

Polycom® RealPresence Centro™

Polycom announces the release of version 6.1.3 software for Polycom RealPresence Centro systems. This document provides the latest feature information.

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Supported Skype for Business Online and On-Premise 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

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

Software Version History

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

Release	Release Date	Features
6.1.3	September 2017	Includes escalation fixes for customer support, and support for EagleEye Producer version 1.2.1.5.
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"> • Skype for Business and Microsoft Office 365 features • RealPresence Touch Help Desk
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"> • Automatic Wake Up with Motion Sensors • Audio-only Calls • Office 365 Hybrid Deployment • Generate DTMF Tones with RealPresence Touch • Enhanced Quality of Experience • Log Upload to Skype for Business Server • Simplified and Persistent Video Layouts • Polycom® RealPresence® Cloud service support
5.1.2	June 2016	Resolved some known issues.

Release	Release Date	Features
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"> • Touch User Interface Control • Active Speaker Detection • VisualBoard application • SmartPairing Control and Content Sharing

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, 6.1.3	Not certified	Not certified



This version 6.1.3 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® HDX® Series	3.1.11
Polycom® Immersive Telepresence (ITP) Series	3.1.4
Polycom® Multipoint Layout Application	3.1.6.2
Polycom® OTX® Studio	6.1.3
Polycom® People + Content IP™	1.3.1
Polycom® RealPresence Touch™	6.1.3 Panel Software 2.1.3 Operating System
Polycom® RealPresence® Access Director™	4.2.4
Polycom® RealPresence® Collaboration Server (RMX®)	8.7.4
Polycom® RealPresence® Collaboration Server 1500	8.5.12
Polycom® RealPresence® Debut™	1.2.1
Polycom® RealPresence® Desktop for Windows	3.8.0
Polycom® RealPresence® Distributed Media Application™ (DMA®)	6.4.1.1
Polycom® RealPresence® Group Series	6.1.3
Polycom® RealPresence® Immersive Studio	6.1.3
Polycom® RealPresence® Media Suite™	2.8.0
Polycom® RealPresence® Mobile	3.8.0
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.

Not Supported	Workarounds/Notes
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.
Client Auto Configuration	Note: Refer to the DNS flow chart in this Technet article .
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 Modern Authentication in the Skype for Business Online settings. For information on enabling this setting, refer to this Technet article .
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 *gsrm@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.

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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

Product Name	Version
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
Microsoft Skype for Business 2015	15.0.4953.1000
Microsoft Lync 2013	15.0.4963.1000
Windows client	16.0.6925.1049, 16.0.7329.1047
Mac client	16.2.156, 16.2.240, 16.5.0.185
Polycom® Trio™ (with video)	5.4.4
Skype Room System v1 (Polycom CX8000)	1.00.11
Polycom® RealConnect™ Solution	Supported
Skype Room System v2	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

TLS v1.0

TLS 1.0 is enabled by default for all system applications using TLS. To disable TLS 1.0, go to the system web interface at **Admin Settings > Security > Global Security > Encryption** and select the **Disable TLS v1.0** checkbox. This setting disables the use of TLS 1.0 for SIP/TLS 1.0, 802.1x authentication, and the remote system log. One exception is the webserver running on port 443, where TLS 1.0 is not disabled.

For information about known and resolved security vulnerabilities, refer to the [Polycom Security Center](#).

Resolved Issues

The following table lists issues resolved in this version 6.1.3 release.

Category	Issue ID	Description
Alert Management	EN-34402	After the maximum time in a call was reached, a RealPresence Touch device did not display a disconnect or continue message.
Calling	EN-34543	The RealPresence Touch device might have restarted during a conference call.
Conference Management	EN-34399	After a call participant had already joined a meeting, a reminder would display on a RealPresence Touch device to join the same meeting.
Interoperability	EN-11213	After the RealPresence Touch device was powered off and back on, the paired RealPresence Touch device and Polycom SoundStructure became unpaired.
Interoperability	EN-34396	A user was unable to search the contact directory in an Office 365 Hybrid environment.

Known Issues

The following table lists all known issues and suggested workarounds in version 6.1.3 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 Play 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.	

Known Issues

Category	Issue Number	Description	Workaround
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.

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