

Release Notes

Polycom® RPX™ HD 400 and 200 Series

Version 2.7.1

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

Topics

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Introducing the Polycom RPX HD 2.7.1 Release

Polycom is pleased to announce the release of the Polycom RPX HD 400 and 200 Series, version 2.7.1.

The Polycom RealPresence Experience High Definition 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.

What's New in RPX HD Version 2.7.1?

RPX HD version 2.7.1 is a maintenance release for RPX 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 RPX 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.
- Support for the new Delta VW7028 projector, which replaces the Delta VW7008 projector beginning in the first quarter of 2011.

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

Software and Firmware Used in Version 2.7.1

RPX 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)
- Crestron software version: 2.7.1-1 (RPX_2.7.1-1.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)
- HDX software version: polycom-hdx-hf-2.6.1.3_00_itp271-5267.pup
- HDX software version without encryption: polycom-hdx-hf-2.6.1.3_00_itp271_ne-5267.pup
- Delta projector firmware version for VW7008 projectors: FD31+SD30. The full file names are FD31-VW7008-20090907 and SD30-VW7008-2008090.
- Delta projector firmware version for VW7028 projectors: FP04+SP04. The full file names are FP04-VW7028BBBCP-20101203 and SP04-VW7028BBBCP-20100913.

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*.

Upgrading the Software to Version 2.7.1

If the software at the RPX HD site is being upgraded to version 2.7.1 from an earlier version, the installer must follow these configuration procedures:

1. Upgrade the Delta projector firmware if necessary.

| | |
|-------------|---|
| NOTE | If you are upgrading the software to version 2.7.1 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. |
|-------------|---|

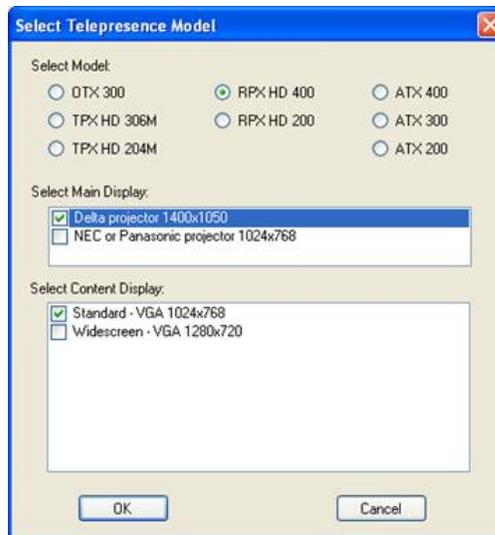
2. Upgrade the HDX software.
3. Configure the control system.
4. Install and use the Telepresence Tool.
5. Configure the Immersive Telepresence features.
6. Align and calibrate the projectors (if you upgraded the projector firmware).
7. Configure, align, and match the cameras (if you upgraded the projector firmware).

The steps above are described in the *Polycom RealPresence Experience (RPX) HD 400 Series Installation Guide, Version 2.7.1* or the *Polycom RealPresence Experience (RPX) HD 200 Series Installation Guide, Version 2.7.1* as well as the *Polycom Immersive Telepresence (ITP) Administrator's Guide*.

Important Note: If your RPX 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.

Configuring the Content Monitors in Your RPX Suite

1. On the laptop, start the Polycom Telepresence Tool.
2. The first time you use the Polycom Telepresence Tool with the RPX, the Select Telepresence Model dialog box will appear and you must do the following:
 - a. In the Select Model field, select the RPX system model.
 - b. In the Select Main Display field, select the video format for the main displays installed in the room.
 - c. In the Select Content Display field, select **Standard - VGA 1024x768**.
You must select **Standard - VGA 1024x768** whether you have standard or widescreen content monitors.
 - d. Click **OK**.



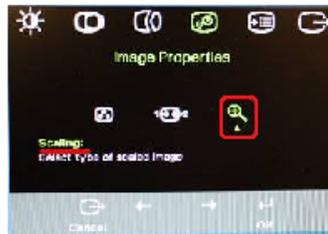
3. Press the **Enter** button on the content monitor to display the Configuration screen.



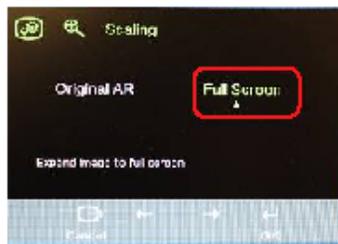
4. Press the **Right Arrow** button on the screen to select **Image Properties**.



5. Click **OK**.
6. Press the **Right Arrow** button on the screen to select **Scaling**.



7. Click **OK**.
8. Select **Full Screen**.



9. Click **OK**.
10. If needed, press the Auto Sync button to make the content fill the screen.



11. Repeat steps 3 through 10 for the remaining content monitors.

Issues Fixed in This Release

RPX 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 the other issues fixed in RPX HD Version 2.7.1.

| Feature | Description |
|------------------------------------|---|
| Audio/Video Calls | On rare occasions when placing a video or audio call with the Enhanced UI, the system may have automatically dialed the number before you pressed the Connect 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. |

Known Issues and Limitations

For Users

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

| Feature | Description |
|--------------------------|---|
| Audio/Video Calls | <p>The RPX 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 you hang up an incoming audio call and then immediately place an outgoing audio call, the RPX may not hang up the initial incoming audio call. To avoid this issue, wait five seconds between consecutive audio calls.</p> |
| | <p>If the RPX 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 is disabled, an incoming call from a two-codec or three-codec system will cause the center camera on the RPX to momentarily move to the side before returning to its correct position.</p> |
| | <p>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. To avoid this issue, verify that the projectors are powered up before placing or receiving any video calls.</p> |
| | <p>If the projectors are in sleep mode when a video call comes in, any codecs that are not being used will 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).</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> |

| Feature | Description |
|------------------------------------|--|
| Audio/Video Calls | 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. |
| Content | 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. |
| Document Cameras | The Eye-10 document camera used in some custom solutions does not support the Freeze function that is available for other document camera models. |
| Touch Panel/ User Interface | <p>If you press the Content button on the Touch Panel when no content source (such as a laptop) is connected to the RPX with the VGA cable, the Primary HDX codec will generate a hidden message on the Primary wall screen. The message states "PC input resolution and/or refresh rate not supported." This message will not be visible onscreen because the RPX is programmed to picture mute all wall screens 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 an RPX to a cellular phone or analog phone, if the remote user disconnects the call first, the Touch Panel continues to show the audio call as in progress.</p> <p>To avoid this issue, manually press the Hang Up button after each audio call is completed. The RPX will not accept incoming audio or video calls when the Hang Up 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 RPX HD administrators.

| Feature | Description |
|--------------------------|--|
| Audio/Video Calls | <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"> 1. The RPX 200 Series or RPX 400 Series 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. <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> |
| | <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> |
| | <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> |
| | <p>Avoid creating directory entries that have an "&" 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 "&" symbol.</p> |
| | <p>When the RPX 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 RPX is in a call.</p> |
| | <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> |
| | <p>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.</p> |
| | <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> |

| Feature | Description |
|--|--|
| 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 Touch Panel. These errors also appear on the Crestron log. This issue does not affect system performance or functionality. |
| Directory | <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 System Controller. Alternatively, from the HDX web UI, delete and re-add the renamed CMA site to the Speed Dial list.</p> |
| Microphones | <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 Configure HDXs to set the microphones to their correct settings.</p> |
| Touch Panel/ User Interface | <p>If any of the HDX codecs are rebooted without rebooting the AV2 System Controller as well, the HDX UI remains onscreen.</p> <p>To avoid this issue, 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 Touch Panel to freeze.</p> <p>If you reboot the Primary HDX codec while the RPX is in an audio call (with the Help Desk, for example), the Hang Up button on the Touch Panel will freeze.</p> <p>To avoid this issue, reboot the AV2 System Controller when the Hang Up button enters that frozen state.</p> <p>Occasionally, the incorrect video format will be displayed on the Touch Panel Admin screen. To determine the correct video format:</p> <ol style="list-style-type: none"> 1. From the web UI, go to Admin Settings > Cameras. 2. Check the Video Quality field for the camera being used. If Video Quality=Sharpness, the video format is 1080p30; if Video Quality=Motion, the video format is 720p60. <p>Alternatively, you can check the Video Format on the web UI Place a Call page.</p> <p>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.</p> <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>.