



Polycom® CX5100 and CX5500 Unified Conference Stations for Microsoft® Lync®

Polycom announces the release of version 1.1.1 software for the Polycom CX5100 and CX5500 Unified Conference Stations for Microsoft Lync. This document provides the latest information about the Polycom CX5100 and CX5500 systems.

Contents

[About OpenSSL Security Vulnerability](#)

[Software Version History](#)

[Overview](#)

[New Features in Version 1.1.0](#)

[Hardware and Software Requirements](#)

[Set Up the System](#)

[Configure the CX5500 System](#)

[Update the Software](#)

[Resolved Issues in Version 1.1.1](#)

[Known Issues](#)

[Polycom Solution Support](#)

[Regulatory Information](#)

[Additional References](#)

[Polycom Notices](#)

About OpenSSL Security Vulnerability

The CX5100 and CX5500 systems are affected by the “Man-in-the-Middle” OpenSSL Security Vulnerability for third-party software. For more information about Polycom products, refer to the latest Open SSL security bulletin at the [Polycom Security Center](#).

Software Version History

The following table lists information about the released versions of the Polycom CX5100 and CX5500 software.

| Software Version | Release Date | Description |
|------------------|---------------|--|
| 1.0.0 | December 2013 | CX5100: Initial release. |
| 1.1.0 | May 2014 | CX5100: Fixes some known issues. CX5500: Initial release. |
| 1.1.1 | August 2014 | Includes fix for the Man-in-the-Middle and other OpenSSL security vulnerabilities in third-party software. |

Overview

The Polycom CX5100 and CX5500 Unified Conference Stations enable you to use the collaboration capabilities of Microsoft Lync voice, video, and content while automatically tracking the flow of conversation to support richer, more interactive communication. The following figure shows the CX5500 tabletop unit with LCD panel, the CX5100 tabletop unit, and the power data box for both systems.

Polycom CX5500 and CX5100 Unified Conference Systems



During a call, the integrated cameras capture the active speaker as well as the entire panoramic view of your conference room, and the integrated microphones capture the voices coming from any location around the table.

For larger conference rooms, you can add the optional satellite microphones.

New Features in Version 1.1.0

Version 1.1.0 includes the features and functionality of version 1.0.0 and introduces the Polycom CX5500 Unified Conference Station.

Polycom CX5500 Unified Conference Station

The Polycom CX5500 Unified Conference Station delivers high-definition voice and video collaboration in Microsoft Lync environments, including the following features:

- Active speaker video tracking up to 1080p/30fps when connected to a computer running a Lync client.
- Panoramic video up to 1920 x 288 when connected to a computer running a Lync client.
- Polycom HD audio with 160Hz to 22kHz bandwidth.
- Fast USB 3.0 connectivity.
- LCD touch panel for device management and controlling telephony functions.
- Standalone Lync and Open SIP calling. Polycom's Open SIP software enables you to make custom configurations to optimize video calling, and is compatible with RFC 3984 - RTP Payload Format for H.264 Video, RFC 4629 - RTP Payload Format for ITU-T Rec. H.263 Video, and RFC 5168 - XML Schema for Media Control.
- When you place both Lync and SIP calls at the same time, the CX5500 system bridges the audio together, enabling all callers to communicate with each other.

Hardware and Software Requirements

System performance can vary based on the connected computer, your network connection, and your Lync Client version. The computer connected to the system should meet the minimum hardware and software requirements shown in the following table.

Minimum Requirements for the Connected Computer System

| Category | Requirement |
|----------------|--|
| Windows | Windows 8.1 (32-bit and 64-bit) Windows 8 (32-bit and 64-bit) Windows 7 (32-bit and 64-bit) |
| Desktop Client | Microsoft Lync 2013 (required for 1080p video) Microsoft Lync 2010 |
| Processor | Basic Video Transmit <ul style="list-style-type: none"> • 2.0 GHz or higher HD Transmit (720p active speaker video) <ul style="list-style-type: none"> • Quad core, 2.0 GHz or higher For the Lync 2013 client, find detailed system requirements at http://technet.microsoft.com/en-us/library/gg412781.aspx For the Lync 2010 client, find detailed system requirements at http://technet.microsoft.com/en-us/library/gg398412(v=ocs.14).aspx |
| RAM | 2 GB |

Minimum Requirements for the Connected Computer System

| Category | Requirement |
|------------------|---|
| Hard drive space | 1.5 GB |
| Video card | 128 MB RAM with support for full hardware acceleration |
| Monitor | 1024 x 768 |
| USB connector | USB 3.0 is required for 1080p calling. Connecting the system to a USB 2.0 or USB 1.0 port can result in reduced performance. If you see a message that your system could run faster when you connect the CX5500, the system is connected by USB 2.0. |
| USB driver | Update the USB driver to the latest version. <ul style="list-style-type: none"> Windows 8 or later: Use Windows Update to update to the latest driver. Windows 7: Check the web site of your computer's manufacturer for the latest driver. |

**Choosing a USB cable**

If you plan to use a third-party USB extension cable to connect the system to a computer, be aware that most extension cables limit the data rate or provide only USB 2.0 performance, even when plugged into a USB 3.0 port.

When you connect the system to a computer by USB 2.0, the system displays a notice that your system could run faster.

Set Up the System

Place the tabletop device in the center of the conference room table, and connect the cables according to the configuration shown in the setup sheet shipped in the box with the system. You can also find the setup sheet at [Polycom Support](#).

To start up the system:

- 1 Connect the power cable to a power outlet.
Green indicator lights flash during the startup process. When the green indicator lights stop flashing, the system is ready to use.
- 2 Power on the connected computer.
Microsoft Lync automatically detects the system and selects it as the video and audio device for conferences.

You do not need to power the tabletop unit on and off.

Configure the CX5500 System

For instructions on configuring the conference phone capability of the CX5500 system, refer to the *Polycom CX5500 Unified Conference Station Administrator's Guide*, available at [Polycom Support](#). The Administrator's Guide discusses how to use the Web Configuration Utility and CX5100/CX5500 Control Panel to configure the device.

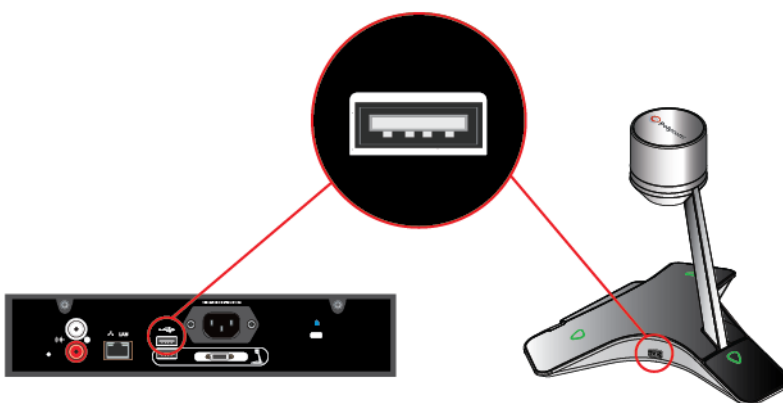
Update the Software

Check [Polycom Support](#) for software updates. When an update is available, follow these directions to install the software.

To update your software:

- 1 Format a USB flash drive as FAT32.
If you are using a drive that is already formatted, ensure that previous software updates are deleted from the flash drive.
- 2 Download the software package to the flash drive. Update files have a .tar extension.
- 3 Connect the USB flash drive to the USB port on the tabletop unit or on the power data box. If you choose to connect to the power data box, first remove the rubber plug from the USB port.
The location of the ports is shown in the following diagram.

Location of USB 2.0 ports on tabletop unit and on power data box



- 4 On the tabletop unit, respond to the software update request displayed on the LCD screen.
The system detects the flash drive and starts the update within 30 seconds. The indicator lights begin to flash, indicating that the update has started.
The system reboots several times during the update. You will see the indicator lights flash in several different patterns.
The update is complete when the indicator lights stop flashing.



Allow the update to complete before powering off the system.

The update takes up to 40 minutes to complete. During this time, the system reboots several times. Do not power the system off during an update. Wait at least 40 minutes to make sure the update has completed.

Resolved Issues in Version 1.1.1

The following table lists issues that are resolved in version 1.1.1.

| Category | Issue ID | Description |
|---------------|--------------|--|
| Control Panel | VIDEO-110262 | The CX5100 Control Panel Diagnostics page occasionally fails to load on systems running Windows 7. This issue has been corrected. |
| Calling | VIDEO-110435 | On rare occasions, the CX5100 system might fail to locate the person speaking after the call is unmuted. This issue has been corrected. |
| Installation | VIDEO-110428 | After restoring a unit to the factory settings, the CX5100 Control Panel is unable to display the system settings. This issue has been corrected. |
| Lync Client | VIDEO-110261 | Clicking the Mute button in the Lync Client mutes the call, but the indicator lights on the CX5100 do not turn red to indicate that the audio is muted. This issue was resolved by an update to Microsoft Lync 2013 in February, 2014. |
| Lync Client | VIDEO-110264 | Pressing the Mute button on the CX5100 device mutes the call, but the Lync client does not indicate that the audio is muted. This issue was resolved by an update to Microsoft Lync 2013. |
| Lync Client | VIDEO-110265 | The indicator lights on the CX5100 system do not flash to indicate an incoming call. This issue was resolved by an update to Microsoft Lync 2013. |
| Security | MIL-1193 | An OpenSSL security vulnerability (for third-party software) might enable an attacker to force the use of weak keying material in OpenSSL SSL/TLS clients and servers. This can be exploited by a Man-in-the-Middle (MITM) attack where the attacker can decrypt and modify traffic from the attacked client and server. This issue has been addressed in the CX5100 and CX5500 software version 1.1.1 by updating the OpenSSL library used in CX5100 and CX5500 systems to OpenSSL version 1.0.1h, which addresses multiple vulnerabilities including the MITM issue and DTLS risks. For details, refer to the OpenSSL Security Advisory at http://www.openssl.org/news/secadv_20140605.txt . |

Known Issues

The following table lists the known issues and available workarounds for the version 1.1.1 release.

| Category | Issue ID | Found in Release | Description | Workaround |
|-------------|--------------|------------------|--|---|
| Lync Client | | 1.0.0 | The Polycom CX5100 system is listed in the Windows Devices list as Polycom CX5000. | |
| Lync Client | VIDEO-109312 | 1.0.0 | When a CX5100 system is connected to a Dell XPS desktop system running Windows 8, previewing video in Lync 2013 causes the application to crash. | |
| Lync Client | VIDEO-111073 | 1.1.0 | When the USB cable is disconnected during an active call, the CX5100 and CX5500 systems retain the call state (such as In a Call or On Hold) until the cable is connected again. | End the call from the Lync Client before you disconnect the device from the computer. |

| Category | Issue ID | Found in Release | Description | Workaround |
|----------|--------------|------------------|--|---|
| USB | VIDEO-109583 | 1.0.0 | On rare occasions, the CX5100 system is not detected as a USB device after the CX5100 system or the computer is restarted. | <p>Try the following solutions:</p> <ul style="list-style-type: none"> • Disconnect the USB cable from the computer and reconnect it. • Disconnect power from the CX5100 system and then reconnect it. • Update the USB 3.0 driver on the computer to ensure that the date of the driver is 2013 or later. For the latest driver, check the web site of your computer's manufacturer. |
| USB | VIDEO-109535 | 1.0.0 | The computer might sometimes incorrectly identify the CX5100 system as a USB 2.0 device. | <p>Try the following solutions:</p> <ul style="list-style-type: none"> • Ensure that the system is connected to a USB 3.0 port. A USB 3.0 port is usually blue with an SS icon next to the port. • Disconnect the USB cable from the computer and reconnect it. • Update the USB 3.0 driver on the computer to ensure that the date of the driver is 2013 or later. For the latest driver, check the web site of your computer's manufacturer. • Connect the computer directly to the blue USB 3.0 port on the power data box instead of the tabletop unit. |

Polycom Solution Support

Polycom Implementation and Maintenance services provide support for Polycom solution components only. Additional services for supported third-party Unified Communications (UC) environments integrated with Polycom solutions are available from Polycom Global Services, and its certified partners, to help customers successfully design, deploy, optimize, and manage Polycom visual communication within their third-party UC environments.

UC Professional Services for Microsoft Integration is mandatory for Polycom Conferencing for Microsoft Outlook and Microsoft Office Communications Server or Microsoft Lync Server integrations.

For additional information and details, refer to [Polycom Professional Services](#) or contact your local Polycom representative.

Regulatory Information

Refer to the *Polycom CX5500 Unified Conference Station User Guide* and *Polycom CX5100 Unified Conference Station User Guide*, available at [Polycom Support](#), for regulatory information for those countries in which the CX5100 and CX5500 systems are approved for use.

In accordance with local laws and regulations, not all security options are available in all countries.

Additional References

For more information about the CX5100 and CX5500 systems, refer to the following documents, available at [Polycom Support](#):

Setting Up the Polycom CX5100 or CX5500 System

Administrator's Guide for the Polycom CX5500 Unified Conference Station

Polycom CX5100 Unified Conference Station User Guide

Polycom CX5500 Unified Conference Station User Guide

The [Release Notes for Polycom UC Software, Version 5.0.1](#) and the [Administrator's Guide for Polycom UC Software, Version 5.0.1](#) include additional information about the Polycom UC software that runs on the CX5500 systems.

Polycom Notices

Copyright Information

© 2014 Polycom, Inc. All rights reserved.

Polycom, Inc.
6001 America Center Drive
San Jose, CA 95002
USA

No part of this document may be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without the express written permission of Polycom, Inc. Under the law, reproducing includes translating into another language or format.

As between the parties, Polycom, Inc., retains title to and ownership of all proprietary rights with respect to the software contained within its products. The software is protected by United States copyright laws and international treaty provision. Therefore, you must treat the software like any other copyrighted material (e.g., a book or sound recording).

Every effort has been made to ensure that the information in this manual is accurate. Polycom, Inc., is not responsible for printing or clerical errors. Information in this document is subject to change without notice.

Trademark Information

Polycom® and the names and marks associated with Polycom's products are trademarks and/or service marks of Polycom, Inc., and are registered and/or common-law marks in the United States and various other countries.

Other product and corporate names may be trademarks of other companies and are used only as a fair use reference without intent to infringe.

Patent Information

The accompanying products may be protected by one or more U.S. and foreign patents and/or pending patent applications held by Polycom, Inc.