

Polycom® RealPresence Centro™

Polycom announces the release of version 6.0.1 software for the Polycom RealPresence Centro. This document provides the latest information about the RealPresence Centro system.

Contents

What's New in Release 6.0.1	1
Release History	2
Products Tested with this Release	3
Integrating with the Polycom RealPresence Touch	4
Limitations	4
Security Updates	5
Known Issues	5
Get Help	7
Copyright and Trademark Information	8

What's New in Release 6.0.1

There are no new features for this release. Version 6.0.1 includes the features and functionality of previous releases.



To view the latest Polycom product documentation, visit [Polycom Support](#).

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
6.0.1	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 History

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

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®)	6.3.2.2
Polycom RealPresence® Resource Manager	10.0.0
Polycom® Immersive Telepresence (ITP) Series	3.1.4
Polycom® Concierge	1.0.0
Polycom® HDX® Series	3.1.11
Polycom® Multipoint Layout Application	3.1.6.2
Polycom® OTX® Studio	6.0.1
Polycom® People + Content IP™	1.3.1
Polycom® RealPresence Touch™	6.0.1 Panel Software 2.0.0 Operating System
Polycom® RealPresence® Access Director™	4.2.2
Polycom® RealPresence® Collaboration Server (RMX®)	8.7.1
Polycom® RealPresence® Collaboration Server 1500	8.5

Products Tested with this Release

Product	Tested Versions
Polycom® RealPresence® Debut™	1.1.0
Polycom® RealPresence® Desktop	3.5.1
Polycom® RealPresence® Group Series	6.0.1
Polycom® RealPresence® Immersive Studio	6.0.1
Polycom® RealPresence® Media Suite™	2.7.0
Polycom® RealPresence® Mobile	3.5.1
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 44 on Windows 8

Integrating with the Polycom RealPresence Touch

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 6.0.1 for RealPresence Centro.

Known Issues

Category	Issue Number	Release	Description	Workaround
Audio	GS-29904	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	GS-26662	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	GS-27622	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.	

Known Issues

Category	Issue Number	Release	Description	Workaround
User Interface	GS-27175	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.
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"> 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.

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 Group 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 and Trademark Information

Copyright© 2016, 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.

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.



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