

Polycom® RealPresence® Centro™

Polycom announces the release of version 6.2.0.2 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>
6.2.0.2	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.
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

<i>Software Versions</i>	<i>Release Date</i>	<i>Description</i>
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

The following table lists the resolved issues for the version 6.2.0.2 release.

Resolved Issues

<i>Category</i>	<i>Issue ID</i>	<i>Resolved Issues</i>
Peripherals	EN-115272	RealPresence Centro camera will not enter sleep mode even if a sleep timer is set in the system.

Known Issues

The following table lists all known issues and suggested workarounds in version 6.2.0.2 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 cannot 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.

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 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

The 360 camera may not properly adjust color and white balance due to one camera being saturated while another is not 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 does not allow you to input alphabetic letters or an @ sign.
Client Auto Configuration	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.	Create DNS SRV records for Skype for Business On-premises and Online registration.
OrgID is not 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.

<i>Not Supported</i>	<i>Workarounds/Notes</i>
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 should not 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 is not 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	3.1.12
Polycom® Immersive Telepresence (ITP) Series	3.1.4
Polycom® Multipoint Layout Application	3.1.6.3
Polycom® OTX® Studio	6.2.0.2
Polycom® People + Content IP™	1.4.2
Polycom Content App	1.3.0
Polycom® RealPresence Touch™	6.2.0.2 Panel software 2.2.0.2 Operating System software
Polycom® RealPresence® Access Director™	4.2.4
Polycom® RealPresence® Collaboration Server (RMX®)	8.8.0

<i>Product Name</i>	<i>Interoperable Versions</i>
Polycom® RealPresence® Collaboration Server 1500	8.8.0
Polycom® RealPresence® Debut™	1.3.1
Polycom® RealPresence® Desktop for Windows	3.9.1
Polycom® RealPresence® Distributed Media Application™ (DMA®)	10.0.0.2
Polycom® RealPresence® Group Series	6.2.0.2
Polycom® RealPresence® Immersive Studio	6.2.0.2
Polycom® RealPresence® Media Suite™	2.8.2
Polycom® RealPresence® Mobile	3.9.1
Polycom® RealPresence® Resource Manager	10.1.0
Polycom® SoundStructure®	1.7.7
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	15.00.1473.003 CU22
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

<i>Product Name</i>	<i>Version</i>
Mac client	16.20.90, 16.21.65, 16.21.87
Polycom® Trio™ (with video)	5.5.2
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 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

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.

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 Polycom products, refer to Documents and Downloads at [Polycom Support](#).

For information about Polycom partner solutions, see [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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