

Polycom® RealPresence® Centro™

Polycom announces the release of version 6.2.1 software for Polycom RealPresence Centro systems. This document provides the latest feature information.

Contents

What's New	2
Security Updates.....	2
Version History	2
Language Support	4
Resolved Issues.....	4
Known Issues.....	5
Limitations	5
Interoperability	6
Get Help	9
Copyright and Trademark Information	10

What's New

RealPresence Centro system software version 6.2.1 provides the functionality described in the following sections:

- [Configuring SCEP Settings through RealPresence Resource Manager](#)
- [Support for Location-Based Routing in Skype for Business Hosted Calls](#)

Configuring SCEP Settings through RealPresence Resource Manager

You can configure the Simple Certificate Enrollment Protocol (SCEP) Settings for your RealPresence Centro system when provisioned by a RealPresence Resource Manager system.

Support for Location-Based Routing in Skype for Business Hosted Calls

The RealPresence Centro system now supports location-based routing (LBR) for Skype for Business calls.



This feature is supported in Skype for Business VoIP calls in an IPv4 environment only.

The LBR feature introduces a new set of rules to prevent toll bypass by restricting the routing of an outgoing call to a national or an international PSTN number as per the call authorization rules.

You must enable this feature on the Skype for Business server.

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>
6.2.1	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

<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
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.

<i>Software Versions</i>	<i>Release Date</i>	<i>Description</i>
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 6.2.1 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.
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	3.1.14
Polycom® Immersive Telepresence (ITP) Series	3.1.4
Polycom® Multipoint Layout Application	3.1.6.3
Polycom® OTX® Studio	6.2.1
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®)	8.8.1
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	6.2.1
Polycom® RealPresence® Immersive Studio	6.2.1
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

<i>Product Name</i>	<i>Interoperable Versions</i>
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
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.

Copyright and Trademark Information

Copyright© 2019, 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

Trademarks

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.

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.

End User License Agreement

BY USING THIS PRODUCT, YOU ARE AGREEING TO THE TERMS OF THE END USER LICENSE AGREEMENT (EULA) AT: <http://documents.polycom.com/indexes/licenses>. IF YOU DO NOT AGREE TO THE TERMS OF THE EULA, DO NOT USE THE PRODUCT, AND YOU MAY RETURN IT IN THE ORIGINAL PACKAGING TO THE SELLER FROM WHOM YOU PURCHASED THE 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.

Customer Feedback

We are striving to improve our documentation quality and we appreciate your feedback. Email your opinions and comments to DocumentationFeedback@polycom.com.

Polycom Support

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