Polycom® RealPresence® Group Series

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

- Version 6.1.7 of the Polycom RealPresence Group system software
- Version 1.1.0.29 of the Polycom® EagleEye™ Director II software
- Version 2.2 of the Polycom® EagleEye™ Director software
- Version 1.2 of the Polycom EagleEye Producer software
- Version 6.1.7 of the Polycom® RealPresence Touch™ Panel software
- Version 2.1.7 of the Polycom RealPresence Touch Operating system software
- Version 6.1.7 of the Polycom® Touch Control™ Panel software
- Version 6.1.7 of the Polycom Touch Control Operating System software

> The RealPresence Touch Panel software is included in the RealPresence Group Series system software package. The RealPresence Touch Operating system software is available for download at support.polycom.com.

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What's New

There are no new features added in this release.

Polycom Labs Experimental Features

Polycom releases some experimental features during a release that administrators can enable and evaluate in non-production environments.

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

The following experimental features are available in this release:

- Web Proxy
- VisualBoard Advanced Features
- Incoming NoiseBlock
- Acoustic Fence with Beam Shaping
- Auto Awake for Polycom EagleEye Producer Camera
- Content Stretch
- Dual Live-Stream
- Stamping Log Files

For more information about experimental features or to provide feedback on your experience, visit the Polycom Support Community.

Enable Experimental Features

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

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.

Web Proxy

The Web Proxy Auto-Discovery Protocol (WPAD) allows RealPresence Group Series systems to route network traffic to outside enterprise networks. In Skype for Business On-Premises deployments, systems are registered to the Skype for Business server directly. This is not the case with Skype for Business Online environments, but with a WPAD configuration, RealPresence Group Series systems can have a direct connection to Skype for Business servers. If an outside enterprise set network rules, WPAD-enabled RealPresence Group Series systems can overcome the restrictions and connect to a Skype for Business server on the cloud.

Ensure that you configure the following settings correctly while configuring the Web Proxy Settings:

- In the RealPresence Group Series system web interface, go to **Admin Settings > Network > IP Network > SIP**. Ensure that you entered the required Skype for Business credentials to connect to the correct network. Also make sure that the **Registration Status** displays **Registered**.

- At **Admin Settings > Servers > Directory Servers**, use the same network credentials as for the SIP server.

- At **Admin Settings > Servers > Calendaring Service**, use the same network credentials as in SIP and Directory Servers settings.

RealPresence Group Series system communicates the proxy server only through a Basic authentication. Digest and NTLM authentication to the proxy server are not applicable for this release.

The **Calendar Auto Discover** option is applicable for On-Premise and Hybrid On-Premise federated users only. For all the other account types, provide the Microsoft Exchange server address.

The following services are compatible with RealPresence Group Series system when configured with Web Proxy:

- Directory Servers
- Provisioning Service
- Calendaring Service
- Recording Service
- Software Updates
- Upload Logs

Configure Web Proxy Settings

To allow a RealPresence Group Series system to use the WPAD protocol to connect directly to a Skype for Business server, you must enable web proxy settings for the system.

1   In the system web interface, go to **Admin Settings > Network > Web Proxy Settings.**

2   Do one of the following:

 ➢ Select **Auto configuration** checkbox and uncheck the **Enable WPAD** checkbox. Enter the **Proxy Username** and **Proxy password**, and enter the **PAC URL**.

 ➢ Select **Auto configuration** and **Enable WPAD** checkbox. Enter the **Proxy Username** and **Proxy password**.

 ➢ Uncheck **Auto configuration** checkbox. Enter the **Proxy Username, Proxy Password, Proxy Address**, and **Proxy Port**.

3   Click **Save**.

Update PAC File

When the PAC file is updated on the server, do one of the following to make the changes effective on RealPresence Group Series system:

- Reboot the RealPresence Group Series system.
- In the system web interface, go to **Admin Settings > Network > Web Proxy Settings**. Click on **UPDATE PAC FILE**.

Verify PAC File

To verify the PAC file:

1. In the system web interface, go to **Admin Settings > Network > Web Proxy Settings.**

2. Click on **DOWNLOAD PAC FILE** link to download the PAC file.

   The Proxy auto-config (PAC) file is a configuration file executed by the system to determine the proxy for a specified URL

VisualBoard Advanced Features

You can enable the following experimental features for VisualBoard:

- **Enable PowerPoint Slide Conversion**: Show PowerPoint document files while working in VisualBoard.

- **Allow Slide Zoom**: Enlarge a slide by moving two fingers in opposite directions while in drawing mode.

- **Allow Swipe Navigation**: Move to the next slide by swiping, or fast dragging, while in pointer mode.

Incoming NoiseBlock

When the Incoming NoiseBlock feature is enabled, the RealPresence Group system automatically senses ambient noise in the far-end audio and mutes the loudspeaker. Ambient noise can include keyboard typing, paper shuffling, or any sounds other than human speech. As soon as the far-end meeting participant begins speaking, the system automatically unmutes the loudspeaker.

> If a RealPresence Group 500 or 310 system has Incoming NoiseBlock enabled and a computer is connected to its HDMI input port as its content source, the audio from the HDMI input may fade in and out at the local end.

Acoustic Fence with Beam Shaping

Acoustic Beam greatly reduces sounds outside a well-defined beam. The beam width can vary from +/- 10 degrees to +/- 60 degrees. A single tabletop microphone, a single ceiling microphone, or a single EagleEye Acoustic camera forms the beam using signal processing on the microphones contained in the unit.

For additional information configuration information for Acoustic Fence with Beam Shaping Technology, refer to the Polycom Acoustic Fence and Acoustic Fence with Beam Shaping Technology Technical Bulletin.

> The Acoustic Fence with Beam Shaping and Acoustic Fence Technology features cannot be enabled at the same time. To disable Acoustic Fence, in the web interface, go to **Admin Settings > Audio/Video > Audio > General Audio Settings**. Clear the **Enable Acoustic Fence** checkbox.

The Acoustic Fence with Beam Shaping feature also includes Beam Mode. The default setting is automatic steering beam, which automatically steers the beam to the meeting participant who is talking. You can also set Beam Mode to fixed beam, which only picks up audio within a set beam.

To enable and configure Acoustic Fence with Beam Shaping:

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

2. Under **Acoustic Fence with Beam Shaping**, select **Enable Acoustic Fence with Beam Shaping**.

3   Select a **Beam Mode** and save your settings.

Auto Awake for Polycom EagleEye Producer Camera

This feature enables an EagleEye Producer to automatically wake up when it detects the presence of people or faces.

Content Stretch

This feature allows RealPresence Group systems to stretch the content to fit the monitor. When this feature is enabled, content is shown full screen without the black bars even if the receiving content aspect ratio is not be 16:9.

Dual Live-Stream

This feature adds the ability to combine two cameras as a single camera source. The encoded stream sent to the far site consists of a single stream of encoded video that will include two camera views. The far end will notice two camera views from the far site. They will not notice a difference in call connection, negotiation, or quality. This feature is only supported on RealPresence Group 700 systems.

The following layouts are supported:

- Equal size
- Main camera only
- Room camera only
- Main camera in PIP
- Room camera in PIP
- Side by side 3D
- Top and bottom 3D

Stamping Log Files

A log file can contain a lot of information that you must sort through to troubleshoot an issue. You can speed up the process by adding a log stamp to identify a specific point in time that a system issue occurred. A log stamp is a numerical value that starts with the number 1 and increments each time you activate the feature. The log stamp value automatically restarts at number 1 when the system is restarted.

When you encounter a system issue, you can add a log stamp from the RealPresence Group system local interface or web interface, or from a RealPresence Touch that is paired with a RealPresence Group system.

To add a log stamp from the RealPresence Group system local interface:

1   Go to **Settings > System Information > Diagnostics > Log Stamp**.
2   Click **Log Stamp**.

To add a log stamp from the RealPresence Group system web interface:

1   Go to **Diagnostics > System > Logs > Log Stamp**.

2 Click **Log Stamp**.

To add a log stamp from the RealPresence Touch interface:

1 Go to **Settings > System Information > Log Stamp**.

2 Tap **Log Stamp**.

Security Updates

The RealPresence Group Series system web interface is updated to fix a security vulnerability.

The following table provides a list of security issues resolved in this release.

Category	Key	Description
Security	EN-87640	RealPresence Group Series system is vulnerable to a high-severity remote code execution vulnerability. This issue is corrected.

For information about known and resolved security vulnerabilities, refer to the Polycom Security Center.

Install

Procedures for installing and updating RealPresence Group Series system software vary. With your license key, you can update directly from software version 4.0.2 or higher to 6.1.7.

When updating the 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 *Polycom RealPresence Group Series Administrator Guide* at support.polycom.com.

Hardware and Software Requirements

The following sections list the supported hardware and software versions when integrating accessories and peripherals with RealPresence Group systems.

Integrating a Polycom SoundStation IP 7000 Conference Phone

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

SoundStation IP 7000 Phone Software Version	RealPresence Group System Software Version
4.0.11 and Updater 5.0.11	5.1.2, 6.0.0, 6.0.1, 6.1.0, 6.1.1, 6.1.2, 6.1.2.1, 6.1.3, 6.1.4, 6.1.5, 6.1.6.1, 6.1.7
4.0.7 and Updater 5.0.5	4.3.0, 4.3.1, 4.3.2, 5.0.0, 5.0.1, 5.0.2, 5.1.0, 5.1.1
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 Polycom Touch Devices

To integrate a RealPresence Touch or Polycom Touch Control with a RealPresence Group system, you must use a compatible software version.

When you downgrade the RealPresence Group Series system software and pair with a Polycom RealPresence Touch system, the software on the RealPresence Touch device is automatically downgraded to a compatible version. However, the RealPresence Touch platform version 2.0 software may not be downgraded automatically to version 1.0. To downgrade from version 2.0 to version 1.0, you must use a USB storage device or manually initiate a downgrade from a server repository that includes version 1.0.

Polycom RealPresence Touch

The RealPresence Touch, after pairing with RealPresence Group Series, verifies the compatibility of the RealPresence Touch panel software and requests a software update. Polycom recommends that you update the software on RealPresence Touch to match the Group Series software. The RealPresence Touch operating system software version does not have to match the RealPresence Touch panel software version, however, Polycom recommends that you use the latest operating system software. The RealPresence Touch operating system software can be updated through the administration pages on the RealPresence Touch or through the RealPresence Touch web interface.

When you downgrade the RealPresence Group Series system software, the Polycom RealPresence Touch software is automatically downloaded to a compatible version after being paired. However, the RealPresence Touch platform version 2.0 might not automatically downgrade to version 1.0. In this case, to manually downgrade from version 2.0 to 1.0, you must use a USB storage device or initiate a downgrade from a server repository that includes version 1.0.

Polycom Touch Control

The first three numbers of the Polycom Touch Control software version must match the first three numbers of the RealPresence Group Series software version. For example, Polycom Touch Control software version 6.1.1 is compatible with RealPresence Group Series software versions 6.1.1 and 6.1.1.1.

Integrating EagleEye Producer

Updates to EagleEye Producer software are included with the RealPresence Group system software updates. To integrate 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 to function properly. EagleEye Producer version 1.2 is compatible with version 6.0.0 and higher of RealPresence Group Series. For more information, refer to the current Polycom Supported Products matrix at Polycom Service Policies.

Version History

This following table lists the release history of RealPresence Group Series system.

Version History

Version	Release Date	Description
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 VbSS (Video-based Screen Sharing), Managing Skype for Business Calls, System downgrade through SfB server, Conference recording with RP Touch, Dialing through ISDN Gateway, RMX call escalation and Display call participants names.
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 Group Series remote control support for systems registered to Skype for Business Online, support for EagleEye Director II version 1.1, support for new RealPresence Touch hardware version 7, and escalation fixes for customer support.
6.1.1	April 2017	Includes Microsoft certification for Skype for Business Online, a new automatic update feature for a RealPresence Group Series system from a Skype for Business Server, and escalation fixes for customer support.

Version History

Version	Release Date	Description
6.1.0	February 2017	Includes the initial release of Polycom EagleEye Director II Camera System, Help Desk Option on RealPresence Touch, and Microsoft Office 365 qualification fixes.
6.0.1	November 2016	Includes escalation fixes and documentation updates. Provides support for EagleEye Producer software 1.2.1.
6.0.0	September 2016	Includes new Skype for Business and Microsoft Office 365 features; provides integration of Polycom RealPresence Media Suite recording controls; adds Polycom RealPresence Cloud service interoperability and new EagleEye Producer tracking modes; provides support for MusicMode on the G.719 codec, audio-only calls, custom backgrounds, USB headsets, additional multipoint layout views on RealPresence Group 700 systems, and Polycom SoundStructure system control using the RealPresence Touch device; provides enhanced DTMF dialing and updates to persistent video layout views; includes updates to the API and documentation.
5.1.2	June 2016	Includes escalation fixes for customer support.
5.1.1	May 2016	Includes support for the Polycom Concierge solution, 4-Way Symmetric 1080p in Full Screen Mode, API command audio3p5inputfaronly, and escalation fixes for customer support.
5.1.0	February 2016	Includes escalation fixes and support for the touch-enabled user interface, and updates the factory partition to version 5.1.0.
5.0.2	January 2016	Includes escalation fixes and documentation updates.
5.0.1	November 2015	Includes escalation fixes and documentation updates. Provides support for EagleEye Producer software 1.1.1.
5.0.0	September 2015	Includes support for Microsoft Office 365 calendaring, first release of the RealPresence Touch device, adds support for viewing content from Microsoft Lync desktop clients, add provisioning capabilities, includes enhancements to security for SIP applications, adds support for Lync Response Group registrations, adds Native Support for RealConnect feature, support for Link Layer Discovery Protocol (LLDP) and Link Layer Discovery Protocol Media Endpoint Discovery (LLDP/MED), new API commands, adds improvements to import and directory interface, support for new EagleEye IV mounting option, includes Acoustic Fence technology, includes update to web interface to include 3.5mm audio input, includes support for EagleEye Producer software 1.1 that has automatic camera updates, and includes support for several experimental features.
4.3.2	August 2015	Includes escalation fixes and documentation updates.
4.3.1	June 2015	Provides support for EagleEye Producer software 1.0.1.17, and corrected issues from the previous RealPresence Group Series release.

Version History

Version	Release Date	Description
4.3.0	May 2015	Includes support for the RealPresence Group Series 310 system, using SSH for secure API access, enabling and disabling Audio Add In, and Polycom EagleEye Producer version 1.0.0.
4.3.0	March 2015	Includes support for using SSH for secure API access, enabling and disabling Audio Add In, and Polycom EagleEye Producer version 1.0.0.
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.
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 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 RealPresence Group 300 and 500 systems.

Language Support

The RealPresence Group Series web and local user interfaces provide support for the following languages:

- Arabic
- Chinese (Simplified)
- Chinese (Traditional)
- British English
- American English
- French
- German
- Hungarian
- Italian
- Japanese
- Korean
- Norwegian
- Polish
- Portuguese (Brazilian)
- Russian
- Spanish

Resolved Issues

The following table lists issues resolved in the version 6.1.7 release.

Resolved Issues of 6.1.7

Category	Issue ID	Description
Call Management	VIDESC-17761	The "Average Packets Lost Rx" in Call Detail Report (CDR) occasionally shows incorrect value.
Calling	VIDESC-18088	User is unable to remotely access RealPresence Group Series system which is configured for an external authentication.
Calling	VIDESC-18083	RealPresence Group Series system intermittently fails to receive audio in a Skype for Business call.
Calling	VIDESC-18071	RealPresence Group Series system restarts in a Skype for Business AVMCU conference call.
Calling	VIDESC-18050	In a Skype for Business conference call, RealPresence Group Series fails to join the meeting if organizer's name has an apostrophe.
Calling	VIDESC-18009	The response of the SIP request of RealPresence Group Series system fails to reach the endpoint.

Resolved Issues of 6.1.7

Category	Issue ID	Description
Calling	VIDESC-17948 VIDESC-18005	RealPresence Group Series system restarts during a call.
Calling	VIDESC-17935	RealPresence Group Series system fails to add additional PSTN voice parties to a PSTN voice call.
Calling	VIDESC-17863	Point-to-point call from RealPresence Group Series system to Microsoft Lync fails occasionally.
Calling	VIDESC-17597	RealPresence Group Series system stops respond when placing an outgoing call to a mobile phone.
Calling	VIDESC-18111	In a Skype for Business AVMCU call, RealPresence Group Series system reboots occasionally when you mute a remote participant.
Calling	VIDESC-17989 VIDESC-17614	In Skype for Business call, quality of incoming audio for the RealPresence Group Series system severely degrades.
Calling	VIDESC-17932 VIDESC-17993	During a Skype for Business audio-only call, the call drops occasionally.
Calling	EN-82457	In a AVMCU call, RealPresence Group Series system stops responding after receiving Remote Desktop Protocol (RDP) content.
Calling, Content	VIDESC-17976	In an Office 365 AVMCU call, RealPresence Group Series system restarts while receiving content.
Calling, Peripherals	VIDESC-17965 VIDESC-18016	In an AVMCU conference call, the RealPresence Touch device loses pairing with the RealPresence Group Series system.
Calling, Peripherals	VIDESC-17010	When RealPresence Touch device paired with Sound Structure receives an incoming call, the device does not respond.
Calling, Peripherals	VIDESC-17814	UC Board attached to RealPresence Group Series system controls the user interface of first monitor instead of second one.
Calling, Peripherals	VIDESC-17963 VIDESC-17984	In a large conference AVMCU call, RealPresence Group Series system unpairs with RealPresence Touch device.
Calling, Peripherals	VIDESC-17873 VIDESC-17877	During a call, RealPresence Touch device unpairs with RealPresence Group Series system.
Calling, Peripherals	VIDESC-17849 VIDESC-17848 VIDESC-17930	During a call, RealPresence Group series system temporarily unpairs with RealPresence Touch device.
Calling, Peripherals	VIDESC-17798	RealPresence Group Series system takes up to 30 seconds for a Skype for Business call to disconnect after hanging up using RealPresence Touch device.
Calling, Peripherals	VIDESC-17869	The call type of RealPresence Touch device does not default to "video" after making an audio call.

Resolved Issues of 6.1.7

Category	Issue ID	Description
Configuration	VIDESC-17922	RealPresence Group Series when provisioned with RealPresence Resource Manager, "SIP Auto discover" does not work.
Content	VIDESC-18022	When RealPresence Touch device is connected to a MAC computer via USB drive, the "People+Content IP" client stops responding while sharing content.
Device Management	VIDESC-18019	When you log into RealPresence Group Series system with Active Directory credentials, the system reboots randomly.
Peripherals	VIDESC-17917	RealPresence Touch dashboard fails to display the paired status of RealPresence Group Series system with RealPresence Touch device.
User Interface	VIDESC-18090	RealPresence Group Series system which is configured for an external authentication reboots automatically when logging into the web user interface.
User Interface	VIDESC-17966 VIDESC-17972	RealPresence Group Series system shows the content shared in the previous call as a background of the home screen even after the call is disconnected.
User Interface	VIDESC-17962	RealPresence Group Series system sometimes incorrectly reports its presence and/or directory status to RealPresence Resoure Manager.
User Interface, Peripherals	VIDESC-17763	RealPresence Group Series system takes up to 5 seconds for the user interface to indicate mute indication change after tapping the mute button on RealPresence Touch device.
Video	VIDESC-17837	RealPresence Group Series system occasionally receives pixelated video when sharing the content in a RealPresence Collaboration Server (RMX) call.
Video	VIDESC-17909 VIDESC-17956	In an AVMCU call, RealPresence Group series system experiences periods of pixelated video.

Known Issues

The following table lists the known issues for the version 6.1.7 release. If a workaround is available, it is noted in the table.

Known Issues in Version 6.1.7

Category	Issue ID	Description	Workaround
Audio	EN-12767	When M-Mode is enabled, the RealPresence Group Series system cannot receive audio from a Polycom QDX 6000 system.	Disable M-Mode on RealPresence Group Series system.
Calendering	EN-13505	The RealPresence Group Series system local interface and the RealPresence Touch device might display only nine participants, even though the Calendar invitation might include more attendees.	
Call Management	EN-14149	When initiating a multipoint call, you might not be able to include audio endpoints and video endpoints in the same call.	Dial audio endpoints separately from the video calls.
Calling	EN-15575	When a SoundStation IP 7000 phone is connected to a RealPresence Group Series system, blast dialing endpoints might fail.	Disconnect the SoundStation IP 7000 phone from the system before you attempt a blast dial call.
Calling	EN-68097	In a point-to-point call, when user tries to add another PSTN participant to the call, RealPresence Group Series system fails to escalate the call to AVMCU.	
Calling	EN-10812	RealPresence Group Series system connected to Polycom ISDN Gateway with stereo enabled is unable to connect to an audio-only call.	
Calling	EN-90563	In an AVMCU conference call, occasionally RealPresence Group Series system crashes while receiving Remote Desktop Protocol (RDP) content.	
Calling	EN-91394	RealPresence Group Series system registered in Avaya environment restarts when a point-to-point video call with Avaya 9641GS IP deskphone using RealPresence Touch device fails.	
Calling	EN-91123	During a large AVMCU conference call, the performance of RealPresesence Group Series system degrades when a large amount of messages are received from AVMCU server.	Disable the SIP/H.323 debug.
Calling	EN-84036	In a large AVMCU conference call, the state of Mute-All button does not update.	

Known Issues in Version 6.1.7

Category	Issue ID	Description	Workaround
Configuration	EN-12795	The Picture-In-Picture configuration option is only applicable when Tracking mode is set to Frame Speaker, but the option is available for all Tracking modes even though it is not applicable.	
Configuration	EN-10869	If the SIP registrar password includes a backslash character, RealPresence Group systems might have failed to register with the SIP server.	Do not use the "\" character in the SIP registrar password.
Configuration	EN-10678	If dual stack (IP v4 and IP v6) is enabled, the RealPresence Group Series system fails to navigate from an IP v4 address to an IP v6 address.	When dual stack is enabled, enter an IP v6 DNS server address as the first DNS entry.
Configuration	EN-68043	When the SIP server is down and the SIP failover server is configured with another domain, the RealPresence Group Series system fails to register the Skype for Business client to the failover server.	Username should be configured as "domain\username" to successfully register in the failover environment.
Configuration	VIDESC-18013	RealPresence Group Series system fails to re-register with Skype for Business Online when IP is changed.	
Configuration	VIDESC-16992 EN-19259	RealPresence Group Series system fails to restore the configuration details of RealPresence Touch home screen button when system configuration is restored from system profile.	Manually reconfigure the home screen of RealPresence Touch device in the web user interface of RealPresence Group Series system.
Configuration	EN-17366	The value of "Transfer Frequency" under "Log Management" changes to "Manual" from "Auto At Threshold", when system profile is exported and re-imported to RealPresence Group Series system.	
Content	EN-48589	In a point-to-point RealPresence Group Series conference call, content is shared using Polycom® Pano™. A user stops content using the RealPresence Touch device, and then starts content using the device. This results in the RealPresence Group Series system local interface displaying a dark screen instead of content.	Use Polycom Pano to share content again.
Content	EN-12332	In H.323 calls above 1472 kbps, the RealPresence Group Series system might receive black video when sharing content in a RealPresence Collaboration Server (RMX) call.	
Content	EN-14150	If monitor 2 is turned off, RDP content might be presented in PIP layout mode instead of full screen mode on monitor 1.	

Known Issues in Version 6.1.7

Category	Issue ID	Description	Workaround
Content	EN-25127	In some scenarios, Skype for Business desktop and window sharing might take up to 15 seconds to be received.	
Content	EN-19994	The Polycom Touch Control device might not be able to send content from a USB-connected local computer running Windows 10.	
Content	EN-10990	When a RealPresence Group system shares content in a long duration, multi-point call, the content may be sent over the people channel instead of the video channel.	Hang up the call, redial the call, and restart content.
Content	EN-64828	In a conference call, when a computer is sharing content to RealPresence Group Series using Polycom® People+Content® IP (PPCIP) and another computer tries to share content by entering an incorrect password, the content shared from the first computer disconnects.	Share content from second computer using correct password.
Content	EN-80601	In a large conference AVMCU call, RealPresence Group Series system stops responding when the displayed content is switched from Video-based Screen Sharing (VbSS) to Remote Desktop Protocol (RDP).	Either use VbSS or RDP to share content.
Content	EN-82458	In an AVMCU call, RealPresence Group Series system does not display the Remote Desktop Protocol (RDP) content.	
Directories/Address Books	EN-26786	On the home page Contacts tab of the RealPresence Group Series system web interface, the Global Entry link is displayed based upon client policy. The link is displayed when a user has a client policy with address book availability configured to WebSearchAndFileDownload. The link is not displayed when a user's client policy with address book availability is changed to WebSearchOnly.	
Directories/Address Books	EN-17737	In Call Detail Report of RealPresence Group Series system, RealPresence Touch device is listed as "ptc" in "View Name" column.	
Documentation	EN-14260	The RealPresence Group Series system Frequently Used setting in the local interface displays a list of numbers that were dialed most frequently in the past week. The criteria of listing these numbers is not clearly mentioned in the Polycom RealPresence Group Series User Guide.	

Known Issues in Version 6.1.7

Category	Issue ID	Description	Workaround
Installation	EN-23562	When a RealPresence Touch device is not paired with a version 6.1.2 RealPresence Group Series system, a device software upgrade from version 2.1.1 to 2.1.2 using the Polycom software server might fail.	Before you upgrade the RealPresence Touch device software to version 2.1.2, pair the device with a version 6.1.2 RealPresence Group Series system.
Installation	EN-24249	Performing a platform software downgrade using a USB storage device might cause the RealPresence Touch device to stop the downgrade process and restart.	Do not use a USB storage device. Instead, perform a downgrade using RealPresence Resource Manager and an HTTP server.
Interoperability	EN-19586	On the RealPresence Group Series remote control, DTMF conference controls might not work in an AV MCU conference.	Use the RealPresence Touch device in Office 365 mode or use another Office 365 client to control the meeting.
Interoperability	EN-18207	The Office 365 environment does not support FIPS mode.	Disable FIPS mode in Office 365 environments.
Interoperability	EN-14154	When in a point-to-point SIP call using Microsoft remote desktop registered to the RealPresence DMA system, RealPresence Group Series systems registered to Lync disconnect after pressing Hold on RealPresence Group Series systems.	
Interoperability	EN-14151	In Unify server environments, you might not be able to resume held calls after the call was transferred.on a RealPresence Group Series system.	Do not transfer held calls involving a RealPresence Group system in a Unify environment.
Interoperability	EN-63382	When RealPresence Group Series system places a 128 bit encrypted call to Avaya XT7000 or XT5000, there is no audio or video.	Set encryption key to 256 on all endpoints.
Interoperability	EN-12773	While in Skype for Business mode, you might not be able to place a video call from the RealPresence Group Series system to voice mail.	Select the audio toggle on the RealPresence Touch device to make an audio call to the voice mail.
Interoperability	EN-10837	After a DNS failure during a point-to-point call between a RealPresence Trio conference phone and a RealPresence Group Series system, the RealPresence Trio conference phone does not automatically disconnect from the call.	Manually disconnect the RealPresence Trio conference phone from the call.

Known Issues in Version 6.1.7

Category	Issue ID	Description	Workaround
Interoperability	EN-7517	When dialing multiple Skype for Business clients at the same time, the call connects as audio-only.	Set the dialing preference to SIP. In Office 365 environments, disable H.323.
Interoperability	EN-7514	The Lync Macintosh client displays jerky video in calls to a RealPresence Group Series system.	Place the call from the RealPresence Group Series system.
Peripherals	EN-68212	In a large Skype for Business AVMCU conference call with Remote Desktop Protocol (RDP) content, the RealPresence Touch device sometimes stops responding and loses pairing with Group Series system when having large number of participants.	
Peripherals	EN-14156	The USB 3.0 ports on the backpanel of RealPresence Group Series 700 systems do not support USB headsets.	
Peripherals	EN-14094	After the EagleEye Director II wakes from sleep, the EagleEye IV camera might not automatically move to the preset position.	Use the system local interface or the RealPresence Touch device to select the preset and the camera moves to selected preset position.
Peripherals	EN-17556	Camera 3 does not appear as content input on RealPresence Touch device, when the Camera 3 HDMI input is connected via DVI input format.	
Peripherals, User Interface	EN-75157	The RealPresence Touch device Web interface displays the older software version after the software update.	Unpair and re-pair RealPresence Touch device with RealPresence Group Series system.
User Interface	EN-68030	In a point to point call, the TV user interface displays RealPresence Group Series system name instead of SIP username for the far-end system.	
User Interface	EN-23394	When you end a call, the RealPresence Touch device is intermittently slow to respond.	
User Interface	EN-20175	When a RealPresence Group Series system joins a CCCP conference as an audio-only PSTN endpoint, the call might be connected as audio/video. As a result, the PSTN party displays black video to the other participants.	

Known Issues in Version 6.1.7

Category	Issue ID	Description	Workaround
User Interface	EN-17594	If a RealPresence Group Series system has Automatic Self View and Self View disabled, with the monitor 1 profile set to Far, then Content, then Near, and monitor 2 profile set to Far, then Near, the following scenario might occur. Three identical layout choices might display on the local interface and on the RealPresence Touch device.	
User Interface	EN-17107	In a point-to-point call with monitor 1 set to Far, then Content, then Near, and monitor 2 set to Far, then Near with Automatic Self View Control enabled, the following scenario occurs. Far-end video displays full screen on monitor 2 and monitor 1 displays the background image in full screen (if configured) or black video (if not configured) with its local video in PIP.	
User Interface	EN-16260	When the Restrict to HTTPS setting is enabled on a RealPresence Group Series system, the paired RealPresence Touch device might not download device's application software.	
User Interface	EN-64672	In a Skype for Business call when all the attendees are in mute state, RealPresence Group Series system does not show attendee's video even after the organizer blocks and unblocks attendee's video.	Change the layout on Group Series system.
User Interface	EN-19922	Far-end site camera presets are not available on RealPresence Touch devices.	
User Interface	EN-19843	If you are logged out of the RealPresence Touch web interface, the device screen might not refresh automatically and might continue to display the same screen and the login dialog.	
User Interface	EN-15879	The Log Stamp feature might not display in the Polycom labs feature list in the system web interface.	Clear the **Enable Polycom Labs Feature** checkbox, then select it.
User Interface	EN-14153	System information and user settings are not available when the RealPresence Touch device is not paired.	Pair to a RealPresence Group Series system to view the information, or use the RealPresence Touch web interface to view the information (IP address is available in the unpaired screen).
User Interface	EN-14148	After completing the setup wizard, you might see the Hello screen flash and hear a welcome sound before the logon screen displays.	

Known Issues in Version 6.1.7

Category	Issue ID	Description	Workaround
User Interface	EN-11236	On RealPresence Touch devices, the Help Desk number might display as a regular PSTN call on the participant list.	
User Interface	EN-10984	If you enter an incorrect system password, then change the Lock Port After Failed Login setting in the web interface, the system is locked out after the third password attempt, regardless of the setting value.	
User Interface	EN-10956	On some touch monitors, the virtual keyboard might not display during a call on RealPresence Group Series 500, 700 systems.	End and redial the call.
User Interface	VIDESC-17 011 EN-19622	When SoundStation IP 7000 connected to RealPresence Group Series system makes a video call, the Call Detail report of RealPresence Group Series system displays "—" in the call details in "View Name" column.	
Video	EN-59502	SmartPairing feature is not supported on RealPresence Group Series system.	
Video	EN-76550	When Skype for Business client shares a window using dual monitor with extended display, the content received is displayed on half of the screen of RealPresence Group Series system monitor.	Use Desktop option and specify the monitor to share content.

This document includes known issues for RealPresence Group systems deployed in Avaya, Broadsoft, IBM, Siemens, Microsoft, and Cisco environments. For more 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.

Limitations

The following are a list of limitations to features and functionalities in this release:

Skype for Business Server Interoperability

RealPresence Group Series system supports up to 250 participants in a Skype for Business call.

Polycom recommends to avoid sharing high motion Remote Desktop Protocol (RDP) content for better audio, video and content quality.

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 Group 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.

Cn Attribute Searches

RealPresence Group systems do not support `cn` (common name) RealPresence Resource Manager attribute searches. When `cn` searches are performed, the system automatically uses `displayname` instead.

Samsung SyncMaster TA350 Monitor

When a Samsung SyncMaster TA350 monitor is connected to a RealPresence Group system as a second monitor and the **Dual Display** option is enabled in the web interface, the brightness controls on the second monitor do not work. As a workaround, disconnect the HDMI cable from the Samsung SyncMaster TA350 monitor and then reconnect it.

Wireless Mice

Wireless mice that are connected to RealPresence Group systems may not function properly with the VisualBoard application and are not recommended.

Camera 2 and VisualBoard CSC Usage

Camera 2 and the VisualBoard application share a single color space converter (CSC). If a CSC is used for VisualBoard, it cannot simultaneously be used for camera 2 as people.

Update to Account IDs

The text string `root` is no longer allowed when configuring the ID for the administrator or user account on a RealPresence Group Series system. Attempting to set either account to any variance of `root` results in an error.

If you upgrade to RealPresence Group Series 6.0.1 or higher on a system that is running software version 6.0.0 or earlier and the value of an account ID is set to any variance of `root`, the following modifications will be made automatically during the upgrade process:

- The Admin ID will be changed to the default Admin ID: `admin`.

- The User ID will be changed to the default User ID: `user`.

The existing password is not modified.

Third Party Cameras

For third-party cameras connected to a RealPresence Group Series system, pan, tilt, and zoom are supported, however, the cameras may not accurately respond to and move into preset camera positions. Advanced camera functionalities such as Backlight Compensation, White Balance, and Brightness and Color Saturation are not supported.

For more information about supported third-party cameras, refer to the *Polycom RealPresence Group Series Integrator Reference Guide.*

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.

> 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.

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.

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

> 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 Polycom Interoperability Matrix.

Product	Interoperable Versions
Management Systems and Recorders	
Polycom RSS™ 4000	8.5.4
Polycom® RealPresence® Access Director™	4.2.4

Product	Interoperable Versions
Polycom® RealPresence® Media Suite™	2.8.2
Polycom® RealPresence® Distributed Media Application™ 7000	6.4.X and 9.0.0
Polycom® RealPresence® Resource Manager	10.1.0
Gatekeeper, Gateways, External MCU, Bridges, Call Managers	
Avaya Aura® Communication Manager	R017x.00.0.441.0
Avaya Aura® Session Manager	7.0.0.0.0.700007
Cisco® TelePresence® Video Communication Server (VCS)	X8.10
BroadSoft Server	R21.sp1_1.551
Sonus SBC	05.00.02-R000
Cisco Unified Communications Manager	11.5.1
Codian 4505 MCU	4.5 (1.85)
Cisco 3241 ISDN Gateway	2.2 (1.27)
Cisco 5310 MCU	4.5 (1.85)
Cisco 8710 MCU	4.2 (4.18)
OpenScape Voice	V8 R1.47.1
OpenScape UC	V7 R3.0.11
OpenScape SBC	V8 R1.12.00
OpenScape Branch	V8 R1.02.00
Polycom® RealPresence® Collaboration Server 1500	8.5.12
Polycom® RealPresence® Collaboration Server 1800/4000	8.7.4
Polycom® RealPresence® Collaboration Server 800, Virtual Edition	8.7.4
Polycom® RealPresence® Collaboration Server Gateway	8.7.3
Radvision® Scopia® 100 P10 Gateway[1]	5.7.2.1.47
Avaya ECS Gatekeeper	8.3.0.103.0
Endpoints	
Avaya Scopia XT5000	9.1.0.37
Avaya Scopia XT7000	9.1.0.37
BroadSoft BroadTouch Business Communicator (BTBC) - Windows	21.5.1.1179

Product	Interoperable Versions
BroadSoft BTBC - iOS	22.0.1.5871
BroadSoft BTBC - Android	21.5.4.5513
Cisco 9971	sip9971.9-4-2sr2-2
Cisco C20, C40, C90	TC7.3.12
Cisco DX70/DX650	10-2-5-212
Cisco DX80	ce8.2.1
Cisco E20	4.1.7
Cisco EX90	TC7.3.12
Cisco SX10, SX20, SX80	TC7.3.12, CE8.2.2, CE9.2.3
Huawei TE40	2.0.600
Huawei TE30	2.0.600
LifeSize® Express 220	5.0.9 (2)
LifeSize® Team 220	5.0.9 (2)
LifeSize® ICON 600	2.9.0
Polycom HDX Systems	3.1.12
Polycom Concerige Solution	Phase 1
Polycom ® RealPresence Centro™	6.1.7
Polycom® RealPresence® Debut™	1.3.1
Polycom® RealPresence® Mobile Android	3.8.0
Polycom RealPresence® Mobile IOS	3.8.0
Polycom® RealPresence® Desktop for Windows®	3.8.0
Polycom® RealPresence® Desktop for Mac®	3.8.0
Polycom® Immersive Telepresence (ITP) Series	3.1.4
Polycom® RealPresence Immersive Studio™	6.1.7
Polycom® RealPresence Immersive Studio™ Flex	6.1.7
Polycom® RealPresence® OTX® Studio	6.1.7
Polycom® SoundStructure®	1.7.5
Polycom® VVX® Business Media Phones	5.7.0
Polycom® Trio™	5.5.3

Product	Interoperable Versions
Sony PCS-XG80	2.46
Sony PCS-XG100	1.6
TANDBERG 1700 MXP	F9.3.4
TANDBERG Edge95 MXP	F9.3.4
TANDBERG T150	L6.1
Unify OpenStage 60/80	V3 R4.10.0 SIP 160728
OpenScape UC	V7 R1.46.18 (70.1.46.0018)
Peripherals	
Cisco ISDN TelePresence Link	IL1.1.6.a337554
LifeSize ICON 800i	LS_RM3_3.4.0 (2268)
LifeSize Room 220i	LS_RM2_5.0.9 (2)
LifeSize Networker	LS_NW1_3.1.3(2)
Polycom ISDN Gateway	1.0.0.77
Polycom EagleEye Producer	1.2.1.5
Polycom EagleEye Director	2.2
Polycom EagleEye Director II	1.1.0.29
Polycom RealPresence Touch	6.1.7 Panel software 2.1.7 Operating System software
Polycom Touch Control	6.1.7 Panel software 6.1.7 Operating System software
VisualBoard Application	4.1.3 software and later

[1] The RealPresence Group Series systems do not receive video from the Radvision Scopia 100 P10 gateway.

Microsoft Interoperability

The RealPresence Group systems support interoperability with the following Microsoft software versions.

Servers

Product Name	Version
Microsoft Skype for Business Server 2015 (Feb. 2017)	6.0.9319.277
Microsoft Lync Server 2013	5.0.8308.987

Product Name	Version
Microsoft Exchange Server 2013	15.00.1263.005 CU15
Microsoft Skype for Business Online	Versions updated regularly and hosted by Microsoft
Microsoft Exchange Server Online	Versions updated regularly and hosted by Microsoft

Clients

Product Name	Version
Microsoft Skype for Business 2015	15.0.4953.1000
Microsoft Lync 2013	15.0.4963.1000
Windows client	16.0.6925.1049, 16.0.7329.1047
Mac client	16.2.156, 16.2.240, 16.5.0.185
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

Cisco and TIP Interoperability

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

- Cisco TelePresence System 1.10.15 (4) 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 7
- Cisco TX Series Version 6.1.12
- Cisco IX5000 Version 8.1.2 (12)
- Cisco TelePresence Server 4.2 (4.18)

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 Unified Communications Manager.

Hardware and Software Compatibility

The following table lists RealPresence Group system software versions that are compatible with RealPresence Group system hardware.

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 Polycom Interoperability Matrix.

Hardware Model	Part Number (or Serial Number)	Designation in User Interfaces	Compatible Software Versions
RealPresence Group 700	2201-84248-xxx	Hardware version 20	6.0.1 and higher
RealPresence Group 700	2201-08090-xxx	Hardware version 7 Hardware version 8	4.1.3 and higher 4.1.3 and higher
RealPresence Group 700	2201-09770-xxx	Hardware version 6 Hardware version 7	4.0.2 and higher 4.1.3 and higher
RealPresence Group 500	2201-61078-xxx	Hardware version 20	4.2.0 and higher
RealPresence Group 500	2201-68113-xxx	Hardware version 16 Hardware version 18	4.2.0 and higher 4.2.0 and higher
RealPresence Group 500	2201-09790-xxx	Hardware version 9 Hardware version 10 Hardware version 12 Hardware version 15 Hardware Version 17	4.0.0 and higher 4.1.3 and higher 4.1.3 and higher 4.1.3 and higher 4.2.0 and higher
RealPresence Group 310	2201-61079-xxx	Hardware version 20	4.3.0 and higher
RealPresence Group 310	2201-68113-xxx	Hardware version 16 Hardware version 18	4.3.0 and higher 4.3.0 and higher
RealPresence Group 300	2201-68108-xxx	Hardware version 16 Hardware version 18	4.2.0 and higher 4.2.0 and higher
RealPresence Group 300	2201-64752-xxx	Hardware version 9 Hardware version 10 Hardware version 12 Hardware version 15 Hardware version 17	4.0.0 and higher 4.1.3 and higher 4.1.3 and higher 4.1.3 and higher 4.2.0 and higher
RealPresence Touch	2200-84709-xxx	Hardware version 7	6.1.2 and higher

Supported Operating Systems and Web Browsers

The RealPresence Group Series system web interface is supported on the following web browsers and operating systems:

- 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

Supported Peripherals

RealPresence Group Series systems support the following peripherals:

- Polycom EagleEye Producer
- Polycom EagleEye Director II
- Polycom EagleEye Director
- Polycom RealPresence Touch
- Polycom Touch Control
- 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 microphone arrays and ceiling microphone arrays
- Polycom® SoundStructure®
- Polycom Stereo Speaker Kit
- Polycom® SoundStation® IP 7000 phone

For specific version support information, see Products Tested in this Release.

Supported Touch-Capable Monitors

The touch-enabled user interface and VisualBoard are compatible with the following touch-capable monitors.

Brand	Model	Size
Acer	T232HL	23"
Acer	T272HL	27"
HP Compaq	L2206tm	22"
LG	LG KT-T430 overlay on LG-43SL5B LG-43SE3B	43"
LG	LG KT-T490 overlay on LG-49SL5B LG-49SE3B	49"
LG	LG KT-T550 touch overlay on LG 55SL5B LG-55SE3B	55"

Brand	Model	Size
LG	LG KT-T650 touch overlay on LG 65LS33A	65"
NEC	V552TM	55"
Orion	Orion OLS-7010T6	70"
Planar	PCT2785	27"
Sharp	PN-L702B PN-L703B	70"

RealPresence Group Series system supports only HID-compliant monitors.

Get Help

For more information about installing, configuring, and administering Polycom products, refer to Documents and Downloads at Polycom Support.

To find all Polycom partner solutions, see Polycom Global Strategic Partner Solutions.

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