Polycom® RealPresence® Group Series, Version 4.2.0

Contents

Overview

Polycom announces a new release of Polycom® RealPresence® Group Series software. This document provides the latest information about the following Polycom software:

- Version 4.2.0 of the Polycom RealPresence Group system software
- Version 2.2 of the Polycom® EagleEye™ Director software
- Version 1.0 of the Polycom® EagleEye™ Producer software
- Version 4.2.0 of the Polycom Touch Control Operating System software
- Version 4.2.0 of the Polycom Touch Control Panel software

The Polycom RealPresence Group systems are cutting-edge visual collaboration tools that provide high quality video and sound. The systems use the most up-to-date video communications technology to deliver the most natural video conferencing experience.

The Polycom RealPresence Group systems support up to 1080p60 performance for people and content, for a new level of clarity and realism. RealPresence Group 300 and RealPresence Group 500systems support 1080p60 performance for either people or for content, while RealPresence Group 700 systems support 1080p60 performance for people and content at the same time. You can pair all of the systems with the Polycom EagleEye Director or the Polycom Touch Control to turn them into even more powerful room-based video systems.

> **Note: Powering on the RealPresence Group system**
> Every time you power on a RealPresence Group system, a splash screen appears on the monitor with a note to wait as the system starts. The monitor then goes black for a period of time. Do not attempt to turn off or restart the system during this time.

RealPresence Group 300 and 500 systems ship with a Polycom® EagleEye™ III, Polycom® EagleEye™ IV, or Polycom® EagleEye™ Acoustic camera, a Polycom RealPresence Group Remote Control, and a RealPresence Group Microphone Array.

Polycom RealPresence Group 300 and Group 500 systems and accessories
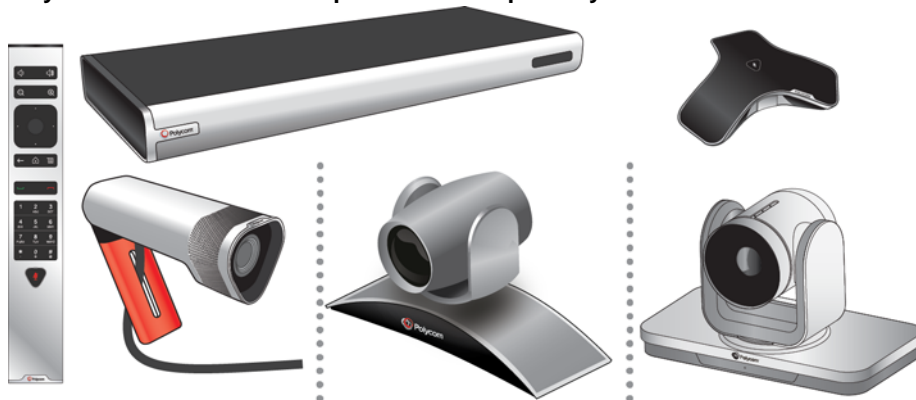
RealPresence Group 700 systems ship with a Polycom EagleEye III or Polycom EagleEye IV camera, a Polycom RealPresence Group Microphone Array, and a Polycom RealPresence Group Remote Control.

Polycom RealPresence Group 700 system and accessories

The administrator settings can be configured in the system's web interface. Users can access calling functions using the remote control and user-friendly onscreen menus.

For more information about setting up and using the RealPresence Group systems, refer to the documents on the product pages at support.polycom.com.

Monitor Setup

Depending on the monitor you are using with the RealPresence Group system, you might want to change some default settings. Before setting up your system, review the following information to determine what changes might be necessary.

Display All Pixels

Before attaching your Polycom RealPresence Group system to a TV monitor, ensure the monitor is configured to display all available pixels. This setting, also known as `fit to screen` or `dot by dot`, enables the entire HD image to be displayed. The specific name of the monitor setting varies by manufacturer.

Ensure Monitor Availability

By default, the RealPresence Group system sends no signal when it goes to sleep. This might result in some monitors turning off or entering standby mode. If your monitor does not wake up when the RealPresence Group system wakes up and reestablishes the signal, you have several options:

- Turn the monitor off and on again before using the RealPresence Group system.
- Configure the monitor to enter standby mode when it is not receiving a signal.
- Set up the RealPresence Group system to display black video when it goes to sleep, instead of not sending a signal.

HDCP Content Sources

Because the RealPresence Group Series does not support High-bandwidth Digital Content Protection (HDCP), if you connect a content source that sends HDCP-encrypted content, the content displays as black video on the near and far-end sites. To ensure that content displays correctly, send content in a format other than HDCP.

Experimental Features

You can now enable experimental features and evaluate in them a non-production environment.

> **Note: Experimental features are not tested or supported**
>
> Experimental features are neither tested nor supported. These features might, or might not, become official features in a future release.

To enable the experimental features:

1   In the web interface, select **Admin Settings > General Settings > System Settings > Polycom Labs**.

2   Select the **Enable Polycom Labs Features** checkbox to enable all experimental features.

Acoustic Fence

RealPresence Group Series systems now include an experimental technology that uses standard Polycom microphone arrays that build a virtual fence around a user or multiple users. The near-end audio is muted when all sounds originate outside a set boundary. If a speaker is talking inside the fence, the speaker's volume is not altered, but sounds outside the fence are lowered by 12 dB. Once the speaker leaves the fenced area, the audio is muted.

In addition to the primary Polycom microphone array, one or more fence microphone arrays are required. The boundary radius can be two feet to several feet around the following Polycom peripherals:

●   Polycom microphone array

●   Desktop microphones

●   Ceiling microphones

●   EagleEye View camera

●   Polycom EagleEye Acoustic camera

> **Note: Acoustic Fence only works in Mono Mode**
>
> Acoustic Fence only works in mono mode. If StereoSurround is enabled when you enable the Acoustic Fence experimental feature, a notification displays to alert you that enabling Acoustic Fence disables Polycom StereoSurround.

For Acoustic Fence configuration and set up information, refer to *Quick Tips for the Polycom Acoustic Fence* at support.polycom.com.

Install the Software

Procedures for installing and updating Polycom RealPresence Group System software vary. With your license key, you can update directly from RealPresence Group Series software version 4.0.2 to 4.2.0.

When updating the RealPresence Group system software to version 4.1.x or later, make sure you are currently running version 4.0.2 or later.

- If you are running version 4.0.0, 4.0.0.1, or 4.0.1, download and install version 4.0.2 from support.polycom.com before you download and install a 4.1.x version.
- If you are already running version 4.0.2 or later, you can follow the procedures described in *Software and Options for the Polycom RealPresence Group Series and Accessories Installation Guide* at support.polycom.com.

Software Version History

Polycom RealPresence Group System Software

Software Version	Release Date	Description
4.2.0	January 2015	Includes support for additional Microsoft Lync 2013 enhancements; adds CEC monitor controls; includes SVC updates; adds support for enhanced High Definition video resolution; includes updates to receiving software updates from the web interface, and adds accessible HTML help; adds support for a visual security classification feature; includes support for People+Content IP 1.3; provides updates to the API; includes support for Polycom EagleEye Producer.
4.1.3.2	April 2014	Correction for the Heartbleed OpenSSL Security Vulnerability in third-party software.
4.1.3	February 2014	Provides native Microsoft Lync 2013 interoperability; adds support for recording on RealPresence Group 700 systems; includes more robust and secure SNMP and system logging functionality; adds support for BroadSoft BroadWorks DMS provisioning; provides support for the Polycom VisualBoard application; includes updates of SVC functionality; includes support for a new version of the Polycom EagleEye Director which has a new tracking mode; provides updates to the API.
4.1.1.1	September 2013	Includes support for additional Lync 2013 enhancements; adds Cisco TIP interoperability; replaces version 4.1.1.
4.1.1	July 2013	Provides enhanced security; includes Scalable Video Codec (SVC) updates; adds compatibility for Microsoft Lync 2013; provides remote management of the Polycom Touch Control; supports Polycom Calendering for Microsoft Outlook.
4.0.2	March 2013	Added support for the SVC protocol and RealPresence Group 700 system; enabled Monitor Profiles for configuring viewing and recording preferences.

Software Version	Release Date	Description
4.0.1	January 2013	Enabled Polycom® SmartPairing™ in automatic mode with the RealPresence Mobile application on an Apple iPad; added more diagnostic features; included API support for a broadcast beacon to an AMX® NetLinx™ central controller; added support for software downgrade via USB; added support for the EagleEye Acoustic camera; updated EagleEye Director software to version 2.1, which adds camera support for 1080p with 60 frames per second.
4.0.0.1	November 2012	Correction for an issue recently observed at the factory in which Polycom RealPresence Group systems restarted intermittently while in a call; replaces 4.0.0.
4.0.0	November 2012	First release of software to support the Polycom RealPresence Group 300 and 500 systems.

Polycom Touch Control Software

Software Version	Description
4.2.0 Panel software 4.2.0 Operating System software	Compatible with Polycom RealPresence Group system software version 4.2.0.
4.1.3 Panel software 4.1.3 Operating System software	Compatible with Polycom RealPresence Group system software versions 4.1.3 and 4.1.3.2.
4.1.1.1 Panel software 4.1.1.1 Operating System software	Compatible with Polycom RealPresence Group system software version 4.1.1.1.
4.1.1 Panel software 4.1.1 Operating System software	Support for remote management by a RealPresence Group system; compatible with Polycom RealPresence Group system software version 4.1.1.
4.0.2 Panel software 4.0.2 Operating System software	Release of Polycom Touch Control software to support the Polycom RealPresence Group 700 system; compatible with Polycom RealPresence Group system software version 4.0.2.
4.0.1 Panel software 4.0.1 Operating System software	Bug fix release; compatible with Polycom RealPresence Group system software version 4.0.1.
4.0.0 Panel software 4.0.0 Operating System software	Release of Polycom Touch Control software to support the Polycom RealPresence Group 300 and 500 systems; compatible with Polycom RealPresence Group system software versions 4.0.0 and 4.0.0.1.

New Features in 4.2.0

RealPresence Group Series system software version 4.2.0 provides the functionality described in the following sections:

- Microsoft Lync Updates
- CEC Monitor Controls
- Audio Mute Reminder for the Near-End Site

- Enhanced High Definition Multipoint Resolution
- Software Update Using the Web Interface
- HTML Help on the Web Interface
- Stop and Start Video
- Visual Security Classification
- Scalable Video Coding Updates
- People+Content IP Version 1.3
- Polycom Touch Control with Unencrypted Media Streams
- Browsing Global Directory Entries
- Expanded SNMP MIB Support
- Polycom EagleEye IV Software Updates
- Directory Import and Export
- API Support on Telnet Port 23
- New and Changed API Commands
- Polycom EagleEye Producer Support

Microsoft Lync Updates

Version 4.2.0 of the RealPresence Group Series software adds the following Microsoft Lync support:

- Microsoft Lync Forward Error Correction (FEC) for H.264
- IPv6 Support
- Dual H.264 Streams in Lync SVC Calls

Microsoft Lync Forward Error Correction (FEC) for H.264

RealPresence Group Series now supports Forward Error Correction for video data in calls with Lync 2013 clients or Audio Video Multipoint Conferencing Units (AVMCUs). This includes FEC DV0 and DV1 support for both H.264-Scalable Video Coding (SVC) and Real-Time Video (RTV) codecs. The scheme introduces recovery packets on the transmitter which are used to recover lost video packets on the receiver. Enabling or disabling the Lost Packet Recovery setting in the web interface does not affect the negotiation of FEC.

IPv6 Support

RealPresence Group systems are now supported in Microsoft Lync 2013 environments with IPv6 networks.

Dual H.264 Streams in Lync SVC Calls

Dual H.264 streams are now supported, allowing RealPresence Group systems in SVC-enabled Lync multipoint calls to transmit multiple streams of the local video depending upon the capabilities of the far-end systems. For example, far-end systems displaying high resolution images receive high resolution images from the RealPresence Group system, while simultaneously far-end systems displaying low resolution images receive low resolution images from the RealPresence Group system.

CEC Monitor Controls

Consumer Electronics Control (CEC) settings have been added to the RealPresence Group Series HDMI support. With CEC enabled, all connected monitors can be powered on or switched to standby mode using the Polycom RealPresence Group Series remote control.

With this feature enabled, the following settings are available:

● **One Touch Play**–Using the RealPresence Group Series remote, touch the Power button. All connected CEC-capable monitors are powered on, and their displays are switched to RealPresence Group Series input.
● **System Standby**–When the RealPresence Group Series system enters sleep mode, all the connected CEC-capable monitors are switched to standby mode.

For information on setting up CEC, refer to the *Administrator Guide for the Polycom RealPresence Group Series* at support.polycom.com.

Audio Mute Reminder for the Near-End Site

When the near-end site microphone is muted and the RealPresence Group system detects sound in the near-end site conference room, the RealPresence Group system displays a message warning you that your audio is muted. The message displays once, for 8 seconds, on the near-end site main display.

For information on enabling or disabling this reminder, refer to the general audio settings in the *Administrator Guide for the Polycom RealPresence Group Series* at support.polycom.com.

Enhanced High Definition Multipoint Resolution

Polycom now offers enhanced High Definition (HD) Multipoint Resolution, enhancing video quality in multipoint conferences. This feature increases the maximum transmitting and receiving video resolutions in multipoint video conferences.

The table specifies new maximum Multipoint Control Unit (MCU) transmitting and receiving resolutions.

MCU Resolutions

Number of Endpoints in the Video Conference	Maximum Transmitting Resolutions	Maximum Receiving Resolutions
1 endpoint	1080p, 60fps	1080p, 60fps
3-4 endpoints	1080p, 30fps	960x544, 30fps
5-8 endpoints	720p, 30fps	640x368, 30fps

Note: Specific limits for RealPresence Group 500 and 700 systems

The RealPresence Group 500 system supports one endpoint as a host system and up to five other endpoints in a six-way multipoint conference; the RealPresence Group 700 system supports one endpoint as a host system and up to seven other endpoints in an eight-way multipoint conference.

During a multipoint video conference, if any endpoints in the video conference do not support high resolution video and transmit lower resolution video, all endpoints receive lower resolution video.

Software Update Using the Web Interface

You can now manually install software on the RealPresence Group system by uploading a .tar file from the web interface. For more information, refer to the *Software and Options for the Polycom RealPresence Group Series and Accessories Installation Guide* at support.polycom.com.

HTML Help on the Web Interface

You can now access RealPresence Group Series HTML Help on the web interface.

To access RealPresence Group Series HTML Help:

» Click ![Help] **Help** at the top right of the RealPresence Group Series web interface.

Stop and Start Video

You can now stop your near-end site video while in a call. If you are using the local interface, you can also stop your near-end site video before a call begins. You can start your video again at any time.

When your video is stopped, the far end does not see local video transmission from you. Stopping your video allows you to stop sending your near-end camera-encoded video while still remaining connected to the conference.

When your video is stopped in non-Lync environments, a video pause image is sent to the far end. In Lync environments, video transmissions stops, and no Self View is displayed when your video is stopped. Stopping your video does not affect sending or receiving content.

For information on stopping and starting video from the local interface, refer to the *User Guide for the Polycom RealPresence Group Series*. For information on stopping and starting video from the web interface, refer to the *Administrator Guide for the Polycom RealPresence Group Series*.

Visual Security Classification

The Visual Security Classification feature is a security classification feature for SIP calls in a BroadSoft environment. This feature helps participants remain conscious of the maximum level of classified information that can be safely exchanged in a conversation. After a call begins, the Visual Security Classification indication of the call is displayed on all endpoint monitors in the call. During a call, you can override the security classification and assign a lower security classification level.

The Visual Security Classification feature is disabled by default. Enable it with a provisioning server or through the web interface. For information on enabling visual security classification, refer to the *Administrator Guide for the Polycom RealPresence Group Series* at support.polycom.com.

Scalable Video Coding Updates

Scalable Video Coding (SVC), an extension of the H.264 video compression standard, is supported on RealPresence Group systems registered to a Lync 2013 server connected to an SVC-compatible bridge. The following SVC features have been added:

● Automatically answer incoming point-to-point SVC calls.
● Multiple 720p/30 video streams for mixed SVC and advanced video coding (AVC) conferences.

● In SVC-based multipoint call, RealPresence Group systems now support receiving and transmitting video and content at1080p. These calls use H.264-SVC for people and H.264 for content streams. The system must have the 1080p option enabled, and the RealPresence Group system is connected to an SVC-compatible bridge through the Polycom® RealPresence® Distributed Media Application™ (DMA®).

> **Note: RealPresence Group systems support 1080p people, but not content**
> While the RealPresence Group 300 system supports 1080p people, it does not support 1080p content.

For more information on SVC capabilities with RealPresence Group systems, refer to the *Administrator Guide for the Polycom RealPresence Group Series* at support.polycom.com.

People+Content IP Version 1.3

People+Content IP 1.3 is available with the RealPresence Group Series 4.2.0 release. New features in People+Content IP 1.3 include larger zoom windows (16x9) and new graphics with the Polycom logo.

Polycom Touch Control with Unencrypted Media Streams

This software release allows Polycom Touch Control to pair with, and to control, any regional-specific RealPresence Group system with unique encryption requirements. There is no change in behavior for systems that already support the Polycom Touch Control.

Browsing Global Directory Entries

The RealPresence Group Series system 4.2.0 release adds global directory capability. You can browse global directory entries in addition to searching the global directory.

Global directory entries are assigned to a default global Favorites group named Global Entry. The global directory contains address book entries downloaded from an enabled global directory server. You can scroll through the global directory to view a list of all global directory entries, and select contacts in the global directory to call. Up to 200 search results at a time can be displayed from a global directory service.

Polycom supports the following global directory services:

● Polycom Global Directory Service (GDS)
● Microsoft Lync
● Lightweight Directory Access Protocol (LDAP)

> **Note: Browsing the LDAP directory**
> In order to browse LDAP global directory entries, LDAP must be enabled through Polycom RealPresence Resource Manager. If LDAP is not enabled through Polycom® RealPresence® Resource Manager, you can still search the global directory, but you cannot browse the global directory.

For information on browsing the global directory from the local interface, refer to the *User Guide for the Polycom RealPresence Group Series* and for information on browsing the global directory from the web interface, refer to the *Administrator Guide for the Polycom RealPresence Group Series* at support.polycom.com.

Expanded SNMP MIB Support

The RealPresence Group Series software now has expanded SNMP MIB support. The following MIB types have been added for this release:

- RFC-1213-MIB
- IF-MIB
- IP-MIB
- TCP-MIB
- UDP-MIB

For more information on SNMP MIB support, refer to the *Administrator Guide for the Polycom RealPresence Group Series* at support.polycom.com.

Polycom EagleEye IV Software Updates

The RealPresence Group Series now automatically pushes new firmware updates to attached EagleEye IV cameras.

Directory Import and Export

The Import/Export Directory feature enables you to download Favorites from the RealPresence Group system to local devices, including computers and tablets, in XML format. It also allows you to upload Favorites to a RealPresence Group system from a local device.

To access these features you must be able to access a web browser on your device. Polycom recommends you use one of the following web browsers:

- Microsoft Internet Explorer
- Mozilla Firefox

For information on how to import or export favorite groups and entries, refer to the *Administrator Guide for the Polycom RealPresence Group Series* at support.polycom.com.

API Support on Telnet Port 23

In previous releases, API support was available on telnet port 24 only. This release adds API support on telnet port 23. Changing the API port setting also changes the telnet diagnostics port, and requires a system restart.

For more information on changing the telnet port, refer to the *Integrator Reference Manual for the Polycom RealPresence Group Series* at support.polycom.com.

New and Changed API Commands

The following API commands have been added for this release:

- apiport
- configlayout
- generatetoneloglevel
- monitor1screensaveroutput
- monitor2screensaveroutput

- nearloop
- popupinfo
- powerdown
- uptime
- videomute
- recordingaudio

The camera input command has been modified in this release.

For detailed information regarding the new and changed commands, refer to the *Integrator Reference Manual for the Polycom RealPresence Group Series* at support.polycom.com.

Polycom EagleEye Producer Support

Polycom EagleEye Producer is a camera peripheral technology that works with Polycom EagleEye III and EagleEye IV cameras to provide room framing and participant counting.

Polycom EagleEye Producer
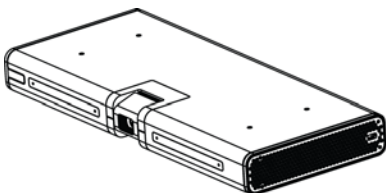
RealPresence Group Series 4.2.0 supports the following EagleEye Producer functionality:

- Update EagleEye Producer with RealPresence Group Series
- Change Camera Tracking Settings
- Stop and Start Camera Tracking
- View System Status

Information on required cables and how to set up EagleEye Producer are included in *Set Up the Polycom EagleEye Producer*. Additional information is available in the *Polycom RealPresence Group Series Integrator Reference Manual.* Both documents are located at support.polycom.com.

Update EagleEye Producer with RealPresence Group Series

Updates to Polycom EagleEye Producer software are included with the RealPresence Group system software updates. To update your EagleEye Producer, connect it to the RealPresence Group system before you run a software update. The software update program detects the EagleEye Producer and updates it if necessary. No license number or key code is needed to update the EagleEye Producer.

EagleEye Producer must run a software version that is compatible with the software version on the RealPresence Group system. Refer to the current **Polycom Supported Products** matrix at Polycom Service Policies for more information.

Update the EagleEye IV Camera Firmware

The RealPresence Group system does not update an EagleEye IV camera attached to EagleEye Producer. To update the EagleEye IV camera firmware, you must connect it directly to the RealPresence Group system.

To update the EagleEye IV camera firmware:

1 Disconnect the EagleEye IV camera from the EagleEye Producer.

2 Connect the EagleEye IV camera directly to the RealPresence Group system.

   The RealPresence Group system updates the camera firmware.

3 Reconnect the EagleEye IV camera to the EagleEye Producer.

Change Camera Tracking Settings

The Polycom EagleEye Producer detects the people in the room and provides room framing during a conference. Group framing, with a Normal tracking speed and Medium view, is enabled by default You can change the camera tracking settings, as described below.

> Polycom recommends calibrating the Polycom EagleEye Producer before adjusting camera features. For instructions on how to calibrate the Polycom EagleEye Producer, refer to the *Polycom EagleEye Producer User Guide* at support.polycom.com.

To change camera tracking settings:

1 Do one of the following:

   ➢ In the local interface of the RealPresence Group Series system, go to **Settings > Administration > Camera Tracking > Settings**.

   ➢ In the web interface of the RealPresence Group Series system, go to A**dmin Settings > Audio/Video > Video Inputs> Settings** and select the **Input** used by the Polycom EagleEye Producer.

2 Configure the following settings.

Setting	Description
Tracking Mode	Specifies the tracking mode: • **Group Framing** - This is the default setting. Enables automatic tracking and framing of the group of participants in the room. • **Off** - Disables automatic tracking. All camera control must be handled manually.
Tracking Speed	Specifies the tracking speed: • **Slow** - Detects meeting participants at a slow speed rate. • **Normal** - This is the default tracking speed. Detects meeting participants at a normal speed rate. • **Fast** - Detects meeting participants at a fast speed rate.
Group Framing	Specifies the group framing view: • **Wide** - Establishes a wide view of meeting participants. • **Medium** - This is the default group framing view. Establishes a medium view of meeting participants. • **Tight** - Establishes a close-up view of meeting participants.

Stop and Start Camera Tracking

Camera tracking starts automatically when you start a call and enables group framing. You can also manually enable or disable camera tracking.

To enable camera tracking:

» In the local interface of the RealPresence Group system, go to **Menu > Cameras** and select **Start Camera Tracking**.

To disable camera tracking:

» In the local interface of the RealPresence Group system, go to **Menu > Cameras** and select **Stop Camera Tracking**.

View System Status

To view the system status of an EagleEye Producer, do one of the following:

● In the local interface of the RealPresence Group Series system, go to **Settings> System Information> Status**.

● In the web interface of the RealPresence Group Series system, go to **Diagnostics > System > System Status**.

If a Polycom EagleEye Producer is connected, the connection status displays. If the camera is not connected or is not selected as the current camera source, this choice is not visible on the screen.

To view more information about Polycom EagleEye Producer, select **More Info**.

EagleEye Producer Known Issues

The following table lists the known issues for the EagleEye Producer version 1.0 release. If a workaround is available, it is noted in the table.

Category	Issue ID	Found in Release	Description	Workaround
Framing	EEP-260	1.0	Face detection can fail if a face is partially covered, as with a side profile, when a hand covers a chin, or when a face is highly exposed to sunlight.	Adjust posture to show the full face.
Framing	EEP-262	1.0	When two or more people sit in the corner of the room and they are within the border of the EagleEye Producer framing range, overlapped faces causes incorrect framing.	Set the tracking speed to a slower speed and group framing to wide to minimize the side-effects.
Video	EEP-261	1.0	EagleEye Producer, with an EagleEye III camera and RealPresence Group Series 300 or 500 system, does not display video after running the setup wizard and changing NTSC to PAL in the RealPresence Group Series user interface.	Disconnect and reconnect the EagleEye Producer HDCI cable.

Category	Issue ID	Found in Release	Description	Workaround
System	EEP-296	1.0	Occasionally, during a long period of Sleep Mode (overnight), with a RealPresence Group Series 700 system and EagleEye IV camera, the EagleEye Producer sends a false video signal, causing the RealPresence Group Series 700 system to shut down.	The RealPresence Group Series 700 system automatically reboots. Disable Sleep Mode on the RealPresence Group Series 700 system or extend the RealPresence Group Series 700 default sleep timer from three minutes to more than 30 minutes.
Web Interface	GS-21047	1.0	After the initial setup, the RealPresence Group Series system does not display the EagleEye Producer camera type on the system status page.	Close and re-open the RealPresence Group Series system status page.
Web Interface	GS-21368	1.0	The RealPresence Group Series system does not refresh the local interface menu for EagleEye Producer after the EagleEye Producer is unplugged from the RealPresence Group Series system.	Reboot the RealPresence Group Series system or connect another camera type.

Polycom Solution Support

Polycom Implementation and Maintenance services provide support for Polycom solution components only. Additional services for supported third-party Unified Communications (UC) environments integrated with Polycom solutions are available from Polycom Global Services, and its certified Partners, to help customers successfully design, deploy, optimize, and manage Polycom visual communication within their third-party UC environments. UC Professional Services for Microsoft® Integration is mandatory for Polycom Conferencing for Microsoft Outlook and Microsoft Office Communications Server or Microsoft Lync™ Server integrations.

For additional information and details, refer to professional_services/index.html or contact your local Polycom representative.

Hardware and Software Compatibility

The following table lists Polycom RealPresence Group system and Polycom Touch Control for RealPresence Group system software versions that are compatible with RealPresence Group system and Touch Control hardware.

Hardware Model	Designation in User Interface	Part Number (or Serial Number)	Compatible Software Versions
Polycom RealPresence Group 700	Hardware version 7	2201-08090-xxx	Versions 4.1.3 and higher
Polycom RealPresence Group 700	Hardware version 6	2201-09770-xxx	Versions 4.0.2 and higher
Polycom RealPresence Group 500	Hardware version 12 Hardware version 10 Hardware version 9	2201-09790-xxx	Versions 4.0.0 and higher
Polycom RealPresence Group 300	Hardware version 12 Hardware version 10 Hardware version 9	2201-64752-xxx	Versions 4.0.0 and higher
Polycom Touch Control	Hardware version 5	2200-30070-xxx	Versions 4.0.0 and higher
Polycom Touch Control	Hardware version 6	2200-30070-xxx	Versions 4.0.1 and higher

The RealPresence Group system web interface requires Windows® Internet Explorer 9 or 10 on Windows 7, Apple® Safari® 6.0.4 on Mac OS® X (Lion), or Mozilla Firefox 22 on Windows 7.

RealPresence Group systems support the following components:

- EagleEye Director with software version 2.2
- Polycom Touch Control with software version 4.2.0
- Polycom EagleEye Acoustic, EagleEye III, EagleEye II, EagleEye 1080, EagleEye View, EagleEye HD, and EagleEye IV cameras
- Polycom RealPresence Group Microphone Array
- Polycom® HDX® system table microphones and ceiling microphones
- Polycom® SoundStructure® with firmware 1.7 and SoundStructure Studio Software 1.9
- Polycom Stereo Speaker Kit
- Polycom® SoundStation® IP 7000 phone software version 4.0.6 and Updater 5.0.x

Corrected Issues in Version 4.2.0

The following table lists issues corrected in version 4.2.0.

Category	Issue ID	Description
API	GS-21235	Virtual Meeting Rooms that were listed in the Global Address Book of the web and local interfaces did not appear in API global address book query returns. This issue has been corrected.
API	GS-20342	The RealPresence Group system API command `subnetmask` did not allow changes to the subnet mask setting. This issue has been corrected.
API	GS-19603	The RealPresence Group system sometimes placed two point-to-point video calls to the same destination at almost same time. This issue has been corrected.
API	GS-19109	The API command `volume get` returned an incorrect result. This issue has been corrected.
API	GS-18923	Using the telnet API to get LDAP entries took twice as long as using the web interface. This issue has been corrected.
API	GS-18887	Occasionally, when a RealPresence Group system telnet server crashed, telnet API did not work. This issue has been corrected.
API	GS-18105	Previously, API LDAP queries were missing entries when compared against the user interface. This issue has been corrected.
API	GS-17966	When exporting and importing directory entries using telnet API commands, the first names and last names were switched. This issue has been corrected.
API	GS-17624	The `sleep` API command did not work on a RealPresence Group system unless a sleep time was specified on the system. This issue has been corrected.
API	GS-13639	When in a call, if the Telnet API command `mute far get` is sent, an incorrect response is returned until the far site's mute state is changed. Once the mute state is changed, mute far get returns the correct response. This issue has been corrected.
Audio	GS-20666	The RealPresence Group system volume setting did not stay at the specified level after a reboot. This issue has been corrected.
Audio	GS-20559	After a few days, the audio device status displayed the following message: No microphones are connected. This issue has been corrected.
Audio	GS-19238	Occasionally the far-end heard an echo from the RealPresence Group system. This issue has been corrected.
Audio	GS-18924	RealPresence Group systems' microphone gauge flickers in Diagnostics even when the microphone is muted. This issue has been corrected.
Audio	GS-18896	When a RealPresence Group system called an HDX system, audio could not be heard on the HDX system. This issue has been corrected.

Category	Issue ID	Description
Audio	GS-18717	Occasionally, HDMI audio failed on a RealPresence Group system. This issue has been corrected.
Audio	GS-18158	RealPresence Group systems HDMI content and audio did not work after an SoundStation IP 7000 system placed a SIP audio call. This issue has been corrected.
Audio	GS-7941	On occasion after completing the setup wizard, the Polycom Microphone array is not detected. This issue has been corrected.
Calling	GS-20708	If the **Multipoint Mode** setting on a RealPresence Group system was changed immediately before placing a multipoint call, the setting did not take effect. This issue has been corrected.
Calling	GS-20545	RealPresence Group systems occasionally crashed during a call. This issue has been corrected.
Calling	GS-20040	RealPresence Group 700 systems occasionally rebooted during a low-bandwidth call. This issue has been corrected.
Calling	GS-19477	The RealPresence Group system placed a speed dial video call and an audio add-in call to the same destination simultaneously. This issue has been corrected.
Calling	GS-19423	Occasionally, when a RealPresence Group system was used with a Crestron panel, DTMF dialing did not work. This issue has been corrected.
Calling	GS-18968	Occasionally, RealPresence Group systems might reboot during conference calls. This issue has been corrected.
Calling	GS-18201	Previously, RealPresence Group systems sent SIP INFO messages even if there was support in the signaling. This issue has been corrected.
Calling	GS-18189	Previously, RealPresence Group systems could not connect on a DMA pooled SVC conference. This issue has been corrected.
Calling	GS-18157	During a VoIP call on SoundStation IP 7000, selecting **Add to Call** to accept an incoming video call put the VoIP call on hold. This issue has been corrected.
Calling	GS-18023	If the dialing option was set to SVC then AVC, RealPresence Group systems showed no video on a Sametime client. This issue has been corrected.
Calling	GS-17904	Occasionally, the RealPresence Group system was unable to connect to a call. This issue has been corrected.
Calling	GS-17598	Occasionally, the RealPresence Group system shut down and rebooted after placing a SIP video call. This issue has been corrected.
Calling	GS-17206	A RealPresence Group system might not connect to a calendar meeting invitation when **Video Dialing Order** is set to IP H.323. This issue has been corrected.

Category	Issue ID	Description
Calling	GS-17111	In H.323 calls, if endpoint A was placed on hold by endpoint B (**Remote Hold**), endpoint B must end the hold before endpoint A can accept or dial calls. This issue has been corrected.
Calling	GS-16135	RealPresence Group systems could not dial the format `@IP_address`. This issue has been corrected.
Calling, Network	GS-17660	After rejoining a call after the LAN connection failed, the RealPresence Group system was unable to remain in the call more than one minute. This issue has been corrected.
Cameras	GS-21346	The room camera on an EagleEye Director did not go to sleep when connected to a RealPresence Group 500 system. This issue has been corrected.
Cameras	GS-21264	The camera speed, as well as the camera response time to remote control commands, was too slow. This issue has been corrected.
Cameras	GS-19380	When the RealPresence Group system camera input was changed in **Remote Monitoring** in the web interface, the RealPresence Group system physical camera input changed, but the web interface continued to display the old camera selection. This issue has been corrected.
Cameras	GS-17507	An EagleEye III camera connected to a RealPresence Group system ran hot. This issue has been corrected.
Cameras	GS-14747	When the camera went to sleep on a RealPresence Group system, the camera shook, made clicking noises, and attempted to rotate past the 90 degree mark. This issue has been corrected.
Cameras	GS-9433	On occasion, the EagleEye Acoustic camera shows an incorrect LED status. This issue has been corrected.
Content	GS-21282	While in multipoint conference calls, RealPresence Group systems sometimes couldn't transmit or receive content. This issue has been corrected.
Content	GS-20256	In a point-to-point call between a RealPresence Group system and a VSX endpoint, when the VSX endpoint shared content, a black screen displayed on the RealPresence Group system This issue has been corrected.
Content	GS-19488	When a RealPresence Group system sent content through a RealPresence Collaboration Server 1500c, the utilized bandwidth for content was very low (30 kbps) and the content was blurry. This issue has been corrected.
Content	GS-17993	RealPresence Group systems did not display Content RX stream information on the **Call Statistics** page. This issue has been corrected.
Content	GS-17602	Occasionally, the RealPresence Group system rebooted while sharing or receiving content. This issue has been corrected.
Content	GS-16442	When attempting to hold and resume an H.323 call, resuming the call yields does not restart content and video. This issue has been corrected.
Content	GS-15773	In a SIP call, content might be received up to 30 seconds after being sent. This issue has been corrected.

Category	Issue ID	Description
Content	GS-9099	When a RealPresence Group system is in an H.323 call at 3 Mbps and above with a Sony PCS-XG80 system that is sending content, the RealPresence Group system displays content and far-end video on the monitor. It does not show near-end video. This issue has been corrected.
Content	GS-8282	When sending content using an Apple MacBook and a VGA adapter not made by Apple, the RealPresence Group system is unable to send 1080p content. This issue has been corrected.
Content	GS-7428	The RealPresence Group system displays a blue screen when VGA content is sent from a Lenovo® ThinkPad® T420 laptop. This issue has been corrected.
Directory	GS-19595	The RealPresence Group system was unable to register to the Global Directory Server. This issue has been corrected.
Directory	GS-18446	Exported directory using the `exportdirectory` command failed to import to another RealPresence Group system on the same version when the name included **&**. This issue has been corrected.
Directory	GS-18076	Sometimes, the RealPresence Group system lost global address book entries. This issue has been corrected.
Directory	GS-17611	Polycom GDS Global Address Book entries did not contain E.164 in the **Extension** field. This issue has been corrected.
Directory	GS-17357	RealPresence Group systems' favorites added from the active directory were not retained after the system restarted. This issue has been corrected.
Interoperability Broadsoft	GS-17826	Broadsoft DMS was unable to provision the RealPresence Group system. This issue has been corrected.
Interoperability Cisco	GS-20204	Occasionally, RealPresence Group systems were unable to make audio calls to Cisco video conferencing bridges. This issue has been corrected.
Interoperability Cisco	GS-19955	Sometimes RealPresence Group systems were unable to send video in calls with Cisco C60 endpoints. This issue has been corrected.
Interoperability Cisco	GS-19939	During point-to-point IP calls between RealPresence Group systems and Cisco endpoints, when RealPresence Group systems placed a call on hold, audio and video dropped when the RealPresence Group systems tried to resume the call. This issue has been corrected.
Interoperability Cisco	GS-18846	When a RealPresence Group system connected to Cisco TelePresence Server (TPS) via Cisco TelePresence Video Communication Server (VCS), Cisco Unified Border Element (CUBE), and Cisco United Communications Manager (CUCM), calls were connected only at 64 Kbps. This issue has been corrected.
Interoperability Cisco	GS-18141	During a TIP call, the RealPresence Group system did not mark RTP packets with the DSCP value. This issue has been corrected.
Interoperability Cisco	GS-17759	The RealPresence Group system crashed when calling to CTS 8710 SW version 3.0 (2.48) with TIP through EQ. This issue has been corrected.

Category	Issue ID	Description
Interoperability Cisco	GS-13955	When a RealPresence Group system is connected to a C90 endpoint via an interworking gateway, Far End Camera Control (FECC) might not function as expected. This issue has been corrected.
Interoperability Microsoft	GS-20568	In a Lync 2010 conference, a SIP peered point-to-point call sometimes did not connect properly between a VVX (DMA) and a RealPresence Group system (Lync). This issue has been corrected.
Interoperability Microsoft	GS-20045	During a multipoint call between a RealPresence Group system and two Microsoft Lync clients, when the second Lync client enabled a video call, the RealPresence Group System rebooted. This issue has been corrected.
Interoperability Microsoft	GS-19990	RealPresence Group systems received black video in Lync AVMCU calls. This issue has been corrected.
Interoperability Microsoft	GS-19775	When RealPresence Group 500 systems called Lync 2013 AVMCU systems, the call resolution was SVC HP 416x240 or lower, regardless of the call speed. This issue has been corrected.
Interoperability Microsoft	GS-19456	Occasionally, a Microsoft Lync directory search did not work and the RealPresence Group system web interface displayed an error message. This issue has been corrected.
Interoperability Microsoft	GS-19214	In AVMCU calls between RealPresence Group systems and Microsoft Lync clients sometimes RealPresence Group systems' video displayed as cropped 4x3 images. This issue has been corrected.
Interoperability Microsoft	GS-18967	RealPresence Group systems were intermittently unable to search the Microsoft Lync directory when the directory status displayed as registered. This issue has been corrected.
Interoperability Microsoft	GS-18844	A RealPresence Group system failed to join a Microsoft Lync conference when it did not receive a Lync online meeting invitation. This issue has been corrected.
Interoperability Microsoft	GS-18738	Video from a RealPresence Group system appeared as black video to other RealPresence Group systems and Microsoft Lync participants. This issue has been corrected.
Interoperability Microsoft	GS-18602	When sending People+Content in a Microsoft Lync AVMCU call, a RealPresence Group system lost far end audio. This issue has been corrected.
Interoperability Microsoft	GS-18099	Previously, RealPresence Group system was unable to join customized Lync Online Meetings. This issue has been corrected.
Interoperability Microsoft	GS-18096	Previously, searching the Microsoft Lync Directory took longer on a Crestron panel paired with a RealPresence Group system than on the local user interface or the web interface. This issue has been corrected.
Interoperability Microsoft	GS-18074	The RealPresence Group system displayed a Polycom Conferencing for Outlook meeting reminder during an active call and allowed participants to join the meeting again, which resulted in two connections to the MCU. This issue has been corrected.

Category	Issue ID	Description
Interoperability Microsoft	GS-17773	The RealPresence Group system placed calls as SIP instead of H.323 when an invitation was sent through Polycom Conferencing for Outlook. This issue has been corrected.
Interoperability Microsoft	GS-17595	Sometimes the label and video image were out of sync in a Lync AVMCU conference. This issue has been corrected.
Interoperability Microsoft	GS-17577	Occasionally, the RealPresence Group system experienced video divergence in an AVMCU call. This issue has been corrected.
Interoperability Microsoft	GS-17166	When IPv6 is enabled on a RealPresence Group system, an invite from a Lync client to the RealPresence Group system might fail. This issue has been corrected.
Interoperability Microsoft	GS-17146	Internal MCU calls are not supported in Lync environment. When a multipoint call is initiated using Polycom Touch Control, and the call type is set to Auto, the call will not connect properly. This issue has been corrected.
Interoperability Microsoft	GS-17062	In a point-to-point call between a RealPresence Group system and a RealPresence Group system using Microsoft Lync, **Auto** could not be changed to **CCCP**. This issue has been corrected.
Interoperability Microsoft	GS-17032	RealPresence Group systems might not connect properly to Lync mobile clients. Users might experience no audio and poor visual quality during calls. This issue has been corrected.
Interoperability Microsoft	GS-16603	Lync 2010 clients were unable to connect to RealPresence Group systems, when connecting through an Edge Server. This issue has been corrected.
Interoperability Microsoft	GS-16134	In an Office 365 environment, in a multipoint call between two RealPresence Group systems and a Lync client, when the Lync client joined the call, all endpoints dropped from the call. This issue has been corrected.
Interoperability Microsoft	GS-15653	A RealPresence Group system could not call into or be invited to Microsoft Lync 2013 AVMCU audio conferences. This issue has been corrected.
Interoperability Microsoft	GS-12554	RealPresence Group systems currently support only NTLM Version 1 on the Microsoft Exchange Calendaring connection and the Microsoft Lync Directory Server connection. If they are configured to support NTLM Version 2 and not NTLM Version 1, you might be unable to connect to these servers. This issue has been corrected.
Interoperability Polycom RealPresence Collaboration Server (RMX)	GS-19483	Occasionally, RealPresence Group systems were unable to decode video sent from a RealPresence Collaboration Server. This issue has been corrected.
Interoperability Polycom RealPresence Collaboration Server (RMX)	GS-17384	RealPresence Group systems only display the near end preview and the active speaker in a RealPresence Collaboration Server hosted call, where the call type is SVC-only. This issue has been corrected.

Category	Issue ID	Description
Interoperability Polycom RealPresence Resource Manager	GS-19625	The RealPresence Resource Manager **Endpoint Monitor View** took a long time to display changes in dynamically managed RealPresence Group systems endpoint **Online/Offline** status', when the systems went offline. This issue has been corrected.
Interoperability Polycom RealPresence Resource Manager	GS-17429	The RealPresence Resource Manager was unable to generate the **Endpoint Usage Report** for RealPresence Group Series systems. This issue has been corrected.
Interoperability Polycom SoundStation IP 7000	GS-16637	If a SoundStation IP 7000 conference phone and a RealPresence Group system are attached, and the call order is set to **Phone** then **Video**, when the phone is detached and the RealPresence Group system is shut down and restarted, the system cannot make H.323 calls if the call type is set to **Auto**. This issue has been corrected.
Interoperability Polycom Touch Control	GS-21265	When a RealPresence Group system with **Automatic Self View** enabled was set to **Decide for Me**, connected to a Polycom Touch Control and single monitor, and was sharing content on the Polycom Touch Control, the Polycom Touch Control displayed icons with three boxes. When the icons were selected, the Polycom Touch Control only displayed two windows. This issue has been corrected.
Interoperability Polycom Touch Control	GS-20790	A Polycom Touch Control paired with a RealPresence Group system could not display the **Contact** field with an apostrophe in the field name. This issue has been corrected.
Interoperability Polycom Touch Control	GS-20673	When double-tapping a Polycom Touch Control connected to a RealPresence Group system, the RealPresence Group system dialed twice into a call. This issue has been corrected.
Interoperability Polycom Touch Control	GS-20014	When a RealPresence Group system was invited to join an AVMCU call, the Polycom Touch Control sometimes froze on the **Return to Call** screen. This issue has been corrected.
Interoperability Polycom Touch Control	GS-19883	The calendar on the Polycom Touch Control displayed meetings for the current calendar date on future calendar dates. This issue has been corrected.
Interoperability Polycom Touch Control	GS-19767	Occasionally the Polycom Touch Control would not place a call until it was unpaired and repaired with the RealPresence Group system. This issue has been corrected.
Interoperability Polycom Touch Control	GS-19761	The calendar on the Polycom Touch Control did not display future events. This issue has been corrected.
Interoperability Polycom Touch Control	GS-18349	The Polycom Touch Control was slow when attempting to end a call. This issue has been corrected.

Category	Issue ID	Description
Interoperability Polycom Touch Control	GS-18294	Sometimes the Polycom Touch Control showed it was in a call after the call with AVMCU was disconnected. This issue has been corrected.
Interoperability Polycom Touch Control	GS-18101	Previously, a RealPresence Group system with a single monitor configured with **Decide for Me** and **Automatic Self View** enabled displayed as a blank gray icon on the Polycom Touch Control screen layout. This issue has been corrected.
Interoperability Polycom Touch Control	GS-18100	On a RealPresence Group system with a single monitor and a Polycom Touch Control, when you enabled **Speaker & Content**, **Self View** could not be disabled. This issue has been corrected.
Interoperability Polycom Touch Control	GS-17952	RealPresence Resource Manager showed a message that the Polycom Touch Control software was incompatible. This issue has been corrected.
Interoperability Polycom Touch Control	GS-17925	Polycom Touch Control did not send content from a MacBook. This issue has been corrected.
Interoperability Polycom Touch Control	GS-17603	The Polycom Touch Control remained on the **Calling** screen instead of returning to the **Home** screen after a call ended. This issue has been corrected.
Interoperability Polycom Touch Control	GS-15478	When the IP address is set manually on the Polycom Touch Control, the second DNS server entry is not saved. This issue has been corrected.
Interoperability Polycom Touch Control	GS-8253	The RealPresence Group system does not wake up when paired with a Polycom Touch Control that is sending USB content. This issue has been corrected.
Interoperability Polycom VisualBoard	GS-19674	When a RealPresence Group system was set to **VisualBoard** mode, the main HDMI output would not enable audio output on special monitors. This issue has been corrected.
Interoperability Polycom VisualBoard	GS-17053	When accessing a large PowerPoint file on a USB drive, the VisualBoard display might flicker several times before the file is properly displayed. this issue has been corrected.
Interoperability Polycom VisualBoard	GS-15360	If you attempt to display an image file of 18.3 MB using VisualBoard, you can only view the image thumbnail. The expanded image will not display. This issue has been corrected.
Interoperability Polycom VisualBoard	GS-14943	When the VisualBoard is launched or shut down, a foggy white screen might appear for a second or two. This issue has been corrected.
Interoperability Radvision	GS-18092	Previously, the RealPresence Group system did not transmit video to a Radvision ViaIP 7.7.5 system. This issue has been corrected.

Category	Issue ID	Description
Interoperability Radvision	GS-9798	When a RealPresence Group system is the MCU in a SIP call to a Radvision Scopia XT1000 system and a Radvision Scopia XT5000 system, the Radvision Scopia XT1000 system displays frozen video. This issue has been corrected.
Localization	GS-19484	RealPresence Group systems didn't correctly decode the Japanese H.323 ID. This issue has been corrected.
Monitors	GS-15809	If the RealPresence Group 700 system is in a sleep state and the monitor is set to **Auto**, the primary monitor does not get a signal when the HDMI cable is switched to a VGA cable. This issue has been corrected.
Monitors	GS-14399	RealPresence Group 500 systems might not display properly on Vizio monitors model M551d-A2. This issue has been corrected.
Multipoint	GS-18147	RealPresence Group systems sometimes rebooted while in a call hosted by the RealPresence Collaboration Server (RMX). This issue has been corrected.
Multipoint	GS-18112	In multipoint calls with more than four participants, the RealPresence Group system did not receive video when it was configured as **Optimized for QVGA**. This issue has been corrected.
Multipoint	GS-7724	When a RealPresence Group system is the MCU in a 4-way call and another endpoint sends content, the MCU does not display Content Call statistics for the endpoint sending content. This issue has been corrected.
Network	GS-20819	When a RealPresence Group system was managed by RealPresence Resource Manager and **Automatically Check for and Apply Software Upgrades** was enabled, the RealPresence Group system automatically upgraded software from the Polycom support site. This issue has been corrected.
Network	GS-20674	There was a considerable delay when using the RealPresence Group system RS-232 Pass-Thru Mode. This issue has been corrected.
Network	GS-18876	The primary Gatekeeper IP address input value changed from FQDN (domain name) to IP address on RealPresence Group system endpoints when enabling gatekeeper authentication. This issue has been corrected.
Network	GS-18274	RealPresence Group systems entered a constant reboot loop when an invalid DNS value was entered, and NAT was set to **Auto**. This issue has been corrected.
Network	GS-18209	RealPresence Group systems provisioned using a backup profile and displayed the IP address incorrectly. This issue has been corrected.
Network	GS-16540	The number of TCP ports and the number of UDP ports required when **Fixed Ports** is enabled was incorrect on RealPresence Group systems. This issue has been corrected.
Network	GS-16538	RealPresence Group systems required a larger number of TCP ports and a larger number of UDP ports then was needed when **Fixed Ports** was enabled. This issue has been corrected.

Category	Issue ID	Description
Network	GS-14825	RealPresence Group systems lost registration to a ShoreTel SIP server approximately every two hours. This issue has been corrected.
Power	GS-21343	The power sensor on RealPresence Group systems did not work properly under certain types of fluorescent lamps. This issue has been corrected.
Power	GS-17365	The RealPresence Group system might shut down when the power button is used to wake it from the sleep state. This issue has been corrected.
Profiles	GS-18002	When a profile was exported from the RealPresence Group system, some configuration parameters were missing so that the profile could not be imported. This issue has been corrected
Provisioning	GS-13454	When loading the Polycom Touch Control software version 4.1.1.1 on a Polycom RealPresence Resource Manager for automatic distribution to Polycom Touch Control systems, the RealPresence Resource Manager displays an error. However, the software does get installed on the RealPresence Resource Manager and the Polycom Touch Control systems update successfully. This issue has been corrected.
SIP	GS-17693	Occasionally, the RealPresence Group system would reboot due to multiple SIP registration events over a very short period of time.
SIP	GS-11139	If you set the SIP transport protocol to **Auto**, the UDP protocol might be used. This issue has been corrected.
SNMP	GS-16801	RealPresence Group system SNMP support was limited when compared with RealPresence HDX SNMP support. This issue has been corrected.
SNMP	GS-15799	The SNMP trap softwareUpdateComplete does not return a result after the software update is completed. This issue has been corrected.
Software Update	GS-18334	The RealPresence Group system was unable to download `sw_keys.txt` file from the web server. This issue has been corrected.
User Interface	GS-21262	Sometimes the RealPresence Group system web interface indicated that the system was in a call when it was not in a call. This issue has been corrected.
User Interface	GS-20531	Occasionally, when a RealPresence Group system was paired with a Polycom Touch Control, the **Join** button was grayed-out on the Polycom Touch Control, which prevented the RealPresence Group system from joining in-progress meetings. This issue has been corrected.
User Interface	GS-18223	A problem has been resolved that caused a discrepancy between the time displayed on the analog clock and the time displayed in the upper-right hand corner of the RealPresence Group while paired with a Polycom Touch Control. This issue has been corrected.
User Interface	GS-17689	No audio adjustment for Monitor 2 or Monitor 3 appeared on the RealPresence Group web interface. This issue has been corrected.
User Interface	GS-8219	On occasion, it takes approximately 10 seconds before the VLAN ID, Video Priority, Audio Priority, and Control Priority settings appear after you enable 802.1 p/Q. This issue has been corrected.

Category	Issue ID	Description
Video	GS-20503	In a point-to-point call between a RealPresence Group system and a QDX endpoint, when the QDX endpoint shared content, the RealPresence Group system displayed the content over part of the far-end video display. This issue has been corrected.
Video	GS-20499	Occasionally the RealPresence Group system did not transmit video in H.323 calls. This issue has been corrected.
Video	GS-20137	The RealPresence Group system was unable to receive H.263 video from a VSX endpoint. This issue has been corrected.
Video	GS-20050	Occasionally, in point-to-point calls between RealPresence Group systems, the systems were unable to send video. This issue has been corrected.
Video	GS-19825	Occasionally, when RealPresence Group systems shared content at a call rate of 512kbps, the far-end received blurry content. This issue has been corrected.
Video	GS-19522	When the Polycom RealPresence Group system shared content, the Frame Per Second (FPS) rate changes caused the content to become blurry. This issue has been corrected.
Video	GS-19203	RealPresence Group systems did not display video from Codian MCUH 4510 endpoints. This issue has been corrected.
Video	GS-18445	On a multipoint call, the video modes for **Presentation, Discussion**, and **Full Screen** all worked the same as **Auto** mode. This issue has been corrected.
Video	GS-18332	The RealPresence Group system and Distributed Media Application running SIP TLS with SRTP media encryption, displayed no video in either direction when connecting two RealPresence Group systems to a Virtual Meeting Room. This issue has been corrected.
Video	GS-18241	Previously, RealPresence Group systems configured with the monitor profile set to **Speaker Only** and **Automatic Self View** enabled could lose video when hosting a two-site multipoint call. This issue has been corrected.
Video	GS-18154	When a VSX system was added to a multipoint call hosted by a RealPresence Group system, the RealPresence Group system's video was stretched horizontally. This issue has been corrected.
Video	GS-17413	If you update the **Multipoint Mode** setting when you are not in a call, the RealPresence Group system does not save the change. If you update the setting during a call, the setting is applied until the end of the call. This issue has been corrected.
Video	GS-14110	In an SVC call, an incoming video stream in 720p format always negotiates to SVC BP (Base Profile) instead of SVC HP (High Profile). This issue has been corrected.
Video, Interoperability Microsoft	GS-19210	Occasionally, RealPresence Group systems in an AVMCU audio call sent video to the far end. This issue has been corrected.

Category	Issue ID	Description
Web Interface	GS-18521	Web user interface browsing was sometimes slow. This issue has been corrected.
Web Interface	GS-17953	While you create a certificate using the web interface, the server validation displayed as lower case even when it was entered as all capitals. This issue has been corrected.
Web Interface	GS-17482	Sometimes the RealPresence Group system became inaccessible via HTTP or telnet and had to be restarted. This issue has been corrected.
Web Interface	GS-17378	Two slider scales were incorrectly labeled in the web interface under **Admin Settings** > **Audio/Video** > **Video Inputs**. These scales were only incorrect for attached EagleEye IV cameras: • The Brightness scale was incorrectly labeled. The correct scale has 11 representing normal brightness, 1 representing -1 EV, and 20 representing +1 EV. • The Color Saturation scale was incorrectly labeled. The correct scale has 6 representing normal 100% saturation, 1 representing 50% saturation, and 11 representing 130% saturation. This issue has been corrected.
Web Interface	GS-16368	The RealPresence Group system web interface might not be accessible after a factory restore or software downgrade. This issue has been corrected.

Known Issues

The following table lists the known issues for the version 4.2.0 release. If a workaround is available, it is noted in the table.

Category	Issue ID	Description	Workaround
Calling	GS-16896	When a RealPresence Group Series system is in an SVC conference and the downlink bandwidth is 256k or less, the SVC call might be disconnected after a few minutes.	
Calling	GS-18200	RealPresence Group systems in locally initiated H.323, SIP or IP multipoint calls are unable to send DTMF tones.	
Calling	GS-13144	If the call rate is high when placing a call to a remote endpoint through a FW/NAT device, the video might become degraded due to reduced video rate.	

Category	Issue ID	Description	Workaround
Calling	GS-9293	When placing calls through an ISDN gateway, the system cannot dial line rates that are multiples of 56 kbps. RealPresence Group systems only support call rates that are multiples of 64 kbps.	
Cameras	GS-17535	If a RealPresence Group system is running a software version earlier than 4.1.3 and is connected to an EagleEye IV camera, the system might continuously restart.	Before connecting an EagleEye IV camera, update the RealPresence Group system to version 4.1.3 or later.
Cameras	GS-12308	If the name of a camera connected to a RealPresence Group system is longer than 32 characters, the following error message displays in the web interface: *One or more errors occurred. Please try again.*	Make sure the camera name is no longer than 32 characters.
Cameras	GS-9822	If you replace one of the cameras in the EagleEye Director automatic camera positioning system while it is in use, the RealPresence Group system might not be able to detect the EagleEye Director.	Power off the EagleEye Director, then power it back on and ensure that the RealPresence Group system properly detects the EagleEye Director.
Cameras	GS-8418	When changing the Country setting from a PAL to NTSC country, or vice versa, on a RealPresence Group system that is attached to an EagleEye 1080 camera, the system must be restarted before the change takes effect on the camera.	
Cameras	GS-7098	When a RealPresence Group system is not in a call, the **Mute** button cannot be used to enable or disable EagleEye Director tracking.	Enable or disable camera tracking from the **Menu** screen in the local interface.
Cameras	GS-6997	On occasion after completing the setup wizard, the Polycom Microphone array is not detected.	Disconnect and reconnect the microphone array cable to the system, and then go to the **Audio Diagnostic** page to confirm that the issue is resolved.
Content	GS-15320	On a RealPresence Group 700 system, VGA content might take a few seconds to start. During this time, the system might intermittently display **Sending Content**. When the content begins, the resolution might be incorrect.	

Category	Issue ID	Description	Workaround
Content	GS-15020	When a RealPresence Group Series system is configured with TIP enabled and joins a TIP-aware Real Presence Collaboration Server conference, content sent from the RealPresence Group system is played on the People channel.	On the web interface, go to **Admin Settings** > **Network** > **Dialing Preference** > **Dialing Option** and disable the TIP setting.
Content	GS-10151	The RealPresence Group series does not support HDCP (high-bandwidth digital content protection). If you connect a content source that sends HDCP-encrypted content, the content is not shown (on the local or far side) and the screen displays black video.	When sending content, do not use a content source using HDCP.
Content	GS-9043	Sharing content on a RealPresence Group system by using a 1280 x 1024 resolution with a 85 Hz refresh rate is not supported.	Use a refresh rate of 60 Hz or 75 Hz.
Content	GS-6992	On occasion, the RealPresence Group system does not detect VGA content from a Lenovo ThinkPad T400 or W520 laptop.	Disconnect and reconnect the VGA cable.
Directory	GS-21381	Occasionally, importing a directory file from a RealPresence HDX system to a RealPresence Group system might take a long time.	1. Reboot the RealPresence Group system before importing the directory file. 2. Navigate to the RealPresence Group system user interface **Contacts**, or **Recent Calls** screen, or onscreen **Keyboard**, before leaving the **Place a Call** screen.
Directory	GS-20379	Directory entries imported from RealPresence HDX systems to RealPresence Group systems using the Directory Import/Export feature do not maintain the RealPresence HDX Directory grouping structure.	
Interoperability Avaya	GS-11469	Polycom RealPresence Group systems cannot be configured to use Avaya gatekeepers.	

Category	Issue ID	Description	Workaround
Interoperability Cisco	GS-21508	When the RealPresence Group system **Multipoint Mode** is set to Presentation and the system places a multipoint H.323 call to Cisco C90 and Cisco C20 systems, version 7.1.4, if the RealPresence Group system and the Cisco C20 system both mute, the Cisco C90 presents, instead of the RealPresence Group system, and does not receive video. The RealPresence Group system and the Cisco C90 system continue to receive video.	1 On the RealPresence Group system, change the **Multipoint Mode** to **Discussion**. 2 On the Cisco systems use software earlier than v7.1.4.
Interoperability LifeSize	GS-12496	If a LifeSize Team 220 system is the first system called in a SIP conference call, video is not received from the LifeSize system.	Either do not dial the LifeSize system first, or dial the system at a very low call rate such as 384 kbps.
Interoperability LifeSize	GS-13316	A call between a RealPresence Group system and a LifeSize desktop client that uses an unregistered IP address might not have video.	Register both systems to a SIP proxy.
Interoperability LifeSize	GS-20717	When a RealPresence Group system is in a multipoint call with a LifeSize ICON 600 endpoint using SIP protocol at a 1920k rate, the RealPresence Group system does not receive content.	
Interoperability Microsoft	GS-21208	A RealPresence Group system cannot join a consultative transfer from the Lync Client 2013.	
Interoperability Microsoft	GS-21088	RealPresence Group system does not register with SIP protocol to the backup Lync server in failover tests.	
Interoperability Microsoft	GS-20936	Binary Floor Control Protocol (BFCP) channel is not established when RealPresence Group Series systems join a meeting room with the prefer TCP option.	
Interoperability Microsoft	GS-21450	When a RealPresence Group Series system becomes the active speaker in conference calls with a Lync client and an HDX system, RealPresence Group Series system video delays and freezes on the HDX.	

Category	Issue ID	Description	Workaround
Interoperability Microsoft	GS-20670	When a RealPresence Group system is in a point-to-point or multipoint call with a Microsoft Lync client and **Auto Answer** is set to true, the system rejects incoming calls.	Set **Auto Answer Multipoint** to false.
Interoperability Microsoft	GS-20295	When a RealPresence Group system is in a Lync AVMCU call and dials an invalid Lync address, the RealPresence Group system displays the invalid Lync participant as a participant in the call.	
Interoperability Microsoft	GS-20043	When a RealPresence Group system with encryption disabled dials into a Lync video conference with greater than 20 participants, the RealPresence Group system might receive black video from a Lync client.	
Interoperability Microsoft	GS-20919	RealPresence Group Series endpoints might take more than 30 seconds to connect to a federated Lync online meeting with media.	
Interoperability Microsoft	GS-21200	Consultative transfer is not supported with Lync Server 2010 Attendant and RealPresence Group systems.	
Interoperability Microsoft	GS-20828	A conference call might not connect or might connect with no video between Lync FE SIP registered RealPresence Group Series and HDX systems.	
Interoperability Microsoft	GS-20722	When the RealPresence Group Series is in a Lync 2013 AVMCU call where the Lync client is registered to a 2010 Lync server, the RealPresence Group Series displays the video mute icon when the Lync 2013 client leaves the conference.	Register the Lync 2013 client to a Lync 2013 server or register a Lync 2010 client to a Lync 2010 server.
Interoperability Microsoft	GS-18630	RealPresence Group systems currently do not support Lync mobility clients.	
Interoperability Microsoft	GS-16065	When recording is paused on a Lync 2013 client, the red icon still displays in the local interface.	

Category	Issue ID	Description	Workaround
Interoperability Microsoft	GS-15377	When the Lync Interoperability License is disabled, calls cannot connect to a Lync client.	
Interoperability Microsoft	GS-12982	When a RealPresence Group system is in a multipoint call hosted by a Microsoft Lync AV MCU, the RealPresence Group system participant name, number, and system values on the **Settings** > **System Information** > **Call Statistics** screen might be incorrect.	
Interoperability Microsoft	GS-21207	Blind transfers from an internal RealPresence Group Series system to a federated external RealPresence Group Series system over Lync Attendant Console do not work.	
Interoperability Polycom SoundStation IP 7000	GS-13406	When using a SoundStation IP 7000 conference phone attached to a RealPresence Group system for an audio call, an incoming video call to the RealPresence Group system might result in the audio call being put on hold with no way of retrieving or hanging up the call.	
Interoperability Polycom SoundStation IP 7000	GS-12543	If a SoundStation IP conference phone is disconnected and then reconnected to a RealPresence Group system during a multipoint mixed-mode call, the video from the system might freeze.	Restart the RealPresence Group system.
Interoperability SoundStation IP7000	GS-21059	When a RealPresence Group system is in a call with a SoundStation IP 7000 system, and places the call on hold the video is successfully placed on hold but the audio is not.	
Interoperability Polycom Touch Control	GS-20026	After the Polycom Touch Control is restored to factory settings, it sometimes hangs at the splash screen.	
Interoperability Polycom Touch Control	GS-14978	If you attempt to pair a Polycom Touch Control and a RealPresence Group system before finishing the setup wizard, a *login failed* error message might display on the Polycom Touch Control.	Finish the setup wizard on the RealPresence Group system before attempting to pair it with a Polycom Touch Control.

Category	Issue ID	Description	Workaround
Interoperability Polycom VisualBoard	GS-18322	RealPresence Group systems do not support Microsoft wireless mouse.	
Interoperability Polycom VisualBoard	GS-15734	When VisualBoard content is shared between endpoints in a call and one endpoint is using a 1080p monitor while the other endpoint is using a 720p monitor, the border around the content window will display multiple times.	Ensure both endpoints are using a 1080p monitor.
Interoperability Polycom VisualBoard	GS-21523	When using the VisualBoard application to make an annotation on a JPEG image, annotation will not delete after a long press until user touches screen.	Close and relaunch the application.
Interoperability Polycom VisualBoard	GS-14553	When using the VisualBoard application, monitor 2 shows black video if the resolution is set to 1080i60.	Configure monitor 2 to use 1080p60.
Interoperability Polycom VisualBoard	GS-15621	NTFS formatted USB flash drives are not supported with VisualBoard.	Use FAT or FAT32 formatted USB flash drives.
Interoperability Radvision	GS-17405	When a RealPresence Group system and a Radvision Scopia XT1000 are registered to a DMA, and the RealPresence Group system starts sending content before the Radvision system does, the Radvision system cannot send content.	Stop sending content from the RealPresence Group system, and then start sending content from the Radvision Scopia XT1000 system.
Interoperability Radvision	GS-13892	When a RealPresence Group Series system is configured for UDP/BFCP and dials into a Radvision Scopia Elite bridge, the content stream is not always negotiated. Instead, content is sent over the people channel.	Use TCP/BFCP in this environment.
Interoperability Radvision	GS-13522	The RealPresence Group Series systems do not receive video from the Radvision Scopia 100 P10 gateway.	

Category	Issue ID	Description	Workaround
Interoperability Radvision	GS-9798	When a RealPresence Group system is the MCU in a SIP call to a Radvision Scopia XT1000 system and a Radvision Scopia XT5000 system, the Radvision Scopia XT1000 system displays frozen video.	Instead of using the SIP protocol, use H.323.
Interoperability Radvision	GS-2160	When in a mixed H.323/SIP call with a Radvision Scopia XT1000 as the MCU, the RealPresence Group system that connected as a H.323 endpoint does not transmit video.	Make the call using either H.323 or SIP.
Interoperability TANDBERG	GS-601	Content does not work when a RealPresence Group system is in a SIP call with a Tandberg MXP system.	Instead of using the SIP protocol, use H.323.
Monitors	GS-8188	On the RealPresence Group 700 system, the output display is always black when Monitor 1 is a VGA monitor with a **Sleep** setting of **No Signal**. If Monitor 2 and Monitor 3 are VGA monitors and the **Sleep** setting is **No Signal**, the system does not send a signal to those monitors when it goes to sleep.	
Multipoint	GS-9938	On occasion, when a RealPresence Group 700 system is the MCU in an 8-way call, the system has a slight delay in responding when the user navigates to the local interface.	
Multipoint	GS-452	RealPresence Group systems do not support **Conference on Demand**.	
Network	GS-15219	A Polycom Touch Control might not automatically get a new IP address when switching to a different DHCP server.	Turn the Polycom Touch Control off and back on.
Network	GS-13318	The NAT public (WAN) address does not refresh automatically on RealPresence Group systems. As a result, the Home screen on the local interface displays an incorrect address and calls might connect with only a one-way stream.	

Category	Issue ID	Description	Workaround
People+Content	GS-563	The RealPresence Group Series systems do not support Enterprise People+Content.	Use H.239 standards-based People+Content.
Ports	GS-20539	On a RealPresence Group system, occasionally selecting **Pass Thru** for the **RS-232** mode does not work.	Select **Control** and **Save**, select **Pass Thru**, and save the configuration.
Remote Control	GS-15678	These 6 buttons found on the HDX remote control do not function with a RealPresence Group system: - Play - Stop - Pause - Record - Forward - Rewind	Use the API `button` command.
Setup Wizard	GS-14772	If you navigate away from the EULA too quickly during the setup wizard, the **Provisioning Service** page might not display.	Configure the Provisioning Service after the setup wizard is complete.
Setup Wizard	GS-13961	When running the setup wizard, a VGA component monitor is not detected automatically.	
Setup Wizard	GS-8140	When enabling 802.1x authentication using the setup wizard, the only indication that invalid credentials were entered is that the RealPresence Group system has no IP address.	Verify that the credentials you enter are correct.
SIP	GS-11823	In some multipoint SIP calls, the system might not display video.	Make sure H.239 (dual-stream content) is enabled.
Software Update	GS-16450	The RealPresence Group 700 system with hardware version 7 supports software versions 4.1.3 and higher. However, if a previous version of software is installed using the factory restore method, the conference link no longer works.	Install software version 4.1.3 or higher.
Software Update	GS-10296	RealPresence Group system 300/500 users with software version 4.0.0, 4.0.0.1, or 4.0.1 cannot update to version 4.1.x using the web interface.	Use one of the following methods: -Update via USB device with the appropriate .tar and sw_keys.txt files. -Use the web interface to update to version 4.0.2, then update to version 4.1.x.

Category	Issue ID	Description	Workaround
USB	GS-8186	The RealPresence Group 700 system only supports USB factory restore or downgrade from the front panel USB. Restoring or downgrading the system from the rear panel USB port is not supported.	Use the front panel USB port to perform a factory restore or downgrade.
User Interface	GS-15307	If an admin password entry is added and then removed, the Admin Settings screen in the local interface displays the lock icon and prompts for credentials.	Enter a user name, but leave the password field empty.
User Interface	GS-14652	The **Recent Calls** list might show multiple entries for a failed call to a directory entry.	
User Interface	GS-11047	In the setup wizard, when completing the **Security Profile** screen by selecting **Maximum** and moving to the next screen for registration, navigating back to the **Security Profile** screen disrupts the interface. You cannot change the **Security Profile** from **Maximum** to **Low** while using the setup wizard.	Do not attempt to navigate backwards through the setup wizard to the **Security Profile** screen.
Web Interface	GS-17048	When the RealPresence Mobile application is paired with a RealPresence Group system using **SmartPairing**, the web interface might not connect to the RealPresence Group system.	

This document includes known issues for RealPresence Group systems deployed in Avaya, Broadsoft, IBM, Siemens, Microsoft, and Cisco environments. For information about those environments, refer to the Polycom release notes for those solutions at
http://support.polycom.com/PolycomService/support/us/support/strategic_partner_solutions/index.html.

Hardware and Software Requirements

Integrating a Polycom SoundStation IP 7000 Conference Phone

To integrate a Polycom SoundStation IP 7000 conference phone with a Polycom RealPresence Group system, use the following software versions.

SoundStation IP 7000 Phone Software Version	RealPresence Group System Software Version
4.0.6 and Updater 5.0.x	4.2.0
4.0.4 and Updater 5.0.x	4.1.3, 4.1.3.2
4.0.4 and BootRom 5.0.1	4.1.1, 4.1.1.1
4.0.3F and BootRom 5.0.1	4.0.1, 4.0.2
4.0.2 Revision B and BootRom 5.0.1	4.0.0, 4.0.0.1

Integrating a Polycom Touch Control

To integrate a Polycom Touch Control with a Polycom RealPresence Group system, use the following software versions.

RealPresence Group System Versions	Polycom Touch Control Versions						
	4.2.0	4.1.3	4.1.1.1	4.1.1	4.0.2	4.0.1	4.0.0
4.2.0	X						
4.1.3.2		X					
4.1.3		X					
4.1.1.1			X				
4.1.1				X			
4.0.2					X		
4.0.1						X	
4.0.0.1							X
4.0.0							X

Interoperability

> **Note: Partner solutions**
> For more information about using Polycom RealPresence Group Systems as part of a Polycom–partner product solution, refer to the Polycom–partner product deployment guides available at support.polycom.com.

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 in this Release

Polycom RealPresence Group Systems are tested extensively with a wide range of products. 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. For Polycom peripherals that are compatible with the RealPresence Group systems, refer to Hardware and Software Compatibility on page 15.

Polycom strives to support any system that is standards-compliant and investigates reports of Polycom systems that are not interoperable with other vendor systems.

> **Note: Update your system**
> Polycom recommends that you upgrade all of your Polycom systems with the latest software versions. Any compatibility issues may already have been addressed by software updates. Go to PolycomService/support/us/support/service_policies.html to see the Current Interoperability Matrix.

Product	Interoperable Versions	Tested Versions
Management Systems and Recorders		
Polycom® Converged Management Application™ (CMA®) 5000	6.2.5	6.2.5
Polycom RSS™ 4000	8.5.2	8.5.2
Polycom® RealPresence® CaptureServer	1.8.0.0	1.8.0.0
Polycom® RealPresence® Resource Manager	8.3.0	8.3.0
Polycom® RealPresence® Access Director™	4.1.0	4.1.0
Gatekeeper, Gateways, External MCU, Bridges, Call Managers		
Cisco® TelePresence® Video Communication Server (VCS)	X8.2.1	X8.2.1
Codian 4505 MCU	4.5(1.45)	4.5(1.45)
Cisco 3241 Gateway	2.2(1.49)	2.2(1.49)
Cisco 5310 MCU	4.5(1.45)	4.5(1.45)
Polycom® RealPresence® Distributed Media Application™ 7000	6.2.0	6.2.0
Polycom CMA	6.2.5	6.2.5
Polycom® RealPresence™ Collaboration Server 800S	8.4.1	8.4.1
Polycom RealPresence Collaboration Server 1500	8.5.0.449	8.5.0.449
Polycom RealPresence Collaboration Server 1800	8.5.0.449	8.5.0.449
Polycom RealPresence Collaboration Server 2000	8.5.0.449	8.5.0.449
Polycom RealPresence Collaboration Server 4000	8.5.0.449	8.5.0.449
Polycom RealPresence Collaboration Server Gateway	8.5.0.449	8.5.0.449

Product	Interoperable Versions	Tested Versions
Radvision® Scopia® 100 P10 Gateway	5.7.2.1.47	5.7.2.1.47
Radvision ECS Gatekeeper	7.7.0.0.27	7.7.0.0.27
Endpoints		
Cisco E20	4.1.3	4.1.3
Cisco C90	7.1.4	7.1.4
Cisco C20	7.1.4	7.1.4
Cisco EX90	7.1.4	7.1.4
Cisco SX20	7.1.4	7.1.4
Cisco SX80	7.1.4	7.1.4
Huawei TE40	1.1.24.5	1.1.24.5
LifeSize® SoftPhone	8.1.12	8.1.12
LifeSize Express 220	4.12.3	4.12.3
LifeSize Room	4.7.22	4.7.22
LifeSize Team 200	4.7.22	4.7.22
LifeSize Team 220	4.12.3	4.12.3
LifeSize ICON 600	2.0.0	2.0.0
LifeSize Passport	4.12.0	4.12.0
Polycom® Touch Control	4.2.0	4.2.0
Polycom CMA® Desktop	5.2.6	5.2.6
Polycom HDX® Systems	3.1.5	3.1.5
Polycom HDX® Touch Control	1.11	1.11
Polycom QDX® 6000	4.0.3	4.0.3
Polycom® RealPresence® Mobile Android	3.2.1	3.2.1
Polycom RealPresence Mobile IOS	3.2.1	3.2.1
Polycom® RealPresence® Desktop Windows	3.3.0	3.3.0
Polycom RealPresence Desktop Mac	3.3.0	3.3.0
Polycom® Immersive Telepresence Series	3.1.4	3.1.4
Polycom® RealPresence Immersive Studio™	4.2.0	4.2.0
Polycom® SoundPoint® IP 650	4.0.7	4.0.7

Product	Interoperable Versions	Tested Versions
Polycom® SoundStation® IP 4000	4.0.6	4.0.6
Polycom® Telepresence m100	1.0.7	1.0.7
Polycom® VVX® 500	5.1.2	5.1.2
Polycom VVX 600	5.1.2	5.1.2
Polycom VVX 1500	5.1.2	5.1.2
Radvision Scopia XT1000	2.5.416	2.5.416
Radvision Scopia XT5000	8.3.0.61	8.3.0.61
Sony PCS-1	3.42	3.42
Sony PCS-G50	2.72	2.72
Sony PCS-TL50	2.42	2.42
Sony PCS-XG80	1.20	1.20
TANDBERG 1700 MXP	F9.3.1	F9.3.1
TANDBERG Edge95 MXP	F9.3.1	F9.3.1
TANDBERG T150	L6.1	L6.1
Peripherals		
Polycom® EagleEye™ Producer	1.0	1.0
Polycom EagleEye Director	2.2	2.2

Cisco and TIP Interoperability

The RealPresence Group Series systems support interoperability with the following Cisco equipment and TIP protocols:

- Cisco TelePresence System version 1.10.1 interoperability (People video 1080p resolution at 30 Hz; content frame rate for XGA at 5 fps)
- Cisco TelePresence System next generation interoperability with TIP Version 8
- Cisco TelePresence Multipoint Switch version 1.9.1 interoperability
- Cisco TelePresence TX9000 Series System version 6.x.x (6.0.2)
- Cisco TelePresence Server versions 2.3 and 3.0 (3.0 only)

The following features are not supported in this release:

- Media encryption through Datagram Transport Layer Security (DTLS) or Standard SRTP (SDES)
- Secure registration to Cisco United Communications Manager

Copyright Information

© 2015 Polycom, Inc. All rights reserved.

Polycom, Inc.
6001 America Center Drive
San Jose, CA 95002
USA

Trademark Information

Patent Information