Release Notes

Polycom® QDX 6000™, Version 4.0.1.1

- For best voice performance, speak at a normal conversation level, and direct your voice towards the front of the microphone.

- PLEASE NOTE V4.0.1 OR LATER UPGRADE REQUIREMENT: Customers who used data pass through in 4.0 will need to use a new cable after the upgrade. The part number for the new pass-through cable is 2457-32892-001. Please contact your reseller or Polycom Sales team to acquire the new cable before the upgrade, if you currently use this feature.

Polycom is pleased to announce the release of Polycom QDX 6000. This document provides information about the Polycom QDX 6000 system and version 4.0.1.1 software.

For more information about using the features described in this document, refer to the product documentation available at Polycom QDX 6000 support.

Polycom EagleEye View Camera

Polycom introduces the new Polycom EagleEye View Camera. The Polycom EagleEye View camera is an electronic pan, tilt, and zoom (EPTZ) camera that includes built-in stereo microphones. The Polycom EagleEye View camera can be mounted in either the upright or inverted position. Other features include manual focus and privacy shutter.

The Polycom EagleEye View is available with the Polycom QDX 6000 system as system camera and the main microphone. In addition, the Polycom EagleEye View can be used as a second pan, tilt, and zoom (PTZ) camera.

To use the Polycom EagleEye View camera, Polycom QDX 6000 systems must be running version 4.0.1 or later.
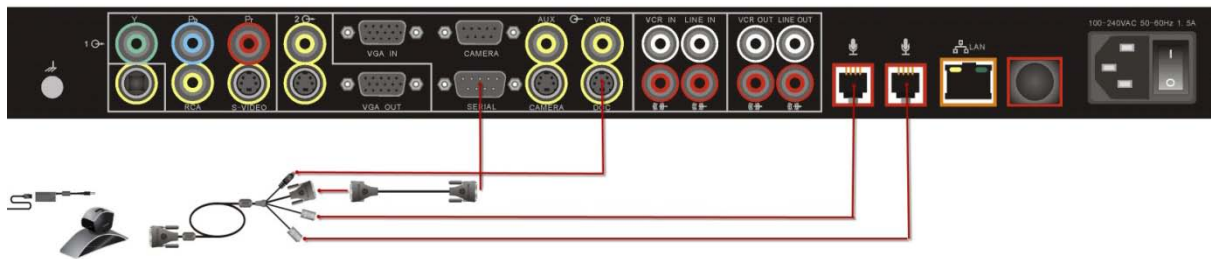
Polycom EagleEye View Camera as the main PTZ control camera
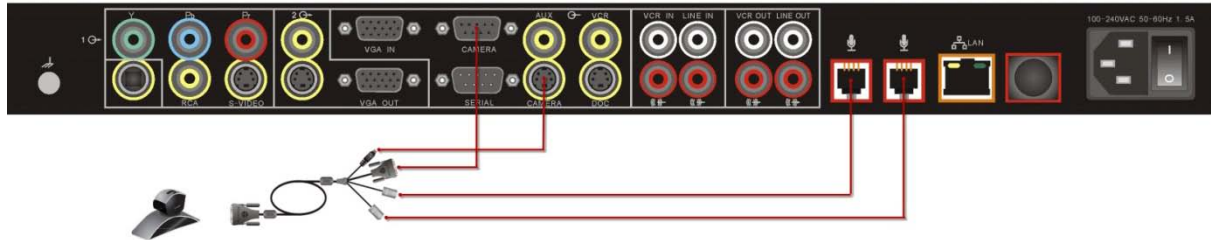
Polycom EagleEye View Camera as the second PTZ control camera

Note: The part number of the serial cable for second PTZ camera control is 2457-32891-001.

New Cables

The Polycom QDX 6000 has the following additional cables.

Cables	Description
PN: 2457-32890-001	An EagleEye View camera cable. One end of this cable is an HDCI connector to the EagleEye View camera, the other end breaks out to the following connectors, ▪ A DB-9 male connector to QDX serial port for camera control. ▪ An S-Video connector to QDX camera input. ▪ Two RJ-9 connectors to QDX MIC inputs.
PN: 2457-32892-001	A DB-9, male-female, serial cable for transparent data pass-through;

Cables	Description
PN: 2457-32891-001	A DB-9, female-female, serial cable for second camera PTZ control.

What's New in Version 4.0.1.1

The version 4.0.1.1 software includes the features and functionality of version 4.0.1. Systems running version 4.0.1.1 software can use the Polycom EagleEye camera as the main camera or as a second camera.

Using the Polycom EagleEye Camera

The camera will be detected automatically once the system starts up.

> The Polycom EagleEye camera does not support hot- plugged in with QDX 6000, which means if the Polycom EagleEye camera is unplugged during usage, you need to detect the camera manually before using it again.

To detect the Polycom EagleEye camera manually:

1. Connect the Polycom EagleEye camera to the Main/ Document camera input.

2. Press ⬤ and set Main/Document camera as video source.

3. Go to **System > Admin Settings > General Settings > Serial Ports**.

4. Set **RS-232 Mode** to **Camera PTZ**.

5. Click **Detect Camera**.

What's New in Version 4.0.1

The version 4.0.1 software includes the features and functionality of version 4.0.0, with the following additions.

Multicast

You can configure the QDX 6000 system to allow users to stream audio and video from one to many viewers. Viewers watch the conference from the system's web interface. You can start streaming only when QDX 6000 is in a call.

Points to note about streaming:

- To send a stream across a subnet, multicasting must be enabled on the network or you can unicast to a particular IP address, which will forward the stream to that IP address.

- The number of viewers is limited only by your network topology.

To configure the QDX system for a streaming call:

1   Go to **System > Admin Settings > Network > IP > Multicast**.

2   Configure these settings:

Setting	Description
Enable Multicast	Specifies whether users can start streaming from the system by making the Multicast option available on the Utilities screen of the system's web interface.
Multicast Address	Specifies the multicast address used for the system. The default address is 239.0.0.1. Or this can be a unicast location which could be the streaming server.
Audio Port	Specifies the fixed port used for audio. This can be changed if you need to go through a firewall.
Video Port	This value is automatically assigned by QDX. This cannot be changed.
Multicast Content Video	Specifies whether to stream the content video in a call.
Multicast Far Video	Specifies whether to stream the far site people video in a call.
Multicast Local Video	Specifies whether to stream the local people video in a call.

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3 Go to **System > Admin Settings > General Settings > Security > Security Settings >** **>** .

4 Enable **Allow Video Display on Web**.

Setting	Description
Allow Video Display on Web	Specifies whether to allow viewing of the room where the system is located, or video of calls in which the system participates, using the Polycom QDX 6000 web interface. **Note:** This feaure activates both near site and far site video display in Web Director.

To stream a conference:

1 Go to **System > Admin Settings > Network > IP > Multicast**, select the **Enable Multicast** option.

2 In the browser address line, enter the system's IP address, for example, http: // 10.11.12.13, to go to the system's web interface. Go to **Admin Settings > General Settings > Security**, set the Remote Access password and the Meeting password.

3 Place the video call to other participants.

- You can start streaming only when Polycom QDX 6000 is in a call.
- Make sure the **Allow Video Display on Web** option is enabled (**System > Admin Settings > General Settings > Security > Security Settings >** **>**).

To stop streaming a conference:

1 Go to **System > Admin Settings > Network > IP > Multicast**.

2 Clear the **Enable Multicast** selection.

To view a streamed conference:

1 On a computer running Windows XP or Windows Vista operating system, open an Internet Explorer 6.x, 7.x, or 8.x.

2 In the browser address line, enter http://xxx.xxx.xxx.xxx/m_multicast.htm, where " xxx.xxx.xxx.xxx" is the QDX 6000 system's IP address.

3 In the prompted window, enter the user name "meeting" and the meeting password set on your QDX 6000 system.

The stream starts automatically.

To stop viewing the streamed conference:

>> Close the web browser.

This stops the stream but does not end the call.

Camera Control for the Second PTZ Camera

QDX 6000 V4.0.1 supports camera control for the second PTZ camera.

To connect a second PTZ camera to the QDX 6000 system:

1 Connect a second camera supporting PTZ, such as Polycom EagleEye View camera, to DOC camera input and serial control. The Polycom female-male convert cable (labeled as "2ND CAMERA") **MUST** be used to connect the second camera serial port to the QDX serial control port.
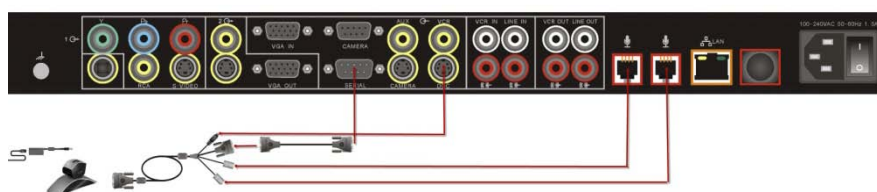
Note: The part number of the serial cable for second PTZ camera control is 2457-32891-001. This cable can be easily recognized by the "2ND CAMERA" label on one end of the cable.

2 Set Doc camera as video source.

3 Go to **System > Admin Settings > General Settings > Serial Ports**, and set **RS-232 Mode** to **Camera PTZ**. Then click **Detect Camera** to detect the camera manually.

Notes:

• IR signal cannot be received through the second PTZ camera.

- PTZ speed setting is not available for this camera.

Others

Feature	Description
G.719 support	G.719 audio protocol is supported in both H.323 and SIP calls on a Polycom QDX 6000 system.
Siren 14 stereo support	Siren 14 stereo is supported on a Polycom QDX 6000 system.
Support for H.264 4CIF/4SIF at all data rates	H.264 4CIF/4SIF calls are supported at data rates above 2Mbps on a Polycom QDX 6000 system.
Live music mode support	In live music mode, the system transmits audio using a configuration that best reproduces live music picked up by microphones. To enable live music mode, go to **System > Admin Settings >Audio > Audio Settings**. Notes: Noise suppression and automatic gain control are disabled when this setting is enabled.

Corrected Issues in 4.0.1.1

The following table lists corrected issues in version 4.0.1.1.

Category	Issue ID	Descriptions
Preset	QDX-288	QDX 6000 was unable to set presets for video sources other than main camera or document camera. This issue has been corrected.

Corrected Issues in 4.0.1

The following table lists corrected issues in version 4.0.1.

Category	Issue ID	Descriptions
Content	BROAD-892	H.264 content couldn't be negotiated in H323 calls above 1920kbps. This issue has been corrected.
Interoperability Polycom® VSX	BROAD-871	QDX is not negotiating stereo audio with VSX. This issue has been corrected.
Data Pass Through	BROAD-1184	Data pass through may output garbage data at system start up time. This issue is corrected with the help of a special cable. Please use the Polycom data pass through cable to eliminate garbage data at system start up. You may use a normal serial cable for extension, but the Polycom cable must be connected to the QDX serial control port. Note: The part number of the Polycom serial cable is 2457-32892-001. It is easily recognizable by the "DATA" label on one end of the cable.
Interoperability Radvision IP/ISDN Gateway	QDX-271	QDX 6000 cannot dial into a Radvision IP/ISDN gateway traversing NAT. This issue has been corrected.

Known limitations

The following table lists the known limitations for the version 4.0.1.1 release. If a workaround is available, it is noted in the table.

Category	Issue ID	Found in Release	Descriptions	Workaround
Audio	BROAD-984	4.0.1	Hot-plug the EagleEye View Camera's	Use remote control to correct the

Category	Issue ID	Found in Release	Descriptions	Workaround
			microphone might change the system's mute status.	mute status.
Interoperability Polycom RMX 2000 Version 7.x	BROAD-2523	4.0.1	When QDX 6000 is in a call with RMX 2000 running 7.1.0.121 or later version, the received video resolution and frame rate on QDX 6000 may be lower than that RMX transmits.	Disable H.264 on QDX 6000.
Interoperability Polycom VSX	BROAD-978	4.0.1	In SIP calls to the Polycom VSX system, QDX 6000 does not negotiate transmitting stereo audio.	Use call rates lower than 384 kbps (including 384 kbps), or higher than 768 kbps.
Interoperability Sony PCS-XG80	BROAD-1147	4.0.1	Sony PCS-XG80 is unable to send H.239 content to QDX 6000 when connecting to high resolution content source.	Reduce the resolution of Sony content to 1280x720 or lower.
Interoperability Sony PCS-XG80	BROAD-1146	4.0.1	Occasionally, QDX 6000 crashes when the Sony PCS-XG80 sends content when connecting to high resolution content source.	Reduce the resolution of Sony content to 1280x720 or lower.
Interoperability Tandberg MXP	BROAD-1139	4.0.1	Call rates higher than 1920 kbps will down-speed to 1920 kbps when QDX 6000 makes a SIP call with Tandberg MXP.	None
Interoperability FX	BROAD-829	4.0.0	People+Content does not work in calls between Polycom QDX 6000 and FX.	None
Interoperability Tandberg MXP	BROAD-361	4.0.0	Encryption check codes on Tandberg MXP and QDX 6000 do not match.	None
Hardware	BROAD-914	4.0.1	The RS-232 Flow Control is not supported when the RS-232 mode is set to Pass Thru.	None
Multicast	BROAD-1097	4.0.1	System pop up an error dialog "cannot create overlay" while reopening the multicast page.	Close the web browser and reopen.
TV UI	BROAD-793	4.0.0	When 802.1x is enabled on the system, the EAP authentication status does not update if the LAN cable is disconnected.	None
Camera	BROAD-1087	4.0.1	Occasionally, the EagleEye camera as the 2nd camera shows blue screen.	Manually detect the EagleEye camera.
Camera	BROAD-965	4.0.1	Sometimes the 2nd PTZ camera cannot be detected automatically.	Manually detect the EagleEye camera.
Interoperability Polycom RMX 2000	BROAD-1185	4.0.1	In SIP calls with Polycom RMX2000, Polycom QDX 6000 receives H.263 4CIF video instead of H.264 1024x576 video at call rate of 768 kbps.	1. Let QDX dial into RMX2000; 2. Use call rate other than 768 kbps.
Interoperability Tandberg MXP	BROAD-1183	4.0.1	In HD calls with Tandberg MXP, the lip sync of Polycom QDX 6000 is slightly off.	None

Interoperability

Polycom QDX 6000 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 the 4.0.1.1 release.

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 may 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 may make different selections. This process should not affect the quality of the call.

Type	Product	Version
Management Systems and Recorders	Polycom RSS 4000	5.0.0; 6.0.0
	Polycom RSS 2000	4.0.0.001 360
Gatekeeper, Gateways, External MCU, Bridges, Call Managers	Cisco 3745	12.4
	Codian 4505	4.0 (1.44)
	Polycom CMA 4000, CMA 5000	4.0.1/5.0.0
	Polycom ReadiManager SE200	3.0.6 ER05
	Polycom PathNavigator	7.0.12
	Polycom RMX 1000	2.1.0-16612
	Polycom RMX4000	6.0.0.105
	Polycom RMX2000	6.0.0.105
	Polycom DMA7000	2.0.0.22
	Polycom MGC	9.0.3.1
	RADVISION ECS	5.6.2.4
	TANDBERG Gatekeeper	N6.1
Endpoints	Aethra X3	12.1.19
	Aethra X7	12.1.7
	LifeSize Room	4.5.1(34)
	Polycom CMAD	4.1.2.0178 and 5.0.0.0203
	Polycom iPower 9000	6.2.0.1208
	Polycom PVX	8.0.4
	Polycom V500, Polycom V700™	9.0.6
	Polycom HDX 7000/8000/9000	3.0.0.2
	Polycom ViewStation	512 7.5.4

Type	Product	Version
	Polycom ViewStation	FX 6.0.5
	Polycom SoundPoint® IP 601	3.1.3.0439
	Polycom VVX1500	3.2.2.0481
	Polycom SoundStation IP 3000	2.8
	Polycom SoundStation IP 4000	3.1.1.0137
	Polycom VSX 3000, VSX 5000, VSX 6000, VSX 7000, VSX 7000e, VSX 8000	9.0.6
	Sony PCS-1	3.42
	Sony PCS-G50	2.70
	Sony PCS-G70	2.63
	Sony PCS-XG80	2.0.4
	Sony PCS-TL50	2.42
	TANDBERG 6000 B Series	B10.3
	TANDBERG 6000 E Series	E5.3
	TANDBERG C20	3.0.0.211036
	TANDBERG E20	2.1.0.2069545
	TANDBERG 150 MXP	L5.1
	TANDBERG 6000 MXP	F8.2

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