

Release Notes

Polycom[®] Immersive Telepresence (ITP)

Software Version 3.0.5

Polycom announces the general availability release of software version 3.0.5 of its Polycom Immersive Telepresence (ITP) systems, including:

- Polycom RealPresence[®] Experience (RPX[™]) Series (Hardware Revision I)
- Polycom Open Telepresence Experience[™] (OTX[™]) solutions (Hardware Revision B)
- Polycom Telepresence Experience[®] (TPX[®]) HD 306M
- Polycom Architected Telepresence Experience[™] (ATX[™]) Software Development Kit (SDK) and the Polycom ATX 300

This document provides the latest information about this release.

Topics

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Introducing the Polycom Immersive Telepresence (ITP) Software Systems Version 3.0.5/Hardware Revision I Release

Polycom is pleased to announce the release of software version 3.0.5, hardware revision I of its Polycom Immersive Telepresence (ITP) systems, including:

- **Polycom RealPresence Experience (RPX) Series**, including RPX 200 and RPX 400, offers unprecedented high-definition video in a cinematic view, extraordinary StereoSurround™ audio, and high resolution content. This truly immersive meeting environment provides the ultimate meeting experience for executives in any organization, linking sites across the globe.
- **Polycom Open Telepresence Experience (OTX) solutions**, including OTX 100 and OTX 300 systems. Both OTX system models offer stunning HD video quality for up to 50% less bandwidth using Polycom's H.264 High Profile compression technology. By providing an exceptional, across-the-table experience and an open collaboration environment, the Polycom OTX Immersive Telepresence solution will power your teams, customers, and partners to work more effectively across distances.
- **Polycom Telepresence Experience (TPX) solutions** offer Polycom's Ultimate High Definition real-size video and extraordinary StereoSurround™ audio in a comfortable, professional meeting environment. With true-to-life people dimensions and no technology in the way, you will truly feel as if your colleagues are sitting across the table from you rather than located across the world.
- **Polycom Architected Telepresence Experience (ATX) Software Development Kit (SDK) and the Polycom ATX 300**. With either version of the Polycom ATX system, Polycom's AV integration partners can create customized immersive telepresence suites using Polycom HDX® 8000 codecs, EagleEye III cameras, and HDX Ceiling Microphone Arrays along with displays, table, and chairs provided by the integrator or client.
 - The ATX SDK, which runs on the ATX 200, ATX 300, and ATX 400 hardware platforms, enables AV integrators to support the unique requirements of their customers. The ATX SDK works in conjunction with special control panel code (provided by the control panel vendor), enabling AV integrators to customize the user interface to the specific needs of their customers.
 - The ATX 300 version 3.0.5 provides a user interface with the same feature set as the standard Polycom Immersive Telepresence software, including the new Polycom Touch Control.

What's New in ITP Software Version 3.0.5

| Product | Functionality |
|---|--|
| RPX HD Software Version 3.0.5 Hardware Revision I OTX 100 and OTX 300 Software Version 3.0.5 Hardware Revision B | <p>Software version 3.0.5 includes support for Advanced Digital Content Input. With this software enhancement, customers may purchase and connect multiple digital input devices (such as digital document cameras, multiple laptop digital inputs, etc).</p> <p>Note that this feature is only supported on OTX and RPX suites and requires a Polycom Touch Control and a Custom Product order for a switcher, cabling, and custom wiring diagrams to support the customers' custom configurations.</p> |
| TPX HD Software Version 3.0.5 ATX SDK and ATX 300 Software Version 3.0.5 | <p>No new functionality</p> |

What's New in ITP Software Version 3.0.3

| Product | Functionality |
|--|---|
| RPX HD Software Version 3.0.3 Hardware Revision I | <p>New Axis M31 security camera</p> |
| | <p>New 21.5" widescreen 1080p tabletop content monitors to allow display of high profile and HD video</p> |
| | <p>New microphone placement to support for Telepresence Interoperability Protocol (TIP)</p> |
| | <p>Support for the Session Initiation Protocol (SIP) in network environments with or without a Microsoft Lync Server.</p> |

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| <p>OTX 100 and OTX 300 Software Version 3.0.3 Hardware Revision B</p> | <p>OTX 100 software version 3.0.3/hardware revision B is the first release of the OTX 100 system, a single-screen immersive telepresence solution designed for smaller rooms and executive offices. In addition to a smaller footprint and aggressive pricing, the OTX 100 system offers customers more flexibility with two different models:</p> <ul style="list-style-type: none"> • The standard OTX 100 system, which includes a conference table with seating for up to four on video or eight for non-telepresence meetings, and two content monitors on automated lifts. • The OTX 100 Compact system, which does not include the conference table or content monitors, allowing users to purchase their own furniture and content display options for unique collaborative environments. <p>Lowest total cost of ownership and accelerated return on investment through breakthrough bandwidth management. Industry-leading support of the standard-based H.264 High Profile can save up to 50% of ongoing bandwidth consumption and cost.</p> <p>Greatest flexibility for Polycom OTX room usage. The unique design is optimized for exceptional, across-the-table experiences when meeting face-to-face or live over video.</p> <p>Most effective collaboration across distances ensured by superior immersive telepresence quality of experience, including the benefits of Conversational Stereo, full 1080p video and HD content on self-rising, motorized monitors – all protected with Lost Packet Recovery.</p> <p>Widest investment protection through interoperability and seamless connectivity with millions of standards-based telepresence and video conferencing endpoints.</p> <p>Deepest integration with leading Unified Communications platforms enabling greater flexibility and deployment options as part of the Polycom Open Collaboration Network.</p> <p>Broadest international design appeal with global service, support, and availability.</p> <p>Support for the Session Initiation Protocol (SIP) in network environments with or without a Microsoft Lync Server. Like the OTX 300, the OTX 100 also supports the Telepresence Interoperability Protocol (TIP) as described in the next section.</p> |
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| <p>TPX HD Software Version 3.0.3</p> | <p>The Polycom Touch Control is the new interface to the TPX HD system. The Polycom Touch Control is also available with the Polycom OTX™, RPX™, and ATX™ 300 Immersive Telepresence (ITP) solutions, as well as all Polycom HDX® and SoundStructure™ systems, thereby providing a consistent user interface across Polycom products. The intuitive graphical UI offers simple navigation and easy access to call control, administration, and content-sharing capabilities.</p> <p>The Polycom Touch Control is available as an upgrade to the standard TPX suites. ITP software version 3.0.3 and hardware version C or later (HDX 8000 codecs) are required to upgrade to the Polycom Touch Control.</p> <hr/> <p>New microphone placement to support for Telepresence Interoperability Protocol (TIP). Note that the Polycom Touch Control is required for TIP support.</p> <hr/> <p>Support for the Session Initiation Protocol (SIP) in network environments with or without a Microsoft Lync Server.</p> <hr/> <p>Information on the configuration of these and other TPX features is provided in the <i>Polycom Immersive Telepresence (ITP) Administrator's Guide</i>.</p> <p>Important Note: Starting with the release of TPX HD version 2.7.1 software, the <i>View Content on the Right Display Screen</i> feature is no longer an optional feature, and it has been removed from the product documentation. However, if you enabled this feature in an earlier version of TPX software, it will continue to work after loading the newer version of software.</p> |
| <p>ATX SDK and ATX 300 Software Version 3.0.3</p> | <p>Support for the Telepresence Interoperability Protocol (TIP), a proprietary protocol created by Cisco for deployment with Cisco TelePresence systems (CTS). The ATX SDK and ATX 300 now support TIP in order to provide the best possible telepresence experience when interoperating with CTS equipment. TIP is offered on Polycom ATX SDK and ATX 300 systems in addition to the currently supported H.323 protocols, thereby ensuring interoperability with standards-based systems from multiple vendors. For more information about Polycom ITP and Cisco interoperability, refer to the <i>Polycom Unified Communications for Cisco Environments</i> document.</p> <p>Polycom ATX software with TIP enabled also provides support for segment switching in Cisco Telepresence Multipoint Switch (CTMS) environments. The Polycom Ceiling Microphone Arrays use an innovative algorithm to detect the direction of sound from each seat. Based on this accurate detection, the CTMS system chooses the appropriate camera from which to display video.</p> <p>NOTE: ATX SDK systems that use Polycom SoundStructure® audio solutions cannot use TIP. Polycom does not support SoundStructure and TIP concurrently.</p> <p>ATX 300 systems with Polycom UI and Crestron® Touch Controls do not support SIP and TIP.</p> <hr/> <p>Support for the Session Initiation Protocol (SIP) in network environments with or without a Microsoft Lync Server.</p> |

Software and Firmware Used in Version 3.0.5

ITP version 3.0.5 uses the following software and firmware:

| Software/Firmware | RPX | OTX | TPX | ATX SDK | ATX |
|--|-----|-----|-----|---------|-----|
| Polycom Telepresence Tool version: 3.0.5.4 (TelepresenceTool_3.0.5.4.msi) | ✓ | ✓ | ✓ | ✓ | ✓ |
| HDX software version: 3.0.5-22695 (polycom-hdx-release-3.0.5-22695.pup) | ✓ | ✓ | ✓ | ✓ | ✓ |
| HDX software version without encryption: polycom-hdx-release-3.0.5_ne-22695.pup | ✓ | ✓ | ✓ | ✓ | ✓ |
| Polycom Touch Control Operating System version: 1.5.0-18 | ✓ | ✓ | ✓ | | ✓ |
| Polycom Touch Control Applications version: 1.5.0-60 | ✓ | ✓ | ✓ | | ✓ |
| Crestron software version: 3.0.5-2 (RPX_3.0.5-2.zip) | ✓ | | | | |
| Crestron software version: 3.0.5-2 (TPX_3.0.5-2.zip) | | ✓ | ✓ | | ✓ |
| Crestron AV2/PRO2 firmware version: 4.001.1012 (Feb 17 2009) (pro2_av2_cp2_cp2e Rack2_pac2_4.001.1012.zip) | ✓ | ✓ | ✓ | | ✓ |
| Crestron Touch Panel firmware version: 3.001.0015 (tps-3000_tps-3000l_tps-3100_tps-4000_tps- 4000l_3.001.0015.zip) | ✓ | ✓ | ✓ | | ✓ |
| LINAK firmware version: 1.22 | | ✓ | | | |
| Delta projector firmware version for VW7008 projectors: FD34+SD33. The full file names are FD34-VW7008-20110308 and SD33-VW7008-20110307. | ✓ | | | | |
| Delta projector firmware version for VW7028 projectors: FP05+SP05. The full file names are FP05-VW7028BBBCP-20110309 and SP05- VW7028BBBCP-20110308. | ✓ | | | | |

For information on versions of other Polycom products that are compatible with this release, such as the Polycom RMX® conferencing platform and the Polycom Converged Management Application™ (CMA®) system, refer to the *Polycom Immersive Telepresence (ITP) Deployment Guide* or the current Polycom Supported Products matrix located at http://support.polycom.com/PolycomService/support/us/support/service_policies.html.

Upgrading the Software to Version 3.0.5

Before upgrading the software, note the following:

- Your ITP system may have been shipped with the correct version of HDX and Polycom Touch Control software loaded. Check your system's software versions against the versions listed in the previous section. If you already have the correct versions loaded, you do not have to upgrade the software; however, you must still enter the option key as described in the following bullet.
- In order to upgrade the ITP software to version 3.0.5 from a version earlier than Version 3.0, you must obtain an HDX software upgrade key and a new option key from Polycom Support at <http://support.polycom.com>. If you are using the Polycom Touch Control, you must also obtain a new option key. The option key enables the options that are required for Immersive Telepresence. Note that you must have an active maintenance contract to obtain the keys.
- For all ITP systems, if you are not planning to deploy TIP, you must go to the **Admin Settings > Network > Call Preference** screen in the HDX web UI. If the **SIP** and **TIP** check boxes are selected, clear the checkmarks from the check boxes.
- When you upgrade to HDX software version 3.0.1 or later, the directory entries are converted to a new format. If you ever have to revert to an HDX software version earlier than version 3.0.1, you must use the Polycom Telepresence Tool HDX Directory Downgrade tool to revert the entries to the format that existed prior to version 3.0.1. This will enable the directory entries to work correctly. For more information about the HDX Directory Downgrade tool, refer to the *Polycom Immersive Telepresence (ITP) Administrator's Guide*.
- For TPX, if you are upgrading the software only to TPX HD version 3.0.5 from an earlier version, refer to Chapter 5, "Configuring the TPX HD 306M," and Chapter 6, "Configuring and Aligning the Displays and Cameras," in the *Polycom TPX HD 306M Installation Guide, Version 2.6* (part number 3725-27345-007). Each section in these chapters tells you specifically what procedures you need to perform when upgrading the software from an earlier version.

To upgrade the software to version 3.0.5 from an earlier version, the installer must follow these configuration procedures:

1. Download the appropriate software and firmware.
2. For RPX, upgrade the Delta projector firmware if necessary.

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| NOTE | If you are upgrading the software to version 3.0.5 and your system has Delta projectors, you must ensure that the Delta projector firmware is at the correct version listed in the previous section. This may require you to upgrade the projector firmware. The firmware upgrade must be performed onsite by a trained installer. |
|-------------|---|

3. Upgrade the HDX software and configure the System Controller.
4. Upgrade either the Polycom Touch Control (for ITP sites with a Polycom Touch Control) or the Crestron Touch Panel software (for ITP sites with a Crestron Touch Panel).
5. Enable optional features in the System_Config.ini file as needed.
6. Run the Telepresence Tool.
7. Pair the Polycom Touch Control device with the HDX and the System Controller (for ITP sites with a Polycom Touch Control).
8. Configure the H.323 gatekeeper, the SIP server, and the Global Directory as needed. Note that GDS is not supported with ITP. LDAP must be used for the Global Directory.

9. Manage Favorites (for sites with a Polycom Touch Control) or the local directory (for sites with a Crestron Touch Panel) as needed.
10. Enable TIP, manage user-initiated multipoint conferences, and disable DBA as needed. For RPX, if you are performing a software upgrade and are deploying TIP, you also need to upgrade your suite to the Hardware Revision I Ceiling Microphone Array placement scheme.
11. For sites upgrading from hardware revision A/software version 2.7 only: Configure the cameras. (OTX)
12. For RPX, align and calibrate the projectors (if you upgraded the projector firmware).
13. For RPX, configure, align, and match the cameras (if you upgraded the projector firmware).
14. Verify the microphone audio.
15. For sites that are deploying TIP, calibrate the Ceiling Microphone Arrays.

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| NOTE | The Delta VW7028 and VW7008 projectors must not be installed within the same suite, as this is unsupported. |
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For complete information about how to perform these steps, refer to the following documents:

- *Polycom RealPresence Experience (RPX) HD 400 Series Installation Guide*
- *Polycom RealPresence Experience (RPX) HD 200 Series Installation Guide*
- *Polycom Immersive Telepresence (ITP) Administrator's Guide*

Issues Fixed in This Release

The following table describes the issues fixed in ITP Version 3.0.5.

| Feature | Description |
|---|---|
| Audio/Video Calls | In an OTX 300 call, if the analog line is disconnected via the web interface, codec 2 and codec 3 will no longer be disconnected. |
| User Interface: Polycom Touch Control Only | <p>In an ATX 300 call, the buttons on the Polycom Touch Control ITP Admin page now function properly.</p> <p>(RPX and OTX) The Polycom Touch Control now displays Directories properly after upgrading to Version 3.0.3.</p> <p>(RPX and OTX) The Directory does not disappear from the Polycom Touch Control. A system reboot is no longer needed.</p> <p>(OTX only) The entries in Favorites on the Polycom Touch Control do not disappear. A system reboot is no longer needed.</p> <p>(OTX only) The buttons on the Polycom Touch Control ITP Admin page now toggle properly.</p> |

Known Issues and Limitations

For Users

The following table lists the known issues relevant to ITP end users. All issues apply to ITP systems with the Polycom Touch Control as well as to ITP systems with the Crestron Touch Panel unless otherwise noted.

| Feature | Description | Workaround |
|--------------------------|---|---|
| Audio/Video Calls | When both SIP and H.323 are enabled on an ITP endpoint, it does not support automatic rollover from one protocol to the other when dialing multi-screen calls. | Configure directory and favorite entries to include only one address type, not both H.323 and SIP. Also, configure the HDX preferred dialing method to “auto” and set the video dialing order to use the most common protocol (either SIP or H.323) first. If a particular call does not connect with the first protocol, the ITP system will attempt using the other protocol, but only the center screen will connect. If you are using Polycom Calendaring for Outlook, and you need to have both H.323 and SIP enabled, set the video dialing order to first use the protocol that is configured for your calendared meetings. Otherwise, only the center screen of the ITP endpoint will connect to the calendared meeting. |
| | In an OTX call with an RPX, when the OTX is put on hold, only the primary codec is on hold. The secondary codecs are still in an active call. | None. |
| | The ITP system will not accept any incoming audio calls when it is already in a video call. | Place outgoing audio calls instead of receiving incoming audio calls when you are already in a video call. |
| | On rare occasions, pressing the audio Speed Dial button once (or the Dial button for manually placed calls) does not dial the call. | If needed, press the audio Speed Dial button or the Dial button twice in order to complete the call. |
| | When DTMF tones are heard during the process of dialing an audio call, the near-end and far-end audio is muted for a brief moment. | None |
| | (RPX only) If the projectors are in sleep mode when an incoming video call is automatically accepted by the RPX, it may take up to 70 seconds for the projectors to automatically power up. During the 70 seconds that it takes for the projectors to warm up and show far-end video, the RPX meeting participants may not notice that the call has been established. | Verify that the projectors are powered up before placing or receiving any video calls. |

| Feature | Description | Workaround |
|-------------------------------|--|---|
| Audio/Video Calls (continued) | (RPX only) If the projectors are in sleep mode when a video call comes in, any codecs that are not being used will very briefly show near-end video. This only occurs when the number of near-end codecs is more than the number of far-end codecs, such as when a RPX 400 on the near end receives an incoming call from an RPX 200 on the far end, or when either an RPX 400 or 200 receives an incoming call from a single endpoint (VSX or HDX). | None |
| | (OTX and TPX only) If the displays are in sleep mode when a video call comes in, any codecs that are not being used will very briefly show near-end video. This only occurs when the number of near-end codecs is more than the number of far-end codecs, such as when an OTX on the near end receives an incoming call from an RPX 200 or a single endpoint (such as an HDX system) on the far end. | None |
| | If you hang up an incoming call and then immediately place an outgoing call, the ITP system may not hang up the initial incoming call. (Crestron Touch Panel only) | Wait approximately 20 seconds between consecutive calls. |
| | If the ITP system is in a single endpoint video call (such as with a VSX or HDX video conferencing system) and the Do Not Disturb feature on the RPX or OTX is disabled, an incoming call from a two-codec or three-codec system will cause the center camera on the RPX or OTX to momentarily move to the side before returning to its correct position. | None |
| | (OTX and TPX only) When the video quality is set to Sharpness , a thin gray line is present at the bottom of the cells when connecting OTX, TPX, and RPX endpoints to a conference running on RMX 2000 or RMX 4000 with MPMx. | None |
| | (RPX and TPX only) If you place a point-to-point call to an RMX™ Virtual Meeting Room (VMR) and then add a site to the call from the Conference List on the Meeting Composer screen (with the Enhanced UI only), the point-to-point call will be dropped and a multipoint call will be created with the VMR as a participant in that multipoint call. | Hang up the VMR call and then make a new call with the participants that you want in that call. |
| | (RPX and TPX only) When you place a call to an RMX VMR using the following syntax, the call will not go through: IP##MeetingRoomID. | Place the call using this syntax: MeetingRoomID@IP (for example, 255000@172.25.130.21). |
| | (OTX and TPX only) Occasionally, while in a call showing People+Content IP, the People+Content IP connection will drop when the call ends and the tabletop content monitors will lower. | To continue sending content, you will need to use People+Content IP to send the content again. |
| | If you use Meeting Composer™ to add two audio sites to a call and then press Join , only one of the sites may connect. Additionally, if you are already in a call that includes an audio site and you attempt to add another audio site to the call, the new audio site may not connect. | Connect to the video sites first using the RMX, and then individually add the audio sites. |

| Feature | Description | Workaround |
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| TIP | When an ITP system is in a CTMS call with a CTS or another ITP system, the ITP system may not receive audio from the CTS system. | Hang up and dial again. |
| | (OTX only) When an OTX system is in a video call with a CTS 3010 system, video with little or no movement may become pixelated. | Hang up and dial again. |
| Content | If you hang up a call, content being shown locally disappears. For standard OTX 100 and OTX 300 systems, content monitors automatically lower. | This is a security feature. You will need to resend your content after you hang up a call. |
| | (RPX only) If you share content using a laptop, for best results, set its input resolution to 1024x768 and its refresh rate to 75 Hz. This will ensure that the content image renders correctly. | None |
| | For VGA content, a shift of 2-3 pixels may be seen locally and a shift of up to 5 pixels on the far end. | None |
| | (TPX only) If you are viewing content on the right screen and you stop sharing the content, you will momentarily see near-end video on the right screen. | None |
| Document Cameras | (RPX and TPX only) The Eye-10 document camera used in some custom solutions does not support the Freeze function that is available for other document camera models. | None |
| User Interface: Both Polycom Touch Control and Crestron Touch Panel | In an audio call from an ITP system to a cellular phone or analog phone, if the remote user disconnects the call first, then the Polycom Touch Control or the Crestron Touch Panel continues to show the audio call as in progress. | Manually press the Hang Up button after each audio call is completed. The ITP system will not accept incoming audio or video calls when the Hang Up button is off hook. |
| User Interface: Crestron Touch Panel Only | If you manually dial a call using the main dial pad and then open Meeting Composer to add an address, the initial point-to-point call stays connected, preventing going from a point-to-point call to a multipoint call. | Use the Meeting Composer dial pad instead of the main dial pad to create the first point-to-point call. |
| | If you press the Content button on the Touch Panel when no content source (such as a laptop) is connected to the ITP system with the VGA cable, the Primary HDX codec will generate a hidden message on the Primary codec's display. The message states "PC input resolution and/or refresh rate not supported." This message will not be visible onscreen because the ITP system is programmed to picture mute all displays when the system is not in a call. If you establish a video call while the message is activated, the call will take longer than usual to connect. | Wait three seconds (during which time the message will time out) before placing a video call from the Touch Panel. |
| | (TPX only) Manually press the Hang Up button after each audio call is completed. The TPX HD will not accept incoming audio or video calls when the Hang Up button is off hook. | In an audio call from a TPX HD to a cellular phone or analog phone, if the remote user disconnects the call first, then the Touch Panel continues to show the audio call as in progress. |

| Feature | Description | Workaround |
|--|--|--|
| User Interface: Crestron Touch Panel Only (continued) | When searching for a site in the global directory with the Touch Panel Enhanced UI, up to nine characters can typically be displayed on the screen. However, depending on the width of the letters in the name, more or less of the site name may be truncated. | None |
| | With Meeting Composer, when dialing a phone number with more than 10 digits, or dialing any other long string such as extension@IP_address (ex: 123456@172.25.130.201), the string will likely be truncated when displayed in the right-hand pane of the Touch Panel. | None |
| | If you place a point-to-point call to an RMX Virtual Meeting Room (VMR) and then add an audio-only site to the call, the two columns on the left side of the Meeting Composer screen in the Touch Panel Enhanced UI will go blank and the icons at the top of the columns will become grayed-out. | None |
| | When Polycom Conferencing for Microsoft Outlook (PCO) is used to schedule multiple meetings and you select one of the meetings on the Touch Panel, the details for that meeting display on the left side of the Touch Panel screen. If that meeting is cancelled, it is removed from the meeting list; however, the details of the cancelled meeting are still displayed on the left side of the Touch Panel screen. | To fix this issue, simply select a different meeting from the meeting list. |
| | The Touch Panel may indicate that a password is not required for meetings that actually are password-protected. If you try to join the meeting, the Touch Panel will prompt you for the password and you must enter it to join the meeting. | None |
| | If you use the DTMF dial pad in the Touch Panel Enhanced UI to manually enter a site to call, and then you try to escalate the call from point-to-point to multipoint, the calls will not connect correctly. | Use the Meeting Composer dial pad to manually enter a site to call. The DTMF dial pad in the Enhanced UI was not intended to be used to manually dial calls and should never be used for this purpose. |
| User Interface: Polycom Touch Control Only | When using the Polycom Touch Control to join a meeting with more than one video dial protocol (i.e. H323 or SIP), the ITP codec may not connect. | Manually dial in to the meeting using the Place A Call screen on the Polycom Touch Control. Use only one dial protocol in the meeting invitation (i.e. H323 or SIP). |
| | If your system administrator has configured your system to use the calendar feature and you have two or more meetings scheduled at the same time, the Polycom Touch Control will display a meeting reminder for only one of the meetings. | None |
| | If you are already in a call, you cannot join a meeting using the Polycom Touch Control. | Hang up the current call before joining a meeting. |
| | When using the Polycom Touch Control, searching within a group in the global directory may not work properly. | None |

| Feature | Description | Workaround |
|---|--|--|
| User Interface: Polycom Touch Control Only (continued) | If you are in a multipoint call and you place an outgoing audio call while the Video/Audio Only toggle button is set to Video , that toggle button will disappear from the Polycom Touch Control screen. | When placing an audio call when you are already in a multipoint call, make sure that the Video/Audio Only toggle button is set to Audio Only . |
| | (OTX only) For OTX systems, if you navigate to a different screen while in a call, the Camera button may disappear. | Hang up and place a new call. The Camera button will appear. |

For Administrators

The following table lists the known issues relevant to ITP system administrators. All issues apply to ITP systems with the Polycom Touch Control or the Crestron Touch Panel unless otherwise noted.

| Feature | Description | Workaround |
|-------------------|---|--|
| Audio/Video Calls | If you use the web UI to place a call to one address and you do not use the default call speed, the codecs will not automatically adjust to the same call speed. The Primary codec will connect at the call speed specified in the HDX web UI Call Quality field, but the remaining codecs will connect at the default call speed. | Specify multiple addresses in the IP address field (e.g., 76223;76224;76225). Alternatively, use the web UI to connect to each codec individually at the desired call speed. |
| | When the primary codec answers an incoming video call, any HDX codecs that are not being used will automatically accept any other incoming video calls if the following conditions exist: <ol style="list-style-type: none"> 1. The ITP system is in a single endpoint video call with a VSX or HDX video conferencing system (video ad-hoc dialing). 2. The RPX 400 is in a video call with an RPX 200 Series, a TPX™ 306M, or a TPX 204M. 3. The OTX is in a video call with an RPX 200 or a TPX 204M. 4. The TPX HD 306M is in a video call with an RPX 200 or a TPX 204M. | To prevent unused codecs from accepting any incoming calls, use the Do Not Disturb timer. To change the amount of time before Do Not Disturb is activated, access the DoNotDisturbTimer field in the System_Config.ini file. In this field, you can enter a value between 10 and 300, or leave the value at 0 if you want to keep the feature disabled: DoNotDisturbTimer=x where x is the value (in seconds) of the desired timeout period. For example, DoNotDisturbTimer=120 sets the parameter to 120 seconds. |
| | When the ITP system is in a call, sending Telnet commands to change the video format may not work properly. | Do not use Telnet commands to change the video format when the RPX or OTX is in a call. |
| | (RPX only) When an RPX calls another RPX in a point-to-point call, the codecs begin to connect one at a time. If network resources become limited, not all of the codecs may connect, which may make it appear that one of the projectors is not working properly. | If a projector does not work correctly in a call, you should check if the codec connected. If it did not connect, reducing the call bandwidth may solve the issue. |
| | If your ITP environment is configured to use both the LDAP directory and H.323 Gatekeeper functions, and your speed dial entries are not IP addresses, video calls may take longer to connect due to the additional communication involved between the various components in the solution. | None |
| | For ITP systems configured for H.323 and registered with CMA version 6.0, the SIP/TIP options are disabled. After the ITP system reboots, the SIP/TIP options becomes enabled, and as a result, your call from the Global address book/LDAP does not go through. | Downgrade CMA to version 5.4 instead of version 6.0 or, after rebooting, manually disable the SIP/TIP options from the HDX web UI before you place or receive calls. |
| Cameras | (OTX and TPX only) If a cable to one of the cameras in the OTX room becomes detached, that camera may lose all of its camera settings from the Polycom Telepresence Tool. | Whenever a camera loses power, the HDX codec that is attached to that camera should be rebooted. |

| Feature | Description | Workaround |
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| Cameras (continued) | (OTX and TPX only) The camera focus value that you set in the Focus field on the Telepresence Tool Camera Matching tab may change by one or two points after you configure the codecs. This is due to internal arithmetic processing, and can be safely ignored. | None |
| Codecs | (TPX only) The <i>Secondary</i> codec was previously referred to as the <i>Left</i> codec. The <i>TPX HD 306M Wiring Specification</i> and the Admin screen correctly use the term <i>Secondary</i> ; however, the <i>TPX HD 306M Installation Guide</i> still uses the term <i>Left</i> . | None |
| Content | (OTX and TPX only) If the Primary HDX codec or the System Controller crashes, gets rebooted, or loses power while content is being shared in a video call, the displays will not show People video correctly. | For systems that use the Polycom Touch Control: Touch the Initialize button on the Admin screen to properly reset the displays. For systems that use the Crestron Touch Panel: Touch the Init Displays button on the Admin screen to properly reset the displays. |
| | (TPX only) If you have a North American TPX version 2.6 or version 2.7 Hardware system (LG Electronics plasma display and widescreen content monitors), and you wish to configure the <i>View Content on the Right Display Screen</i> feature, the highest content resolution that is supported in this configuration is 1024x768. If you configure a higher resolution via the Telepresence Tool, it will result in corrupted video on the LG display. Note that when running in this 1024x768 mode, the content displayed on the content monitors will be pillarboxed. | Disable the View Content on the Right Display Screen feature, and view content on the content monitors. |
| Control System | When you connect to the codecs through Telnet or through the Crestron Toolbox and use the command prompt, you may see "overflow buffer" and other error messages when you use the Polycom Touch Control or the Crestron Touch Panel. These errors also appear on the Crestron log. This issue does not affect system performance or functionality. | None |
| Microphones | If you disconnect the Polycom Ceiling Microphone Arrays and then connect any microphones other than Ceiling Microphone Arrays, the proper stereo settings may be lost. | Launch the Polycom Telepresence Tool, make sure that all the HDX codecs are connected, and then click Configure HDXs to set the microphones to their correct settings. |
| Software Installation and Upgrades | When installing the Polycom Touch Control operating system and software using the USB drive, the software may fail to load or you may see a message listing an incorrect software version. | Manually reboot the Polycom Touch Control while the USB device is in the drive. |
| | When attempting to unpair the Polycom Touch Control from the System Controller during an upgrade, the Polycom Touch Control may remain paired. | Manually reboot the Polycom Touch Control to unpair it. |

| Feature | Description | Workaround |
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| Software Installation and Upgrades (continued) | When upgrading the HDX systems, you normally see a screen that displays an hourglass and a red progress bar. This screen may not appear for HDX PAL systems; however, the upgrade is still occurring and can be monitored through the web UI. The Home screen will appear on the displays when the upgrade is complete. | None |
| Telepresence Tool | When using the Telepresence Tool to remotely monitor a site, you may notice stuttering video on the system's main people video screen. | Polycom recommends that you do not use the Telepresence Tool for remote monitoring while the system is in a video call. |
| User Interface: Both Polycom Touch Control and Crestron Touch Panel | If any of the HDX codecs are rebooted without rebooting the AV2 System Controller as well, the HDX UI remains onscreen. | Reboot the AV2 System Controller whenever any of the HDX codecs are rebooted. The VNOC, Service, and Site Administration teams are advised to reboot (power up) the AV2 System Controller after the HDX reboots (powers up) as part of the reset process or when recovering from a power failure. Placing a call without rebooting the AV2 System Controller will cause the Polycom Touch Control or the Crestron Touch Panel to freeze. |
| User Interface: Crestron Touch Panel Only | If you add a site from the CMA directory to the speed dial list and then later change the name of that site in the CMA directory, the speed dial entry name that is displayed on the Touch Panel may not be updated. | Reboot the codecs and the AV2 System Controller. Alternatively, from the HDX web UI, delete and re-add the renamed CMA site to the Speed Dial list. |
| | If you reboot the Primary HDX codec while the RPX or OTX is in an audio call (with the Help Desk, for example), the Hang Up button on the Touch Panel will freeze. | Reboot the AV2 System Controller when the Hang Up button enters that frozen state. |
| | When initially loading the Crestron Touch Panel and then loading the AV2 System Controller, a Toolbox Results dialog box may appear at the end of the installation process. Although this dialog box displays an error message, the installation completed successfully. | None |
| | Users report that the Touch Panel seems to take an unusually long time to return directory information. | Check if there are LDAP entries in the directory that are no longer valid. If there are such entries, correct them. |
| | With the Crestron Touch Panel, using the suffixes '1', '2', '3', or '4' for your audio speed dial name entries may cause the system to incorrectly interpret them as an ITP system, instead of distinct audio speed dial entries. | Do not use the suffixes '1', '2', '3', or '4' for your audio speed dial name entries. |
| User Interface: Polycom Touch Control Only | When using the Polycom Touch Control to join a meeting with more than one video dial protocol (i.e. H323 or SIP), the ITP codec may not connect. | Manually dial in to the meeting using the Place A Call screen on the Polycom Touch Control. Use only one dial protocol in the meeting invitation (i.e. H323 or SIP). |

| Feature | Description | Workaround |
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| User Interface: Polycom Touch Control Only (continued) | If you enter a site name that ends in the number '1', '2', '3', or '4', and then you make a call using the RMX, the RMX will interpret the site as part of an ITP system and will not display the site name on the Polycom Touch Control. | Do not use site names that end in the numbers '1', '2', '3', or '4'. |
| | If you reboot the Polycom Touch Control and then immediately attempt to use it, the Touch Control may not work properly. | Wait 30 seconds after the reboot completes before using the Polycom Touch Control. |

Where to Get the Latest Product Information

To view the latest Polycom product documentation, visit the Support section of the Polycom website at <http://support.polycom.com>.