contents

<a href="#">New Features in Version 6.1.2</a>	2
<a href="#">Software Version History</a>	2
<a href="#">Microsoft Certification Support</a>	3
<a href="#">Integrating with the Polycom RealPresence Touch Device</a>	9
<a href="#">Limitations</a>	9
<a href="#">Security Updates</a>	10
<a href="#">Known Issues</a>	10
<a href="#">Get Help</a>	11
<a href="#">Copyright Information</a>	12

## New Features in Version 6.1.2

RealPresence Centro system software version 6.1.2 provides the functionality described in the following topics:

[Remote Control Support for Skype for Business Online](#)

[Support for New RealPresence Touch Hardware](#)

### ***Remote Control Support for Skype for Business Online***

RealPresence Centro systems in Skype for Business Online now works with both with the RealPresence Touch device or the RealPresence Centro remote control. In previous releases, the RealPresence Touch device was required for Skype for Business Online, and the remote control was not supported. Skype for Business On-Premises has already supported the RealPresence Centro remote control.

When the Skype user interface is enabled, only the RealPresence Touch can be used to control a RealPresence Centro system. If no RealPresence Touch is paired and the RealPresence Centro system is to be registered to Skype for Business Online, you must use the RealPresence Centro system local interface.



**Note:** As a best practice, Polycom strongly recommends that you use the RealPresence Touch device for the best user experience with Skype for Business Online. The device is required for the best Skype for Business experience and interface functionality. However, the RealPresence Touch device is not required to register the RealPresence Centro system to Skype for Business Online.

The following table describes support for Skype for Business environments, user interface mode, and the interface control type for each software release.

Software Version	Topology	User Interface	Remote Control	RealPresence Touch
6.1.2 or higher	Skype for Business Online	Polycom	Yes	Yes
6.1.1 or higher	Skype for Business Online or On-Premises	Skype for Business	No	Yes
Microsoft certification from 5.1.2	Skype for Business On-Premises	Polycom	Yes	Yes

## ***Support for New RealPresence Touch Hardware***

This release of the RealPresence Centro system software now supports a new revision of the RealPresence Touch hardware. The RealPresence Touch hardware version 7 is supported on the RealPresence Touch platform version 2.1.2 and higher.



**Caution:** If you perform a factory restore on the new hardware version 7 RealPresence Touch device to a software version lower than 2.1.2, the device might become unstable. If you install an unsupported software version, the platform upgrade screen will not display. As a best practice, verify the RealPresence Touch software version before you perform a factory restore on the device.

## Software Version History

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

Release	Release Date	Features
6.1.2.1	August 2017	Includes software enhancements for future hardware revision compatibility.
6.1.2	July 2017	Includes RealPresence Centro remote control support for systems registered to Skype for Business Online, support for EagleEye Director II version 1.1, and support for the new RealPresence Touch hardware version 7.
6.1.1	April 2017	General maintenance release.
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.
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>

# Microsoft Certification Support

The following RealPresence Centro system software versions list certification for Microsoft Skype for Business On-Premises or for Microsoft Skype for Business Online.

## Microsoft Certification Per Software Release

Version	On-Premises	Online
6.1.0	Microsoft certified	Not certified
6.1.1	Microsoft certified	Microsoft certified
6.1.2, 6.1.2.1	Not certified	Not certified



This version 6.1.2.1 RealPresence Centro system release is not certified by Microsoft, but is interoperable with Skype for Business On-Premises and Skype for Business Online. If you have any issues with using Polycom systems in a Skype for Business environment, contact [Polycom Support](#).

## Products Tested with this Release

The following table lists products that were tested with the RealPresence Centro systems. 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® Concierge	1.0.0
Polycom® HDX® Series	3.1.11
Polycom® Immersive Telepresence (ITP) Series	3.1.4
Polycom® Multipoint Layout Application	3.1.6.2
Polycom® OTX® Studio	6.1.2.1
Polycom® People + Content IP™	1.3.1
Polycom® RealPresence Touch™	6.1.2 Panel Software 2.1.2 Operating System
Polycom® RealPresence® Access Director™	4.2.4

**Products Tested with this Release**

Product	Tested Versions
Polycom® RealPresence® Collaboration Server (RMX®)	8.7.3
Polycom® RealPresence® Collaboration Server 1500	8.5.12
Polycom® RealPresence® Debut™	1.2.1
Polycom® RealPresence® Desktop	3.7.0
Polycom® RealPresence® Distributed Media Application™ (DMA®)	6.4.1.1
Polycom® RealPresence® Group Series	6.1.2.1
Polycom® RealPresence® Immersive Studio	6.1.2.1
Polycom® RealPresence® Media Suite™	2.8.0
Polycom® RealPresence® Mobile	3.7.0
Polycom® RealPresence® Resource Manager	10.1.0
Polycom® SoundStructure®	1.7.4
Polycom VisualBoard application	4.1.3 software version and later

## ***Supported Web Browsers***

The RealPresence Centro system 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 44 on Windows 8

## ***Language Support***

The RealPresence Centro system 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

## ***Support for Skype for Business Online***

To enable Skype mode for a RealPresence Centro system, you must provision a Office 365 room account and register the system with the room account. You can use a RealPresence Touch device or a RealPresence Centro remote control to provision and register Skype for Business Online.

Previously, RealPresence Centro systems with Skype for Business Online was supported as a beta feature. As of software version 6.1.1, Polycom provides mainstream support for this functionality.

For information on using a RealPresence Centro remote control with Skype for Business Online, refer to [Remote Control Support for Skype for Business Online](#).

## **Prerequisites**

Before you can register Skype for Business Online, the following prerequisites must be met.

- Have a minimum Microsoft license for E1 with Skype Plan 2 for enabling RealPresence Centro video endpoints. For information about the various plans, refer to this [Technet article](#).
- To search the directory for contacts, you must have added contacts to your Skype for Business contact list.
- Register the RealPresence Centro system with a room account instead of a user account for the following reasons:
  - Automatic processing and acceptance of meeting invites
  - Display of Skype for Business meeting prompts
  - Lobby enforcement, which prevents participants from automatically being admitted to a meeting

For step-by-step instructions on each required setting, refer to [Configure RealPresence Centro Systems for Registration with Skype for Business Online](#).

## **Limitations**

This release includes the following limitations for RealPresence Centro systems that are registered with Skype for Business Online.

<b>Not Supported</b>	<b>Workarounds/Notes</b>
Web proxy services	Workaround: Use a transparent web proxy.
IP calls through SIP when registered with Microsoft Office 365	Note: The Skype for Business user interface dialer does not allow you to input alphabetic letters or an @ sign.

Not Supported	Workarounds/Notes
Client Auto Configuration	Note: Refer to the DNS flow chart in this <a href="#">Technet article</a> .
Use of web automatic discovery (without DNS SRV) does not direct RealPresence Centro systems to the appropriate Skype for Business registration service.	Workaround: Create DNS SRV records for Skype for Business On-premises and Online registration.
OrgID is not supported	Workaround: Enable your tenant for <b>Modern Authentication</b> in the Skype for Business Online settings. For information on enabling this setting, refer to this <a href="#">Technet article</a> .
Skype for Business Broadcast	No available workaround or support for this feature at this time.
Third Party SSO Authentication	No available workaround or support for this feature at this time.
Microsoft Surface Hub	No available workaround or support for this feature at this time.

## Configure RealPresence Centro Systems for Registration with Skype for Business Online

You must perform some configuration steps before the RealPresence Centro system is ready to interoperate with Skype for Business Online. The following registration and encryption tasks are required.

The RealPresence Centro remote control is now supported with Skype for Business Online, however, you must be aware of some caveats. For important deployment information, refer to [Remote Control Support for Skype for Business Online](#).

### To register RealPresence Centro with Skype for Business Online

- 1 Provision your Office 365 RealPresence Centro account. For information on creating room accounts, refer to [Provisioning Skype Room System Accounts in Office 365](#) on the [Microsoft Technet](#) site.
- 2 Do one of the following:
  - **Use the RealPresence Touch device.** On the RealPresence Touch device, ensure that you are paired to a RealPresence Centro system. In the paired system's web interface, navigate to **Admin Settings > General Settings > Pairing**, select **Enable Polycom Touch Device** and select **Save**.
  - Use the RealPresence Centro remote control to perform this registration process.
- 3 To verify that the system has a Skype for Business Interoperability License, navigate to **Admin Settings > General Settings > Options**.
- 4 To enable Skype Mode, navigate to **Admin Settings > General Settings > Home Screen Settings**, and click the checkbox **Enable Skype Mode**.
- 5 To configure the SIP registration for the room system, navigate to **Admin Settings > Network > IP Network > SIP**.
- 6 Click the **Enable SIP** checkbox, enter the SIP registration information, at **Registrar Server Type**, select **Microsoft**. Then ensure that the **Registration Status** changes to **Registered**.

An example of the sign-in address and the username for the room account is *gsrcm@plcmmslab03.onmicrosoft.com*.

### To configure encryption:

Ensure encryption is enabled, as this is a requirement to establish an AV MCU conference.

- 1 In the system web interface, go to **Admin Settings > Security > Global Security > Encryption**.
- 2 In the **Require AES Encryption for Calls** list, select **When Available**.
- 3 Click **Save**.

### To configure the Directory Server:

- » In the system web interface, go to **Admin Settings > Servers > Directory Servers**, enter the Directory Server information, and ensure the **Registration Status** changes to **Registered**.

### To configure the Calendaring Service:

- » In the system web interface, go to **Admin Settings > Servers > Calendaring Servers**, enter the server information, and ensure the **Registration Status** changes to **Registered**.

### To validate the system status:

- » In the system web interface, go to **Diagnostics > System > System Status**, and ensure the **Microsoft Server**, **SIP Server Registrar Server**, and **Calendaring Service** options all show a Green status.

## Supported Skype for Business Online and On-Premises Topologies

The following table lists Polycom support for each Skype for Business topology, which varies by environment.

Topology	Active Directory	Skype for Business	Exchange	Polycom Support
On-Premises	On-Premises	On-Premises	On-Premises	Supported
Office 365 Multi-tenant (O365MT)	Online	Online	Online	Supported
Hybrid (Split domain)	On-Premises	On-Premises and Online	Online	Supported
Hybrid (CCE/OPCH)	On-Premises	Online	Online	Not supported at this time



## ***Update Polycom Software from Skype for Business Server***

You can configure RealPresence Centro systems to install software updates from Skype for Business Server.

To update software from Skype for Business Server, you must first deploy the appropriate software package to the server. Ensure that SIP is enabled and that the system is registered to the Microsoft server.

- 1** In the system web interface, go to **Admin Settings > General Settings > Software Updates > Automatic Software Updates**.
- 2** At **Start Time**, set the Hour, Minute, and AM/PM settings to specify a start time for the system to check for updates.
- 3** At **Duration**, select the length of time for the system to check for updates.  
After you configure the **Start Time** and **Duration** settings, the system checks for updates at this time daily.
- 4** Select the **Update Software from Skype for Business server** checkbox.
- 5** Enter the software key as received from Polycom support to update from Skype for Business server text box.
- 6** Click **Save**.

## ***Microsoft Interoperability***

RealPresence Centro systems support interoperability with the following Microsoft software versions.

### **Servers**

<b>Product Name</b>	<b>Version</b>
Microsoft Skype for Business Server 2015 (Feb. 2017)	6.0.9319.277
Microsoft Lync Server 2013	5.0.8308.987
Microsoft Exchange Server 2013	15.00.1263.005 CU15
Microsoft Skype for Business Online	Versions updated regularly and hosted by Microsoft
Microsoft Exchange Server Online	Versions updated regularly and hosted by Microsoft

## Clients

Product Name	Version
Windows client	16.0.6925.1049, 16.0.7329.1047
Mac client	16.2.156, 16.2.240, 16.5.0.185
Skype Room System v2	Not supported
Skype Room System v1 (Polycom CX8000)	Not supported
Polycom® Trio™ (with video)	Not supported
Polycom® RealConnect™	Not supported

## 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.

### 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.

## 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 6.1.2 for RealPresence Centro systems.

### Known Issues

Category	Issue Number	Description	Workaround
Content	EN-6308	During a conference call with a RealPresence Centro system and a RealPresence Mobile application, content sent from the Polycom People+Content IP application might not respond.	Press the <b>Play</b> button in the Polycom People+Content IP application.
Hardware	EN-10942	When the RealPresence Centro system powers off and powers back on, a 15-20 second delay occurs after the Home screen displays and before the camera turns on.	
Installation	EN-24249	Performing a platform software downgrade using a USB storage device might cause the RealPresence Touch device to stop the downgrade process and restart.	Do not use a USB storage device. Instead, perform a downgrade using RealPresence Resource Manager and an HTTP server.
Peripherals	EN-14155	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.	
User Interface	EN-10979	After the RealPresence Centro system powers off and powers back on, the IP address might display as 0.0.0.0.	Navigate to another screen then return to the Home screen.

## ***Other Known Issues***

### **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.

## Copyright Information

Copyright© 2017, Polycom, Inc. All rights reserved. No part of this document may be reproduced, translated into another language or format, or transmitted in any form or by any means, electronic or mechanical, for any purpose, without the express written permission of Polycom, Inc.

6001 America Center Drive  
San Jose, CA 95002  
USA



Polycom®, the Polycom logo and the names and marks associated with Polycom products are trademarks and/or service marks of Polycom, Inc. and are registered and/or common law marks in the United States and various other countries. All other trademarks are property of their respective owners. No portion hereof may be reproduced or transmitted in any form or by any means, for any purpose other than the recipient's personal use, without the express written permission of Polycom.

**End User License Agreement** By installing, copying, or otherwise using this product, you acknowledge that you have read, understand and agree to be bound by the terms and conditions of the [End User License Agreement](#) for this product.

**Patent Information** The accompanying product may be protected by one or more U.S. and foreign patents and/or pending patent applications held by Polycom, Inc.

**Open Source Software Used in this Product** This product may contain open source software. You may receive the open source software from Polycom up to three (3) years after the distribution date of the applicable product or software at a charge not greater than the cost to Polycom of shipping or distributing the software to you. To receive software information, as well as the open source software code used in this product, contact Polycom by email at [OpenSourceVideo@polycom.com](mailto:OpenSourceVideo@polycom.com).

**Disclaimer** While Polycom uses reasonable efforts to include accurate and up-to-date information in this document, Polycom makes no warranties or representations as to its accuracy. Polycom assumes no liability or responsibility for any typographical or other errors or omissions in the content of this document.

**Limitation of Liability** Polycom and/or its respective suppliers make no representations about the suitability of the information contained in this document for any purpose. Information is provided "as is" without warranty of any kind and is subject to change without notice. The entire risk arising out of its use remains with the recipient. In no event shall Polycom and/or its respective suppliers be liable for any direct, consequential, incidental, special, punitive or other damages whatsoever (including without limitation, damages for loss of business profits, business interruption, or loss of business information), even if Polycom has been advised of the possibility of such damages.

**Customer Feedback** We are striving to improve our documentation quality and we appreciate your feedback. Email your opinions and comments to [DocumentationFeedback@polycom.com](mailto:DocumentationFeedback@polycom.com).



Visit the [Polycom Support Center](#) for End User License Agreements, software downloads, product documents, product licenses, troubleshooting tips, service requests, and more.