

# Release Notes

## Polycom® TPX® HD 306M

### Version 2.7.1

Polycom announces the general availability release of its Polycom Telepresence Experience™ (TPX) HD 306M, version 2.7.1. This document provides the latest information about this release.

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## Introducing the Polycom TPX HD Version 2.7.1 Release

Polycom is pleased to announce the release of the Polycom TPX HD 306M, version 2.7.1.

The TPX HD offers 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.

### What's New in TPX HD Version 2.7.1?

TPX HD version 2.7.1 is a maintenance release for TPX HD Version 2.7, which provides the following functionality:

- Optimize bandwidth with H.264 High Profile, a standards-based video compression technology that delivers full HD quality while lowering your bandwidth requirements by up to 50 percent. H.264 High Profile is supported only on TPX HD systems with HDX 8000 series codecs.
- Simply and easily view a list of scheduled meetings and join those meetings using the Polycom Conferencing for Microsoft® Outlook® feature.
- Experience striking 1080p video resolution with the new Polycom EagleEye™ II 1080p cameras. Their sharp focus and clear, crisp, natural colors provide the ultimate HD images. The new cameras are supported only on TPX HD systems with HDX 8000 series codecs.
- Optionally disable the power saving feature on the LG Electronics® displays introduced with TPX 2.6.

Information on the configuration of these and other TPX features is provided in the *Polycom Immersive Telepresence (ITP) Administrator's Guide*.

**Important Note:** With the release of TPX HD version 2.7.1 software, the *View Content on the Right Display Screen* 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 version 2.7.1 software.

### Software and Firmware Used in Version 2.7.1

TPX HD version 2.7.1 uses the following software and firmware:

- Polycom Telepresence Tool version: 2.7.1.1 (TelepresenceTool\_2.7.1.1.msi)
- HDX software version: polycom-hdx-hf-2.6.1.3\_00\_itp271-5267.pup
- Crestron software version: 2.7.1-3 (TPX\_2.7.1-3.zip)
- Crestron AV2 System Controller 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)

For information on versions of other Polycom products, such as RMX™ and CMA™, that are compatible with this release, refer to the *Polycom Immersive Telepresence (ITP) Deployment Guide*.

## Checking and Upgrading the Firmware on LG European Displays

If you are installing European displays from LG Electronics, you must first check the firmware version on the displays and then, if needed, upgrade the firmware. If you have LG displays for North America or Australia, you do not need to check or upgrade the firmware.

You must check and upgrade the firmware on the European displays prior to installing the displays in the credenza. For complete information about how to perform these procedures, refer to Chapter 2, “Installing the Credenza,” in the *Polycom TPX HD 306M Installation Guide, Version 2.6* (part number 3725-27345-007).

## Upgrading the Software to Version 2.7.1

If you are upgrading the software only to TPX HD version 2.7.1 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.

There are no restrictions in upgrading from earlier versions of TPX HD software to version 2.7.1.

**Important Note:** If your TPX HD system was installed after April 30, 2010 and you wish to upgrade from version 2.6 to version 2.7.1 software, you may need to obtain a new 1080p software license (part number 5150-26946-001) from Polycom. Please contact Polycom Customer Support at <http://support.polycom.com> for more information.

## Issues Fixed in This Release

TPX version 2.7.1 incorporates both HDX software version 2.6.1.3 and HDX hotfix version 2.6.1.3-HF5. HDX software version 2.6.1.3 provides a correction for an issue recently observed at the factory in which Polycom HDX systems restarted intermittently while in a call. HDX hotfix version 2.6.1.3-HF5 provides a correction to an intermittent lip sync issue.

The following table lists additional issues fixed in TPX HD Version 2.7.1.

Feature	Description
Audio/Video Calls	On rare occasions when placing a video or audio call when using Meeting Composer, the system automatically dialed the number before you pressed the <b>Connect</b> button.
	When viewing an RPX system in a 1080p multipoint call with an RMX 2000 or RMX 4000 with MPMx, you will no longer see a thin black vertical line between cells of the RPX system. For more information, refer to the <i>Polycom® Immersive Telepresence (ITP) Deployment Guide</i> .
Touch Panel/ User Interface	When joining a Polycom Conferencing for Microsoft Outlook (PCO) conference from the Touch Panel, you were not prompted for a conference password, even if a password was required for the meeting.
	With PCO, private meeting details were displayed on the Touch Panel, even if the primary HDX system was not configured to Show Private Meeting Details.

Feature	Description
	On rare occasions with the Enhanced UI, you may have noticed that the speed dial and directory information was not displayed properly on the Touch Panel. This typically occurred following recovery from a power failure.

# Known Issues and Limitations

## For Users

The following table lists the known issues relevant to TPX HD end users.

Feature	Description
<b>Audio/Video Calls</b>	<p>The TPX HD will not accept any incoming audio calls when it is already in a video call. To avoid this issue, place outgoing audio calls instead of receiving incoming audio calls when you are already in a video call.</p>
	<p>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.</p>
	<p>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 a TPX 306M on the near end receives an incoming call from an RPX 200 or a single endpoint (such as HDX) on the far end.</p>
	<p>If you hang up an incoming audio call and then immediately place an outgoing audio call, the TPX HD may not hang up the initial incoming audio call. To avoid this issue, wait five seconds between consecutive audio calls.</p>
	<p>If the TPX HD 306M 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 TPX HD is disabled, an incoming call from a two-codec or three-codec system will cause the primary camera on the TPX HD to momentarily move to the side before returning to its correct position.</p>
	<p>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. To avoid this, hang up the VMR call and then make a new call with the participants that you want in that call.</p>
	<p>If you are using Meeting Composer and you dial two audio sites concurrently, the Touch Panel may show that you are connected to the second audio number dialed when you are actually connected to the first number dialed. To avoid this issue, when want to connect to multiple audio sites or to both audio and video sites when using Meeting Composer, connect to the video sites first (if any), and then add the audio sites one at a time.</p>
	<p>When you place a call to an RMX VMR using the following syntax, the call will not go through: IP##MeetingRoomID. To avoid this issue, place the call using this syntax: MeetingRoomID@IP (for example, 255000@172.25.130.21).</p>
	<p>If you dial an incomplete IP address for a video call (for example, 172.16.254.), you may hear a ringing sound for approximately 90 seconds. Until the ringing ceases, you will be unable to place another call.</p>
<p>When the video quality is set to <b>Sharpness</b>, a thin gray line is present at the bottom of the cells when connecting TPX and RPX endpoints to a conference running on RMX 2000 or RMX 4000 with MPMx.</p>	

Feature	Description
<b>Content</b>	<p>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 that appears on the tabletop content image renders correctly.</p>
	<p>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.</p>
<b>Touch Panel/User Interface</b>	<p>If you press the <b>Content</b> button on the Touch Panel when no content source (such as a laptop) is connected to the TPX HD 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 TPX HD 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.</p> <p>To avoid this issue, wait three seconds (during which time the message will time out) before placing a video call from the Touch Panel.</p>
	<p>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.</p> <p>To avoid this issue, manually press the <b>Hang Up</b> button after each audio call is completed. The TPX HD will not accept incoming audio or video calls when the <b>Hang Up</b> button is off hook.</p>
	<p>When searching for a site in the global directory with the 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.</p>
	<p>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.</p>
	<p>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 Enhanced UI will go blank and the icons at the top of the columns will become grayed-out.</p>
	<p>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.</p> <p>To fix this issue, simply select a different meeting from the meeting list.</p>

## For Administrators

The following table lists the known issues relevant to TPX HD administrators.

Feature	Description
<b>Audio/Video Calls</b>	<p>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:</p> <ol style="list-style-type: none"> <li>1. The TPX HD 306M is in a single endpoint video call with a VSX or HDX video conferencing system.</li> <li>2. The TPX HD 306M is in a video call with an RPX 200 or a TPX 204M.</li> </ol> <p>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 <code>System_Config.ini</code> 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:</p> <p style="padding-left: 40px;"><code>DoNotDisturbTimer=x</code> where <code>x</code> is the value (in seconds) of the desired timeout period.</p> <p>For example, <code>DoNotDisturbTimer=120</code> sets the parameter to 120 seconds.</p> <hr/> <p>If you use the web UI to place a call that is not at 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.</p> <p>To avoid this issue when placing a call using the web UI, connect to each codec individually at the desired call speed (if the desired call speed is different from the default).</p> <hr/> <p>Avoid using the suffixes '1', '2', '3', and '4' for your audio speed dial name entries. Using these suffixes may cause the system to incorrectly interpret them as an ITP suite, instead of distinct audio speed dial entries.</p> <hr/> <p>Avoid creating directory entries that have an "&amp;" symbol in the name. If you do so, the entry will appear on the site list with the word "amp" in the name rather than the "&amp;" symbol.</p> <hr/> <p>When the TPX HD is in a call, sending Telnet commands to change the video format may not work properly.</p> <p>To avoid this issue, do not use Telnet commands to change the video format when the TPX HD is in a call.</p> <hr/> <p>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.</p>
<b>Cameras</b>	<p>If a cable to one of the cameras in the TPX HD room becomes detached, that camera may lose all of its camera settings from the Polycom Telepresence Tool.</p> <p>To avoid this issue, whenever a camera loses power, the HDX codec that is attached to that camera should be rebooted.</p>
<b>Codecs</b>	<p>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>.</p>

Feature	Description
<p><b>Content</b></p>	<p>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.</p> <p>If you configure a higher resolution via the Telepresence Tool, it will result in corrupted video on the LG display.</p> <p>Note that when running in this 1024x768 mode, the content displayed on the content monitors will be pillarboxed.</p> <p>To avoid this issue, disable the View Content on the Right Display Screen feature, and view content on the content monitors.</p>
<p><b>Control System</b></p>	<p>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 Touch Panel. These errors also appear on the Crestron log. This issue does not affect system performance or functionality.</p>
<p><b>Directory</b></p>	<p>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, the speed dial entry name that is displayed on the Touch Panel may not be updated.</p> <p>To fix this issue, reboot the codecs and the AV2 controller. Alternatively, from the HDX web UI, delete and re-add the renamed CMA site to the Speed Dial list.</p>
<p><b>Microphones</b></p>	<p>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.</p> <p>If this occurs, launch the Polycom Telepresence Tool, make sure that all the HDX codecs are connected, and then click <b>Configure HDXs</b> to set the microphones to their correct settings.</p>
<p><b>Software Upgrades</b></p>	<p>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.</p>
<p><b>Telepresence Tool</b></p>	<p>When using the Telepresence Tool to remotely monitor a site, you may notice stuttering video.</p> <p>Polycom recommends that you do not use the Telepresence Tool for remote monitoring while the system is in a video call.</p>
<p><b>Touch Panel/User Interface</b></p>	<p>If any of the HDX codecs are rebooted without rebooting the AV2 controller as well, the HDX UI remains onscreen.</p> <p>To avoid this issue, reboot the AV2 controller whenever any of the HDX codecs are rebooted. The VNOC, Service, and Site Administration teams are advised to reboot (power up) the AV2 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 will cause the Touch Panel to freeze.</p> <p>If you reboot the Primary HDX codec while the TPX HD is in an audio call (with the Help Desk, for example), the <b>Hang Up</b> button on the Touch Panel will freeze.</p> <p>To avoid this issue, reboot the AV2 controller when the <b>Hang Up</b> button enters that frozen state.</p> <p>Occasionally, the incorrect video format information will be displayed on the Touch Panel Admin screen when the system is in a call.</p> <p>To determine the correct video format:</p> <ol style="list-style-type: none"> <li>1. From the web UI, go to <b>Admin Settings &gt; Cameras</b>.</li> <li>2. Check the Video Quality field for the camera being used. If Video Quality=<b>Sharpness</b>, the video format is 1080p30; if Video Quality=<b>Motion</b>, the video format is 720p60.</li> </ol> <p>Alternatively, you can check the Video Format on the web UI Place a Call page.</p>



Feature	Description
<b>Touch Panel/User Interface (continued)</b>	<p>When initially loading the Crestron Touch Panel and then loading the AV2, 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.</p> <hr/> <p>If 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.</p>

## 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>.