



Polycom[®] RealPresence[®] Centro[™]

Polycom announces the release of version 6.2.2.5 software for Polycom RealPresence Centro systems. This document provides the latest feature information.

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What's New

There are no new features in this release.

Security Updates

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

Version History

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

| <i>Software Versions</i> | <i>Release Date</i> | <i>Description</i> |
|--------------------------|---------------------|---|
| 6.2.2.5 | February 2021 | Includes escalation fixes for customer support. |
| 6.2.2.4 | October 2020 | Includes escalation fixes for customer support. |
| 6.2.2.3 | June 2020 | Includes escalation fixes for customer support. |
| 6.2.2.2 | March 2020 | Includes escalation fixes for customer support. |
| 6.2.1.2 | August 2019 | Includes escalation fixes for customer support. |
| 6.2.1.1 | June 2019 | General maintenance release. |
| 6.2.1 | May 2019 | Includes Configuring SCEP Settings from RPRM, Support for Location-Based Routing in Skype for Business Hosted Calls along with escalation fixes for customer support |
| 6.2.0.2 | April 2019 | Includes escalation fixes for customer support. |
| 6.2.0.1 | February 2019 | Includes escalation fixes for customer support. |
| 6.2.0 | December 2018 | Includes Web Proxy, Large Conference Meetings, Simple Certificate Enrollment Protocol, and Managing System Software along with escalation fixes for customer support. |
| 6.1.7.2 | October 2018 | Includes escalation fixes for customer support. |
| 6.1.7.1 | October 2018 | Includes escalation fixes for customer support. |
| 6.1.7 | June 2018 | Includes escalation fixes for customer support. |
| 6.1.6.1 | May 2018 | Includes escalation fixes for customer support. |
| 6.1.5 | February 2018 | Includes escalation fixes for customer support. |
| 6.1.4 | November 2017 | Includes escalation fixes for customer support. |

| <i>Software Versions</i> | <i>Release Date</i> | <i>Description</i> |
|--------------------------|---------------------|--|
| 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 system 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. |
| 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 |

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

Resolved Issues

There are no resolved issues in this release.

Known Issues

The following table lists all known issues and suggested workarounds in version 6.2.2.5 for RealPresence Centro systems.

Known Issues

| <i>Category</i> | <i>Issue ID</i> | <i>Description</i> | <i>Workaround</i> |
|-----------------|-----------------|---|---|
| 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 a 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. | No workaround. |
| Peripherals | EN-14155 | You can't route RealPresence Centro system microphones to Polycom® SoundStructure® to send audio from the system to the far-end. Only external microphones connected to SoundStructure can send audio to the far-end. | No 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. |

| <i>Category</i> | <i>Issue ID</i> | <i>Description</i> | <i>Workaround</i> |
|-----------------|-----------------|---|---------------------------------|
| Video | EN-154212 | Occasionally RealPresence Centro camera will display black video. | Reboot the RealPresence Centro. |

Limitations

The following sections include limitations with the RealPresence Centro system.

Microsoft Office 365

When migrating an Office 365 on-premises account to online, the system's local or system web interface may indicate that it's registered when the process hasn't yet completed on the server end. If a system isn't 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 aren't cleared, SIP registration might fail.

Color and White Balance

The 360 camera may not properly adjust color and white balance due to one camera being saturated while another isn't saturated (GS-32398). Use 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.

RealPresence Centro System Registered with Skype for Business

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

| <i>Not Supported</i> | <i>Workarounds/Notes</i> |
|--|--|
| Web proxy services | Use a transparent web proxy. |
| IP calls through SIP when registered with Microsoft Office 365 | The Skype for Business user interface dialer doesn't allow you to input alphabetic letters or an @ sign. |

| <i>Not Supported</i> | <i>Workarounds/Notes</i> |
|---|---|
| Client Auto Configuration | Refer to the DNS flow chart in this Technet article . |
| Use of web automatic discovery (without DNS SRV) doesn't direct RealPresence Centro systems to the appropriate Skype for Business registration service. | Create DNS SRV records for Skype for Business On-premises and Online registration. |
| OrgID isn't supported | 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. |

Interoperability

Video conferencing systems use a variety of algorithms to compress audio and video. In a call between two systems, each end transmits audio and video using algorithms supported by the other end. In some cases, a system might transmit a different algorithm than it receives. This process occurs because each system independently selects the optimum algorithms for a particular call, and different products might make different selections. This process shouldn't affect the quality of the call.

Products Tested with This Release

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



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.

| <i>Product Name</i> | <i>Interoperable Versions</i> |
|----------------------|-------------------------------|
| Polycom® HDX® Series | 3.1.14 |
| Polycom Content App | 1.3.2 |

| <i>Product Name</i> | <i>Interoperable Versions</i> |
|--|---|
| Polycom® RealPresence Touch™ | 6.2.2.5 Panel software 2.2.2.5 Operating System software |
| Polycom® RealPresence® Access Director™ | 4.2.4 |
| Polycom® RealPresence® Collaboration Server (RMX®) | 8.8.1 |
| Polycom® RealPresence® Collaboration Server 1500 | 8.8.1 |
| Polycom® RealPresence® Debut™ | 1.3.2 |
| Polycom® RealPresence® Desktop for Windows | 3.9.1 |
| Polycom® RealPresence® Distributed Media Application™ (DMA®) | 10.0.0.2 |
| Polycom® RealPresence® Group Series | 6.2.2.5 |
| Polycom® RealPresence® Immersive Studio | 6.2.2.5 |
| Polycom® RealPresence® Media Suite™ | 2.8.2 |
| Polycom® RealPresence® Mobile | 3.9.1 |
| Polycom® RealPresence® Resource Manager | 10.1.0 |
| Polycom VisualBoard application | 4.1.3 software version and later |

Microsoft Interoperability

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

Servers

| <i>Product Name</i> | <i>Version</i> |
|--|--|
| Microsoft Skype for Business Server 2015 (Feb. 2017) | 6.0.9319.544 |
| Microsoft Lync Server 2013 | 5.0.8308.1001 |
| Microsoft Exchange Server 2013 | 15.1 |
| Microsoft Exchange Server 2016 | 15.01.1713.005 |
| Microsoft Skype for Business Online | Versions updated regularly and hosted by Microsoft |
| Microsoft Exchange Server Online | Versions updated regularly and hosted by Microsoft |

Clients

| <i>Product Name</i> | <i>Version</i> |
|---------------------------------------|----------------------------------|
| Microsoft Skype for Business 2015 | 15.0.5111.1000 |
| Microsoft Lync 2013 | 15.0.4701.1000 |
| Windows client | 16.0.9126.2315, 16.0.10730.20264 |
| Mac client | 16.24.0.191 |
| Polycom® Trio™ (with video) | 5.9.0 |
| Skype Room System v1 (Polycom CX8000) | 1.00.11 |
| Polycom® RealConnect™ Solution | Supported |
| Skype Room System v2 | Not supported |

Supported Web Browsers

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

- Microsoft Edge 38.14393.2068.0 on Windows 10
- Apple Safari 13.0.5 on Mac OS Catalina 10.15.3
- Mozilla Firefox 73.0.1 on Windows 10
- Chrome Version 79.0.3945.130 on Windows 10

Support for Skype for Business Online

To enable Skype mode for a RealPresence Centro system, you must provision an 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.

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 more information on registering RealPresence Centro with Skype for Business, refer [Skype for Business Deployment Guide](#).

Get Help

For more information about installing, configuring, and administering Poly products or services, go to the [Poly](#) site, click Support, and choose the option best suited to your needs.

Related Poly and Partner Resources

See the following sites for information related to this product.

- The [Polycom Support Site](#) is the entry point to online product, service, and solution support information including Licensing & Product Registration, Self-Service, Account Management, Product-Related Legal Notices, and Documents & Software downloads.
- The [Polycom Document Library](#) provides support documentation for active products, services, and solutions. The documentation displays in responsive HTML5 format so that you can easily access and view installation, configuration, or administration content from any online device.
- The [Polycom Community](#) provides access to the latest developer and support information. Create an account to access Poly support personnel and participate in developer and support forums. You can find the latest information on hardware, software, and partner solutions topics, share ideas, and solve problems with your colleagues.
- The [Polycom Partner Network](#) are industry leaders who natively integrate the Poly standards-based RealPresence Platform with their customers' current UC infrastructures, making it easy for you to communicate face-to-face with the applications and devices you use every day.
- The [Polycom Collaboration Services](#) help your business succeed and get the most out of your investment through the benefits of collaboration.

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