

Release Notes



Polycom® RealPresence® Group Systems,
Version 4.1.0_J

Polycom announces the latest release of the Polycom® RealPresence® Group series software. This document provides the latest information about the Polycom RealPresence Group systems and version 4.1.0_J software.



This software, when configured per the guidance provided in this guide, is designed to meet the latest U.S. Department of Defense (DoD) security requirements for listing on the Unified Capabilities (UC) Approved Products List (APL) as maintained by the Defense Information Systems Agency (DISA) Unified Capabilities Connection Office (UCCO).

For more information about the UC APL process, please visit the [UCCO website](#).

This document provides the latest information for users running version 4.1.0_J software, which has achieved UC APL certification. For a listing of certified software versions, refer to <http://www.polycom.com/solutions/industry/index.html>

For more information about using the features described in this document, refer to the product documentation available at <http://www.polycom.com/solutions/solutions-by-industry/us-federal-government/certification-accreditation.html>.



When making a connection from a web browser to configure the Polycom RealPresence Group system, always enter the address of the system in one of the following formats: `https://hostname` or `https://10.11.12.13`.

Using the HTTPS protocol ensures that the configuration of all login credentials (such as user names and passwords) are transmitted using an encrypted channel, including those user names and passwords used to communicate with third-party systems on your network. Using the HTTPS protocol severely limits the ability of anyone on the network to discover these credentials.

Software Version History

Software Version	Release Date	Description
4.1.0_J	September 2013	Initial release of UC APL software for the RealPresence Group series. Adds security features.
4.0.2	March 2013	Adds support for the SVC (Scalable Video Codec) protocol and RealPresence Group 700 system; enables Monitor Profiles for configuring viewing and recording preferences.

Software Version	Release Date	Description
4.0.1	January 2013	Enabled Polycom® SmartPairing™ in automatic mode with the RealPresence Mobile application on an Apple iPad; added more diagnostic features; included API support for a broadcast beacon to an AMX® NetLinx™ central controller; added support for software downgrade via USB; added support for the EagleEye Acoustic camera; updated EagleEye Director software to version 2.1, which adds camera support for 1080p with 60 frames per second.
4.0.0.1	November 2012	Correction for an issue recently observed at the factory in which Polycom RealPresence Group systems restarted intermittently while in a call; replaces 4.0.0.
4.0.0	November 2012	First release of software to support the Polycom RealPresence Group 300 and 500 systems.

Overview

The Polycom RealPresence Group systems are cutting-edge visual collaboration tools that provide high quality video and sound. The systems use the most up-to-date video communications technology to deliver the most natural video conferencing experience.

The Polycom RealPresence Group systems support up to 1080p60 performance for people and content, for a new level of clarity and realism. RealPresence Group 300 and RealPresence Group 500 systems support 1080p60 performance for people or for content at one time, while RealPresence Group 700 systems support 1080p60 performance for people and content at the same time. You can pair all of the systems with the Polycom EagleEye Director or the Polycom Touch Control to turn them into even more powerful room-based video systems.



Every time you power on a RealPresence Group system, a splash screen appears on the monitor with a note to wait as the system starts. The monitor then goes black for a period of time. Do not attempt to turn off or restart the system during this time.

RealPresence Group 300 and 500 systems ship with a Polycom EagleEye III or EagleEye Acoustic camera and a Polycom RealPresence Group Remote Control. Bundles that contain the Polycom EagleEye III also include a RealPresence Group Microphone Array.



RealPresence Group 700 systems ship with a Polycom EagleEye III camera, a Polycom RealPresence Group Microphone Array, and a Polycom RealPresence Group Remote Control.



Most of the administrator settings can be configured in the system's web interface. Users can access calling functions using the remote control and user-friendly onscreen menus.

For more information about setting up and using the RealPresence Group systems, refer to the documents on the product pages at <http://www.polycom.com/solutions/solutions-by-industry/us-federal-government/certification-accreditation.html>.

Installing Version 4.1.0_J



Points to note about Software Update:

You must have software version 4.0.2 installed before upgrading to 4.1.0_J. For complete information about installing and updating Polycom RealPresence Group series software, refer to *Installing Software and Options for the Polycom RealPresence Group Series and Accessories*.

Systems perform an internal restart before running Software Update. If you are updating a Polycom RealPresence Group system using a web browser, the internal restart is not visible from the web interface. This process improves the reliability of the update process by freeing up memory before performing the update.

To get software release 4.1.0_J and the accompanying documentation, go to <http://www.polycom.com/solutions/solutions-by-industry/us-federal-government/certification-accreditation.html> and download the software. Then refer to *Installing Software and Options for the Polycom RealPresence Group Series and Accessories*.

If you must use a USB device to update to version 4.1.0_J, follow these recommendations:

- Use a USB 2.0 device (a USB 3.0 device might not work with the system).
- Format the primary partition for FAT32.



For deployments that disallow the use of USB memory sticks, Polycom RealPresence Group Series endpoints also support the use of USB hard drives for software update.

What's New in Version 4.1.0_J

RealPresence® Group Series version 4.1.0_J provides the functionality described in the following sections. This functionality includes support for the requirements set forth in sections 5.3 and 5.4 of the Department of Defense (DoD) document *Unified Capabilities Requirements 2008, Change 3 (UCR 2008, Change 3)*.

For complete information about using the new features, refer to the *Administrator's Guide for the Polycom RealPresence Group Series, Version 4.1.0_J*, which you can find at <http://www.polycom.com/solutions/solutions-by-industry/us-federal-government/certification-accreditation.html>.

Configuring Camera Preset Snapshot Icons

Until now, RealPresence Group systems automatically took a snapshot of the room when you created a camera preset and used it as an icon representing that preset in the local interface. With Version 4.1.0_J, this feature is configurable in the audio/video settings.

Configuring Security Profiles

Version 4.1.0_J introduces security profiles, which provide varying levels of secure access to your RealPresence Group system. The security profile your RealPresence Group system uses provides the basis for secure access within the system and determines how users can operate the system.

Managing System Access

Login and Credentials

Login credentials are used to access the Polycom RealPresence Group system. RealPresence Group systems support two separate user *roles* for accessing the system:

- **User:** This role is for the typical user of the system who wants to place calls, receive calls, create camera presets, and so on.
- **Admin:** This role is for the user who is responsible for configuring, managing, and supporting the system. A user in this role has access to the configuration and management functions of the system, as well as the functions that the User role has.

RealPresence Group systems support two local *accounts* that can be used when an external user management system is not being used:

- `admin`: Users who perform functions assigned to the Admin role use this account.
- `user`: Users who perform functions assigned to the User role use this account.

RealPresence Group systems provide for separate policies governing local and remote system access. The following sections describe the configuration details of each of these.

Local Access

Local access means that you use the system's IR remote control to access the system, called the local interface under these circumstances. Software release 4.1.0_J adds configurable support for requiring that users accessing the system through the local interface first log in using their user account credentials.

Remote Access

Remote access means using a Polycom RealPresence Group system in some way other than through the local interface, such as by using the web, a serial port, or telnet. A *session* is an indication of how you are logged on to the RealPresence Group system, such as the local interface, web interface, Telnet, or serial API.

Configuring a Meeting Password

A Meeting password specifies the password users must supply to join multipoint calls on the RealPresence Group system if the call uses the internal multipoint option, rather than an external multipoint unit or service. Software release 4.1.0_J adds support for the configurable use of meeting passwords.

Security Banners

Security Banners are text that can be displayed on the Login screen and in a window when you log in remotely. Support for the configurable display of these banners has been added.

Local Accounts

Password Policies

You can now configure password policies for Admin, User, Meeting, Remote Access, and SNMP passwords. These password settings can ensure that strong passwords are used.

Account Lockout

To protect local accounts from attack, software release 4.1.0_J adds configurable support for account lockout, which temporarily locks a local account from accepting logins after a configurable number of unsuccessful attempts to log in to that account.

External Authentication

An administrator can now configure RealPresence Group systems to grant access using network accounts that are authenticated through an Active Directory Server (ADS). In this case, the account information is stored on the AD server and not on the RealPresence Group system. The AD administrator assigns accounts to AD groups, one for RealPresence Group system admin access and one for user access.

Software version 4.1.0_J supports Active Directory on Microsoft Windows Server version 2008 R2 and Microsoft Windows Server 2012.

Whitelist

Software Release 4.1.0_J adds support for configuring a remote access *whitelist*. When a whitelist is enabled, the Polycom RealPresence Group system web interface and SNMP ports accept connections only from IP addresses specified in the whitelist.

Port Lockout

To prevent login ports from being attacked by brute force login attacks, software release 4.1.0_J introduces a port lockout feature. Port lockout protects the system from external attacks by temporarily locking the login port after a configurable number of unsuccessful login attempts have been made, regardless of which account was used. In this release, port lockout, when enabled, protects the Web UI login ports only.

List of Sessions

You can use the sessions list to see information about everyone logged in to a RealPresence Group system.

Managing Certificates and Revocation

Polycom RealPresence Group systems can now use certificates to authenticate network connections to and from the Polycom RealPresence Group system. Other web applications also use certificates, as you might notice when you navigate the Internet. The system uses configuration and management techniques typical of public key infrastructure (PKI) to manage certificates, certificate signing requests (CSRs, sometimes also called unsigned certificates), and revocation checking. ANSI X.509 standards regulate the characteristics of certificates and revocation.

Generating Certificate Signing Requests (CSRs)

The RealPresence Group system allows you to install one client and one server certificate for identification of the RealPresence Group system to network peers. In order to obtain these certificates you must first generate a Certificate Signing Request (CSR) for each certificate. This request, also known as an *unsigned certificate*, must be submitted to a CA so that it can be signed, after which the certificate can be installed on the RealPresence Group system. Whether you need to generate a client-type CSR, a server-type CSR, or both depends on which features and services you intend to use, and whether your network environment supports certificate-based authentication for those services. In most cases, both certificates are needed.

Installing Certificates

After you have downloaded a CSR and it has been signed by a CA, the resulting certificate can then be installed on the RealPresence Group system.

Configuring Certificate Validation Settings

Software Release 4.1.0_J provides configurable certificate validation logic, enabling flexibility in PKI policy enforcement.

Configuring Certificate Revocation Settings

When certificate validation is enabled, the RealPresence Group system tries to validate the peer certificate chain on secure connection attempts for the applicable network services.

Part of the validation process includes a step called *revocation checking*. This type of check involves consulting with the CA that issued the certificate in question to see whether the certificate is still active or has been revoked for some reason. Revoked certificates are considered invalid because they might have been compromised in some way or improperly issued, or for other similar reasons. Version 4.1.0_J adds support for both CRL-based and OCSP-based revocation checking.

Deleting Certificates and CRLs

In some cases, expired certificates or CRLs might prevent you from accessing the web interface. You can use the local interface to reset your system without certificates, to restore access to the web interface.

Encryption

Version 4.1.0_J adds configurable support for FIPS 140-validated cryptography. When the **Require FIPS 140 Cryptography** setting is enabled, all cryptography used on the system comes from a software module that has been validated to FIPS 140-2 standards. Details about the module and its validation certificate are here:
<http://csrc.nist.gov/groups/STM/cmvp/documents/140-1/140val-all.htm#1747>.

Network Intrusion Detection System (NIDS)

Version 4.1.0_J adds a Network Intrusion Detection System (NIDS), which can aid in discovering unauthorized attempts to access the RealPresence Group Series system from the network.

IPv6 Support

Version 4.1.0_J provides for dual IP stack support for future network transition between IPv4 and IPv6 addressing. Both signaling and media can use either IP version. When AS-SIP is enabled, RealPresence Group systems also support Alternative Network Address Translation (ANAT) for determining the appropriate network type for media connectivity.

Quality of Service (QoS) for OA&M Traffic

RealPresence Group systems now support Quality of Service for Operations, Administration, and Management (OA&M) traffic. The IP Precedence or DiffServe value controls the prioritization and queuing policies a router should apply to the packet.

Assured Services SIP (AS-SIP)

In order to meet the requirements defined by the Unified Capabilities Requirements (UCR) technical standards for telecommunication switching equipment developed by the DoD and Defense Information Systems Agency (DISA), the RealPresence Group series now supports Assured Services Session Initiation Protocol (AS-SIP). AS-SIP is the term used to describe the DoD version of SIP used as part of its initiative to build a reliable and secure IP communications network. AS-SIP incorporates Multilevel Precedence and Preemption, Secure Signaling and Media, Quality of Service (QoS), and IPv6 support.

Local Session Controller (LSC) Interoperability

Version 4.1.0_J is verified to interoperate with Redcom 4.0 local session controllers.

Multilevel Precedence and Preemption (MLPP)

Multilevel Precedence and Preemption (MLPP) is a mechanism used in AS-SIP to prioritize the use of network services based on the relative importance of the call. Authorized users place *Precedence Calls* to elevate the priority of the call through the AS-SIP network. Systems already in a call can be preempted by an incoming call with a higher priority. In addition, the call signaling and media packets of Precedence Calls are marked with commensurately higher priority to ensure that their routing through the network is given the right level of priority. Version 4.1.0_J adds support for configuring the use of call precedence by the system and logic to handle call preemption as determined by the call precedence values of calls hosted by the system.

Alternative Network Address Type (ANAT)

ANAT signaling per RFC 4091 and RFC 4092 has been added for IPv6 support in AS-SIP.

Differentiated Services Code Point (DSCP)

As part of AS-SIP, traffic tagging of media streams occurs dynamically based on the negotiated call precedence level.

SNMP Version 3

RealPresence Group system version 4.1.0_J now supports SNMP (Simple Network Management Protocol) version 3 as well as previously supported versions 1 and 2c.

Address Bar in Home Screen Settings

The local interface of the RealPresence Group systems displays an address bar at the bottom of the home screen. In addition to displaying certain system information on the local interface's Menu, you now have the ability to display the system's IP address, extension, and SIP address in the address bar.

USB Log Management

You can now use a USB device to automatically store system logs when a specified threshold has been reached.

USB Keyboard Support

Version 4.1.0_J supports the ability to attach a standard English USB keyboard to be used for data entry and navigating the local interface.

New Features in 4.0.2

The version 4.0.2 software includes the features and functionality of version 4.0.1, with the following additions.

Support for SVC-Based Conferencing

Version 4.0.2 of the Polycom RealPresence Group Series software adds support for the SVC (Scalable Video Codec) protocol. In an SVC-based conference, each SVC-enabled endpoint transmits multiple bit streams, called

simulcasting, to the Polycom RealPresence Collaboration Server (RMX). The RealPresence Collaboration Server sends or relays selected video streams to the endpoints without sending the entire video layout. The streams are assembled into a layout by the SVC-enabled endpoints according to each of their different display capabilities and layout configurations.

Advantages and Configuration Examples

SVC-based conferencing provides several benefits, including fewer video resource requirements, better error resiliency, lower latency, and more flexibility with display layouts. For example, on RealPresence Group Series systems in a four-way call, the layout is 1+3, which is the current speaker in a large window and the other participants in smaller windows below the current speaker.

The following table shows the layout, resolutions, and frame rates for four-way calls at different call speeds.

Call Speed	Layout	Current Speaker	Participants
1920 kbps	1+3	720p30	360p15
1472 kbps	1+3	720p30	360p7.5
1024 kbps	1+3	720p15	180p15
768 kbps	1+3	720p7.5	180p7.5
512 kbps	1+3	360p7.5	180p7.5
384 kbps	1+2	180p15	180p7.5
256 kbps	1+1	180p7.5	180p7.5
128 kbps	N/A	Audio Only	Audio Only

The maximum layout is 1+3 for four or more call participants. Experience may differ with fewer participants.

Enabling and Disabling SVC Calls

You can make and receive SVC calls when the Polycom RealPresence Group system is connected to an SVC-compatible bridge. Enable or disable SVC calls from the Dialing Preferences screen in the web interface.

To change the SVC call setting:

- 1 In the web interface, navigate to **Admin Settings > Network > Dialing Preference**.

- 2 Under **Dialing Options**, select one of the following settings from the **Scalable Video Coding Preference (H.264)** list.

SVC Setting	Description
SVC then AVC	This is the default setting.
AVC Only	This option disables SVC.

- 3 Click **Save**.

For more information about the features and limitations of SVC-based conferencing, refer to the *Polycom RealPresence SVC-Based Conferencing Solutions Deployment Guide* available at support.polycom.com.

Support for RealPresence Group 700 Systems

The Polycom RealPresence Group 700 system delivers high-performance video collaboration for meetings that require best-in-class quality and flexibility. The system works well in standard conference rooms, as well as boardrooms and large lecture halls. The RealPresence Group 700 system allows you to design unique, customized experiences for nearly any application or environment, including those with multiple displays, cameras, and content sources.

The RealPresence Group 700 system can provide power to the EagleEye III camera through an HDCI connector. This configuration allows a sleeping EagleEye III camera to wake up by receiving a signal from the camera's IR sensor. The camera does not require any additional power supply or IR extender.

The RealPresence Group 700 system supports a low-power standard that limits the power supplied to the camera when the system is powered off. When the EagleEye III camera is only receiving power from the system, it does not have an active IR receiver capable of turning the RealPresence Group system on using the handheld remote.

If the camera IR is the only exposed IR and you normally turn the system on and off with the handheld remote control, use one of these alternate solutions:

- Provide direct power to the Eagle Eye III camera with the optional EagleEye camera power supply, 1465-52748-040. This allows the IR sensor to remain powered on, so that the camera is capable of receiving IR commands from the remote control.
- Position the RealPresence Group system so that the IR receiver on the front of the system has a line-of-sight to the remote control.
- Use a third-party IR extender to extend the IR signal from the room to the IR receiver on the front of the RealPresence Group system.

For more information on the Group 700 system, refer to the *Administrator's Guide for the Polycom RealPresence Group Series*.

Support for Monitor Profiles

Configure Monitor Profiles to set the preferences for what is shown on available monitors. Doing this allows you to customize the monitor configuration to match your environment or your desired meeting experience.

The Monitor Profiles settings are just preferences. What is shown can vary depending on layout views, whether content is being shown, the number of active monitors, and so on.



Monitor Profiles are not supported for SVC calls.

To set up Monitor Profiles:

- 1 In the web interface, go to **Admin Settings > Audio/Video > Monitors**.
- 2 From the **Monitor Profile** lists, configure each monitor using these settings and click **Save**.

Setting	Description
Decide for Me	<p>Default setting that sets monitors to show content and speakers based on a variety of factors. These are the default Decide for Me configurations for one, two, or three active monitors:</p> <ul style="list-style-type: none"> • Monitor 1—Sets the monitor to show available content or speakers. • Monitor 2—Sets the monitor to show available content or the far-end speaker. • Monitor 3—Sets the monitor to show available content or the near-end speaker. <p>In all cases, the showing of content takes precedence over the showing of speakers.</p>
Me Only (Monitor 2 or Monitor 3)	Sets the monitor to always shows you.
Speaker Only	Sets the monitor to shows active far-end speakers.
Content Only (Monitor 2 or Monitor 3)	Sets the monitor to show available content. Otherwise, the monitor screen is black.
Speaker and Content	Sets the monitor to show available content. Otherwise, the monitor shows the far-end speaker.
Recording Device with Speaker and Content (Monitor 3)	Sets the monitor to show available content or the speaker to support recording with a DVR. The showing of content takes precedence over the showing of a speaker.
Recording Device with Speaker Only (Monitor 3)	Sets the monitor to show the active speaker, regardless of the speaker's location, to support recording with a DVR.

Additional Diagnostic Features

Two additional diagnostic tests are now available from the local interface:

- Use the Ping test to determine whether the system can establish contact with a far-site IP address that you specify. Ping returns abbreviated Internet Control Message Protocol results. It returns H.323 information only if the far site is configured for H.323, and returns SIP information only if the far site is configured for SIP.

If the test is successful, the RealPresence Group system displays a message indicating that the IP address you are testing is available.

- Use the Trace Route test to determine the routing path between the local system and the IP address entered.

If the test is successful, the RealPresence Group system lists the hops between the system and the IP address you entered.

New Features in 4.0.1

The version 4.0.1 software includes the features and functionality of version 4.0.0.1, with the following additions.

EagleEye Acoustic Camera

EagleEye Acoustic is a compact camera designed for smaller meeting and huddle rooms. It features 1080p with 30 frames per second performance, electronic pan, tilt, and zoom, and built-in microphones. A unique rubberized hinge allows you to mount the EagleEye Acoustic camera on top of a flat-panel display.

SmartPairing in Automatic Mode

SmartPairing in automatic mode allows you to detect and pair a RealPresence Group system from the RealPresence Mobile application on an Apple iPad tablet. After you pair the application and the RealPresence Group system, you can use the RealPresence Mobile application to perform two basic functions:

- Use the application as a remote control for the RealPresence Group system.
- Swipe to transfer a call from the RealPresence Mobile application to the RealPresence Group system.

Use Telnet on a computer connected to the LAN to enable SmartPairing on the RealPresence Group system. Send the API commands to the Polycom RealPresence Group system through telnet port 24.

To enable SmartPairing:

1 On the computer, start a Telnet session using the Polycom RealPresence Group system IP address and port number — for example, telnet 10.11.12.13 24.

2 Type the following to determine the current status of SmartPairing:

```
systemsetting get uspairingenabled
```

3 If SmartPairing is disabled or is in Manual mode, type the following to enable SmartPairing in automatic mode:

```
systemsetting uspairingenabled Auto
```

Automatic SmartPairing is enabled.

These are the available parameters for use with the `uspairingenabled` command.

Parameter	Description
Disabled	Disables SmartPairing in automatic mode. You can still enter the IP address and admin password in the RealPresence Mobile application in order to pair with the system.
Manual	Enables SmartPairing in manual mode. You must enter the admin password in the RealPresence Mobile application in order to pair with the system.
Auto	Enables a RealPresence Mobile application to automatically detect and pair with the system when in range. The application automatically unpairs when out of range.
get	Returns the current SmartPairing setting.

When the RealPresence Group system is asleep, it must continue to send a signal to the connected monitor in order for the automatic SmartPairing feature to work. By default, the RealPresence Group system does not send a signal when it goes to sleep.

To ensure automatic SmartPairing works even when the RealPresence Group system is asleep, configure the system to send a black signal to the monitor when it goes to sleep. This setting is accessible in the web interface under **Admin Settings > Audio/Video > Sleep > Display**.

SmartPairing in automatic mode is supported on iPad with the RealPresence Mobile application software version 2.1 or later. For more information on SmartPairing, refer to the Polycom RealPresence Mobile documentation at support.polycom.com.

Additional Diagnostic Features

Two additional diagnostic tests are now available from the local interface:

- Use the Color Bars test to verify that system monitors are adjusted correctly.

- Use the Near End Loop test to check the functionality of internal video and audio hardware, as well as external microphones, speakers, cameras, and monitors.

Broadcast Beacon to AMX NetLinx

The API command `amxdd` enables or disables a broadcast beacon to an AMX NetLinx central controller.

The beacon is part of the AMX Device Discovery protocol that defines the connection methods and data interactions required to dynamically join a Polycom RealPresence Group system to an AMX NetLinx central controller using serial or IP connectivity.

For more information on this feature, refer to *Integrator's Reference Manual for the RealPresence Group Series* at <http://www.polycom.com/solutions/solutions-by-industry/us-federal-government/certification-accreditation.html>.

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 please refer to [professional_services/index.html](http://www.polycom.com/professional_services/index.html) or contact your local Polycom representative.

Hardware and Software Interoperability

RealPresence Group systems support the following components:

- EagleEye™ Director with software version 2.1
- Polycom Touch Control with software version 4.x
- EagleEye™ Acoustic, EagleEye II, EagleEye III, EagleEye HD, EagleEye 1080, and EagleEye View cameras
- RealPresence Group Microphone Array
- Polycom HDX table microphones and ceiling microphones

- Polycom SoundStation IP 7000 phone with software version 4.0.2 and update 5.0.1.10553
- Polycom SoundStructure with firmware 1.6 and SoundStructure Studio Software 1.8
- Polycom Stereo Speaker Kit

The RealPresence Group system web interface requires Internet Explorer version 9 on Windows or Apple Safari on Mac OS X. Only Internet Explorer version 9 has been tested for beta.

Corrected Issues in 4.1.0_J

The following table lists issues corrected in version 4.1.0_J.

Category	Issue ID	Description
Calling	GS-8913	A RealPresence Group system can sometimes successfully connect a call with itself. This problem has been corrected.
Content	GS-9380	When a RealPresence Group system is using a PC as a VGA content source and that PC is sending content at a resolution of 1280 x 768 or 1680 x 1050 while in a call, one of the following issues might occur: 1) The far end shows frozen video until content is stopped, and the RealPresence Group system sending the content displays frozen video until the system is rebooted. 2) If a RealPresence Group 700 system is sending content to a RealPresence Group 300 or 500 system, the receiving system displays frozen video and content until the RealPresence Group 300 or 500 system is rebooted. This problem has been corrected.
Content	GS-8379	When connecting a VGA content source, such as a laptop, to a RealPresence Group 500 system, the RealPresence Group system is sometimes unable to synchronize with signals from the device. This problem has been corrected.
Content	GS-8064	On occasion, the RealPresence Group system will not finish starting up when a Lenovo T400 or W520 laptop is connected to the VGA input. This problem has been corrected.
Documentation	GS-9426	On occasion, changing the monitor output connection (from VGA to HDMI or HDMI to VGA) while the RealPresence Group 700 system is powered on might result in the system restarting. This problem has been corrected.
Documentation	GS-5210	The Administrator's Guide for the RealPresence Group Series is incorrect. On page 59 of Chapter 4, Microphones and Speakers, the "Connecting Devices to the Polycom RealPresence Group 300 and RealPresence Group 500 Microphone Inputs" and "Connecting Devices to the Polycom RealPresence Group 700 Microphone Input" bulleted lists have this as the final bullet: Polycom EagleEye View or EagleEye Director with microphones enabled. This problem has been corrected.

Category	Issue ID	Description
Interoperability Polycom SoundStation IP 7000	GS-453	When a SoundStation IP 7000 phone is connected to a RealPresence Group system endpoint, the SoundStation IP 7000 phone cannot place a Voice over IP (VoIP) call. This problem has been corrected.
Monitors	GS-9426	On occasion, changing the monitor output connection (from VGA to HDMI or HDMI to VGA) while the RealPresence Group 700 system was powered on might have resulted in the system restarting. This problem has been corrected.
Network	GS-10400	The ping result for an H.323 IPv6 address is incorrect. However, H.323 calls to IPv6 addresses are completed. This problem has been corrected.
Web Interface	GS-7031	When you delete an entry from a group in the web interface, the page does not display the change. This problem has been corrected.

Corrected Issues in Version 4.0.2

The following table lists issues corrected in version 4.0.2.

Category	Issue ID	Description
Calling	GS-5221	Placing a CCCP call from the Recent Calls screen did not work. This problem has been corrected.
Cameras	GS-6988	Occasionally, a RealPresence Group system with a Polycom EagleEye Acoustic camera attached did not start up. This problem has been corrected.
Cameras	GS-6976	When connecting a camera to the RealPresence Group system when the system was powered up, it took up to 30 seconds before the user could pan, tilt, or zoom the camera after the camera was connected to the system. This problem has been corrected.
Cameras	GS-6981	A RealPresence Group system with a Polycom EagleEye Acoustic attached occasionally started up with no video. This problem has been corrected.
Cameras	GS-8190	On occasion when a RealPresence Group 500 system sent VGA content while in a call, the monitor displayed a frozen image of either the video call itself or of the local camera image. This problem has been corrected.
Content	GS-6991	On occasion, due to timing issues with some peripherals, the RealPresence Group system did not detect the HDMI content source when the RealPresence Group system was turned on. This problem has been corrected.
Content	GS-6986	On occasion after disconnecting and reconnecting the HDMI or VGA content (and 3.5mm audio) cable, the RealPresence Group system did not display content but audio was heard. This problem has been corrected.
Content	GS-5220	If the RealPresence Group system was configured for HDMI content and VGA content (with 3.5mm audio connected), occasional audio distortion could be detected when switching between HDMI content and VGA content, and vice versa. This problem has been corrected.

Category	Issue ID	Description
Directory	GS-5207	When you performed a directory search using a Polycom Touch Control that was paired with a RealPresence Group system, some search results did not display. This problem has been corrected.
Interoperability Polycom MGC™	GS-9326	On occasion, a RealPresence Group system running version 4.0.1 which was in an H.323 call with a Polycom MGC running version 9.0.4 did not display video. This problem has been corrected.
Interoperability Polycom Touch Control	GS-5214	When a Polycom Touch Control was paired with a RealPresence Group system that was acting as an attendee in a CCCP call, the RealPresence Group system could not be unmuted using the Polycom Touch Control when the conference presenter muted the system. This problem has been corrected.
Interoperability Polycom Touch Control	GS-7607	When making a point-to-point call using a RealPresence Group system paired with a Polycom Touch Control, the Camera icon on the Polycom Touch Control screen was not displayed. This problem has been corrected.
Monitors	GS-5223	When the Dual Display software option key was installed on the RealPresence Group 300 system and Monitor 2 was configured for Manual versus Auto, only the 1080p resolution displayed. This problem has been corrected.
People+Content™	GS-6994	When a RealPresence Group system had the content camera configured for motion, was in an H.323 call using an RMX 1000, and sent content using Polycom People+Content™ IP, the content quality appeared blurry. This problem has been corrected.
Remote Control	GS-9897	When the remote control was set to channel 3, it could not control a Polycom RealPresence Group system that was set to any Channel ID. This problem has been corrected.
Setup Wizard	GS-5201	After the RealPresence Group system had completed the setup wizard, the system automatically played audio when in a call if an audio source was connected to the 3.5mm audio jack. This problem has been corrected.
User Interface	GS-5224	If the RealPresence Group system had Fixed Ports and NAT configured, the Home screen on the local interface displayed the internal IP address instead of the public IP address. This problem has been corrected.
User Interface	GS-9109	The RealPresence Group 500 system did not save the layout selected by the user after the system was restarted. This problem has been corrected.
User Interface	GS-5216	When you enabled Automatically Adjust People/Content Bandwidth , the bandwidth for People and Content was equally allocated. This problem has been corrected.
Web Interface	GS-7947	The RealPresence Group system did not save entries containing dots or dashes in the Contact Number , Contact Fax , and Tech Support fields on the My Information page. This problem has been corrected.
Web Interface	GS-5205	When you placed a call from the web interface with a SoundStation IP 7000 phone connected and configured for SIP, the RealPresence Group system did not display the option to place a SIP conference call using the SoundStation IP 7000 phone. This problem has been corrected.
Web Interface	GS-5209	While you could change a Remote Access Password from the web interface, you could not delete it. This problem has been corrected.

Corrected Issues in Version 4.0.1

The following table lists issues corrected in version 4.0.1.

Category	Issue ID	Description
Calling	GS-6218	If a RealPresence Group system was in a call with an endpoint that required H.263 content, there was a small chance that when the RealPresence Group system sent content the content would freeze and the system would not be able to disconnect the call or make additional calls. If this occurred, you had to reboot the RealPresence Group system. This problem has been corrected.
Cameras	GS-6211	A RealPresence Group system that was turned on after being connected to an EagleEye Director camera running software version 1.0.0 would not always detect the camera. This caused the camera software update to fail. This problem has been corrected.
Interoperability Polycom Touch Control	GS-6213	When a Polycom Touch Control was paired with a RealPresence Group system, the Polycom Touch Control did not show IP address extensions of favorites created on the RealPresence Group system. Even though the extensions did not display, you could call any favorite with the Polycom Touch Control. This problem has been corrected.
Monitors	GS-6212	Changing the monitor type (DVI or HDMI) while in the setup wizard sometimes resulted in not being able to complete the wizard. This problem has been corrected.
Multipoint	GS-6215	In a 6-way SIP call where a RealPresence Group system was hosting the call, that system could not call a SoundStation IP 7000 phone. This problem has been corrected.
User Interface	GS-6214	The local interface of the RealPresence Group system did not indicate whether tracking on the EagleEye Director camera was enabled or disabled. This problem has been corrected.
Web Interface	GS-6221	When a RealPresence Group system received a call, the far-end site name, system type, and video number did not display on the Call Statistics page of the web interface. This problem has been corrected.
Web Interface	GS-6217	When a call placed from the web interface failed to connect, no error message displayed. This problem has been corrected.
Web Interface	GS-6216	In the web interface, the instruction to use the remote control to manually calibrate the EagleEye Director camera was incorrect. This problem has been corrected.
Web Interface	GS-6220	In the web interface, the instruction to use the remote control to adjust the room view of the EagleEye Director camera was incorrect. This problem has been corrected.
Web Interface	GS-6219	Placing a call from the web interface on a system with encryption disabled to a system that required encryption sometimes caused calls to fail. However, the system did not notify the user why the calls failed. This problem has been corrected.

Known Issues

The following table lists the known issues for the version 4.1.0_J release. If a workaround is available, it is noted in the table.

Category	Issue ID	Release Found In	Description	Workaround
API	GS-6987	4.0.1	The following parameters for the telnet API command configdisplay are not supported: 60hz640x480p and 60hz1920x1200p.	
API	GS-6985	4.0.1	The API command configpresentation is not supported.	
Audio	GS-7941	4.0.2	On occasion after completing the setup wizard, the Polycom Microphone array is not detected.	Disconnect and reconnect the microphone array cable to the system, and then go to the Audio Diagnostic page to confirm that the issue is resolved.
Calling	GS-9293	4.1.0_J	When placing calls through an IP > ISDN gateway, the endpoint cannot dial line rates that are multiples of 56k. Group Series supports only call rates that are multiples of 64k.	
Cameras	GS-10718	4.1.0_J	If you select HDMI for Input 1 but connect an HDCI camera, the view should show a blue screen. Instead, it shows the camera output.	<ol style="list-style-type: none"> 1) Unplug all devices from Input 1. 2) Select the appropriate input type in the web interface. 3) Plug the proper camera into the appropriate input connector.
Cameras	GS-10086	4.0.2	If you connect a RealPresence Group 700 system to an EagleEye Acoustic camera on input 1 and an EagleEye Director camera on input 2, the system does not display the local interface after EagleEye Director updates to software version 2.1. You must restart the system to access the local interface.	Connect the EagleEye Director to input 1.
Cameras	GS-9996	4.0.2	If the EagleEye Acoustic camera cable is not fully attached to the RealPresence Group system, the system displays green video.	Detach and reattach the camera cable.

Category	Issue ID	Release Found In	Description	Workaround
Cameras	GS-9822	4.0.2	If you replace one of the cameras in the EagleEye Director automatic camera positioning system while it is in use, the RealPresence Group system might not be able to detect the EagleEye Director.	Power off the EagleEye Director, then power it back on and ensure that the RealPresence Group system properly detects the EagleEye Director.
Cameras	GS-9433	4.0.2	On occasion, the EagleEye Acoustic camera shows an incorrect LED status.	Restart the system.
Cameras	GS-8418	4.0.2	When changing the Country setting from a PAL to NTSC country, or vice versa, on a RealPresence Group system that is attached to an EagleEye 1080 camera, the system must be restarted before the change takes effect on the camera.	
Cameras	GS-8011	4.0.2	When connecting an EagleEye Director running software version 1.0 with a RealPresence Group system, selecting a PAL country for the Country setting in the setup wizard might result in the system not being able to detect and update the camera.	Disconnect and reconnect the camera.
Cameras	GS-7501	4.0.1	When calibrating an EagleEye Director, touching Start Camera Tracking or Stop Camera Tracking on the Cameras screen of the Polycom Touch Control interrupts the calibration process and shows the room view. To stop displaying the room view and calibrate the camera, cancel and restart the calibration from the web interface.	
Cameras	GS-7419	4.0.1	When using an EagleEye Director camera preset with a RealPresence Group system, if you move the camera too quickly over a large area the stored PTZ information does not match the place where the camera actually stopped.	When the camera is close to the target, make sure to move the camera slowly.

Category	Issue ID	Release Found In	Description	Workaround
Cameras	GS-7340	4.0.0	Although the option appears in the local and web interfaces, calibration cannot be completed when tracking is disabled on the EagleEye Director camera system.	Calibrate the EagleEye Director only when tracking is enabled.
Cameras	GS-7339	4.0.0	The EagleEye Director pan, tilt, and zoom (PTZ) values may reset to the default values after the RealPresence Group system is restarted.	Enable tracking on the EagleEye Director camera before restarting the system.
Cameras	GS-7213	4.0.0	Sometimes when a RealPresence Group system is in a call, the Mute button cannot be used to enable or disable EagleEye Director tracking.	In the local interface, enable or disable camera tracking from Menu > Cameras.
Cameras	GS-7098	4.0.0	When a RealPresence Group system is not in a call, the Mute button cannot be used to enable or disable EagleEye Director tracking.	Enable or disable camera tracking from the Menu screen in the local interface.
Cameras	GS-6997	4.0.1	On occasion after completing the setup wizard, the Polycom Microphone array is not detected.	Disconnect and reconnect the microphone array cable to the system, and then go to the Audio Diagnostic page to confirm that the issue is resolved.
Content	GS-10151	4.0.2	The RealPresence Group series does not support HDCP (high-bandwidth digital content protection). If you connect a content source that sends HDCP-encrypted content, the content is not shown (on the local or far side) and the screen displays black video.	When sending content, do not use a content source using HDCP.
Content	GS-10106	4.0.2	Sometimes when you connect an HDMI content source to a RealPresence Group 700 system, the content does not automatically play.	Either disconnect and reconnect the HDMI cable or select Show Content from the local interface.

Category	Issue ID	Release Found In	Description	Workaround
Content	GS-9099	4.0.2	When a RealPresence Group system is in an H.323 call at 3 Mbps and above with a Sony PCS-XG80 system that is sending content, the RealPresence Group system displays content and far-end video on the monitor. It does not show near-end video.	Place the call at a speed less than 3 Mbps.
Content	GS-9043	4.0.0	Sharing content on a RealPresence Group system by using a 1280 x 1024 resolution with a 85Hz refresh rate is not supported.	Use a refresh rate of 60Hz or 75Hz.
Content	GS-8398	4.0.2	When a RealPresence Group system is the MCU in a multipoint call with other RealPresence Group systems (all systems are registered using SIP to the Avaya 6.2), the MCU system fails when attempting to send content.	
Content	GS-8282	4.0.2	When sending content using an Apple MacBook and a VGA adapter not made by Apple, the RealPresence Group system is unable to send 1080p content.	Send content using a resolution of 1280x1024, 1024x768, or 800x600. Alternately, use an Apple VGA adapter.
Content	GS-7434	4.0.1	On occasion, the RealPresence Group system does not detect VGA content from a Lenovo® ThinkPad® T400 or W520 laptop.	Disconnect and reconnect the VGA cable.
Content	GS-7428	4.0.1	The RealPresence Group system displays a blue screen when VGA content is sent from a Lenovo ThinkPad T420 laptop.	Use a different VGA content source.
Content	GS-7146	4.0.0	If a RealPresence Group system has content sources connected to both the HDMI and VGA content inputs, only the HDMI content is sent.	Disconnect the HDMI content input, and then send the VGA content.
Gatekeepers	GS-11469	4.1.0_J	Polycom RealPresence Group systems cannot be configured to use Avaya gatekeepers.	

Category	Issue ID	Release Found In	Description	Workaround
Interoperability Microsoft	GS-12554	4.1.1	RealPresence Group Series systems currently support only NTLM Version 1 on the Microsoft Exchange Calendaring connection and the Microsoft Lync Directory Server connection. If they are configured to support NTLM Version 2 and not NTLM Version 1, you might be unable to connect to these servers.	Configure the Microsoft server to accept NTLM Version 1 connections.
Interoperability Polycom Touch Control	GS-8253	4.0.2	The RealPresence Group system does not wake up when paired with a Polycom Touch Control that is sending USB content.	Wake up the RealPresence Group system before sending USB content from the Polycom Touch Control.
Interoperability Polycom Touch Control	GS-6823	4.0.1	When a you attempt to pair a Polycom Touch Control running software version 4.0.0 with a RealPresence Group system running software version 4.0.1, the pairing fails because the versions are not compatible. The error message incorrectly states that the Polycom Touch Control should be running software version 4.0.0, instead of stating that software version 4.0.1 is required.	Ensure Polycom Touch Control software version 4.0.1 software is installed before trying to pair it with a RealPresence Group system running software version 4.0.1.
Interoperability Radvision	GS-9798	4.0.2	When a RealPresence Group system is the MCU in a SIP call to a Radvision Scopia XT1000 system and a Radvision Scopia XT5000 system, the Radvision Scopia XT1000 system displays frozen video.	Instead of using the SIP protocol, use H.323.
Interoperability Radvision	GS-2160	4.0.0	When in a mixed H.323/SIP call with a Radvision Scopia XT1000 as the MCU, the RealPresence Group system that connected as a H.323 endpoint does not transmit video.	Make the call using either H.323 or SIP.
Interoperability Sony	GS-7497	4.0.0	When in a point-to-point SIP call with a Sony PCS-XG80, a RealPresence Group system cannot send content.	Instead of using the SIP protocol, use H.323.
Interoperability TANDBERG	GS-601	4.0.0	Content does not work when a RealPresence Group system is in a SIP call with a Tandberg MXP system.	Make an H.323 call instead of a SIP call.

Category	Issue ID	Release Found In	Description	Workaround
Monitors	GS-10883	4.0.2	Setting the monitor preference for Monitor 2 to Speaker Only and sending content through People+Content IP causes Monitor 2 to freeze. This does not occur for content input via VGA or HDMI.	Hang up the call, change the setting for Monitor 2 to Me Only or Decide for Me, and then place the call again.
Monitors	GS-10766	4.1.0_J	Monitor 2 does not support 1080i output.	Use a different type of monitor for Monitor 2.
Monitors	GS-8148	4.0.2	On the RealPresence Group 700 system, the output display is always black when Monitor 1 is a VGA monitor with a Sleep setting of No Signal. If Monitor 2 and Monitor 3 are VGA monitors and the Sleep setting is No Signal, the system does not send a signal to those monitors when it goes to sleep.	
Multipoint	GS-9938	4.0.2	On occasion, when a RealPresence Group 700 system is the MCU in an 8-way call, the system has a slight delay in responding when the user navigates to the local interface.	
Multipoint	GS-7724	4.0.2	When a RealPresence Group system is the MCU in a 4-way call and another endpoint sends content, the MCU does not display Content Call statistics for the endpoint sending content.	
Multipoint	GS-7402	4.0.0	In a multipoint call that uses a RealPresence Group system as the MCU and has a meeting password greater than 32 characters, endpoints cannot join the call.	Make sure the meeting password is no longer than 32 characters.
Multipoint	GS-452	4.0.0	RealPresence Group systems do not support Conference on Demand.	
People+Content	GS-563	4.0.0	The RealPresence Group Series systems do not support Enterprise People+Content.	Use H.239 standards-based People+Content.

Category	Issue ID	Release Found In	Description	Workaround
Provisioning	GS-11756	4.1.0_J	<p>When the RealPresence Group system is provisioned by the RealPresence Resource Manager system to use the Maximum Security Profile, the RealPresence Resource Manager system does not apply all the needed settings for the Maximum Security Profile.</p> <p>1) To use provisioning AND apply the Maximum Security Profile to the RealPresence Group system endpoint, do the following:</p> <p>a) Do not allow provisioning to take place in when you run the setup wizard.</p> <p>b) Finish the setup wizard manually on the RealPresence Group system endpoint, selecting Maximum for the Security Profile, loading all necessary PKI certificates, and adjusting the PKI settings as desired.</p> <p>c) After completing the setup wizard, manually configure provisioning and allow the RealPresence Group system to be provisioned, making certain that the profile pushed to the system has settings that are consistent with Maximum Security Profile. With version 4.1.0_J, the Security Profile cannot be provisioned by the RealPresence Resource Manager system, so you must set it prior to provisioning as described above.</p>	Manually configure the endpoint to use the Maximum Security Profile prior to enabling provisioning, as described here.
Security	GS-11970	4.1.0_J	<p>When a RealPresence Group system operates in the Low, Medium, or High Security Profile, the system allows SNMPv3 passwords to be fewer than 8 characters, but regulations require that SNMPv3 passwords be at least 8 characters long.</p>	Specify 8 or more characters for the SNMP Password.

Category	Issue ID	Release Found In	Description	Workaround
Security	GS-11675	4.1.0_J	If you change your Security Profile to Maximum, you must also change the user and admin account IDs.	
Security	GS-11599	4.1.0_J	When you specify the OSCP responder address, you must not configure a nonstandard port. If the OSCP responder server is not using the standard port (9180), your RealPresence Group system cannot connect to the server and cannot validate certificates.	Configure the OSCP server to use the standard port number 9180.
Security	GS-11210	4.1.0_J	The System Status page might not load correctly under certain conditions when certificate validation is required. When using certificates for network services, ensure that the system configuration is correct (OCSP responder, CA Root certificates, etc.).	Verify your system configuration and determine whether you need to add other certificates.
Security	GS-10924	4.1.0_J	Remote user access is not currently supported on RealPresence Group Series systems. The "Remote Access" password rules under Admin Settings > Security > Local Accounts > Password Requirements apply only to administrator remote access passwords.	
Setup Wizard	GS-9520	4.0.2	On occasion, when going through the setup wizard, the audible "Hello" in the language selected on the Language screen is not heard.	
Setup Wizard	GS-8140	4.0.2	When enabling 802.1x authentication using the setup wizard, the only indication that invalid credentials were entered is that the RealPresence Group system has no IP address.	Verify that the credentials you enter are correct.
SIP	GS-11139	4.1.0_J	If you set the SIP transport protocol to Auto, the UDP protocol might be used. If the expected transport protocol is TLS, specify the SIP transport protocol as TLS.	Do not select Auto for the SIP transport protocol if you expect to use TLS. Instead, select the TLS transport protocol.

Category	Issue ID	Release Found In	Description	Workaround
Software Update	GS-11758	4.1.0_J	The RealPresence Group system might not be able to automatically update the system software from the RealPresence Resource Manager system. When the software update process fails because the system is in a call, the system experiences a file transfer failure, or due to similar reasons, the RealPresence Group system will not attempt to retry the software download.	Use the Maintenance Window to ensure that the system is idle during an automatic software update. Alternatively, restart the system.
Software Update	GS-10296	4.1.0_J	RealPresence Group system 300/500 users with software version 4.0.0, 4.0.0.1, or 4.0.1 cannot update to version 4.1.x using the web interface.	Use one of the following methods: <ul style="list-style-type: none"> Update via USB device with the appropriate .tar and swkeys.txt files. Use the web interface to update to version 4.0.2, then update to version 4.1.x.
USB	GS-8186	4.0.2	The RealPresence Group 700 system only supports USB factory restore or downgrade from the front panel USB. Restoring or downgrading the system from the rear panel USB port is not supported.	Use the front panel USB port to perform a factory restore or downgrade.
USB	GS-7753	4.0.2	The USB 3.0 port on the rear panel of the RealPresence Group Series 700 is not supported.	
User Interface	GS-11047	4.1.0_J	When a user goes through the setup wizard, completes the Security Profile screen by selecting Maximum, and moves to next screen for registration, backing up to the Security Profile screen causes the state of the interface to be incorrect. Users cannot change the Security Profile from Maximum to Low while using the setup wizard.	Do not attempt to reverse through the setup wizard to the Security Profile screen.

Category	Issue ID	Release Found In	Description	Workaround
User Interface	GS-10500	4.1.0_J	When a USB keyboard is connected to a RealPresence Group system, you can enter only numbers on the local interface's Place a Call > Keypad or Place a Call > Contacts screens.	
User Interface	GS-10207	4.0.2	When you are using a RealPresence Group system in a point-to-point call with another Group system and you attempt to select the far-end active camera in the local interface, Main is selected by default. Main normally corresponds to camera input 1 at the far-end site. In this case, though, it corresponds to the active camera at the far-end site. If you select a different camera to control, the selection you make corresponds to the appropriate camera.	
User Interface	GS-8219	4.0.2	On occasion, it takes approximately 10 seconds before the VLAN ID, Video Priority, Audio Priority, and Control Priority settings appear after you enable 802.1 p/Q.	
Web Interface	GS-11841	4.0.1	A Directory with more than 200 entries takes a very long time to load in the web interface.	
Web Interface	GS-7436	4.0.0	Setting the computer display resolution to less than recommended and the browser display to 100% results in the web interface only displaying a portion of each Network screen.	Set the computer display to the recommended setting or higher. If you require a lower than recommended computer display setting, adjust the browser display setting to 75% in order to show the entire web interface.

Category	Issue ID	Release Found In	Description	Workaround
Web Interface	GS-7351	4.0.0	After a RealPresence Group system has been registered to a SIP server and a Microsoft server and then unregistered from the SIP server, the Directory Server page in the web interface shows that the system is still registered to the SIP server. This occurs even if the SIP settings are deleted.	
Web Interface	GS-5263	4.0.1	If a system is registered to a gatekeeper that is configured with an alternate gatekeeper IP address, the system is configured with the alternate gatekeeper information. However, the alternate gatekeeper IP address is not displayed on the web interface.	

Feature Restrictions in 4.1.0_J

The following feature restrictions apply to version 4.1.0_J:

- The Polycom Touch Control tablet is not supported with version 4.1.0_J.
- SVC conferencing is not supported with version 4.1.0_J.

Interoperability

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.

Products Tested in this Release

Polycom RealPresence Group 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 this release.

Polycom strives to support any system that is standards-compliant and investigates reports of Polycom systems that are not interoperable with other vendor systems.



You are encouraged to upgrade all your Polycom systems with the latest software before contacting Polycom support to ensure the issue has not already been addressed by vendor software updates. To find the list of certified software for Polycom, go to www.polycom.com/solutions/industry/federal_government/certification_accreditation.html.

Product	Interoperable Versions	Tested Versions
Management Systems and Recorders		
Polycom [®] Converged Management Application [™] (CMA [®]) 5000	5.2.1J	5.2.1J
Polycom RealPresence [®] Distributed Media Application [™] (DMA [®]) 7000	6.0.1J	6.0.1J
Polycom RealPresence Collaboration Server (RMX) 1500/2000/4000	8.1.4.J	8.1.4.J
Polycom RealPresence Resource Manager	7.3.0.0	7.3.0.0
Polycom RSS [™] 4000	6.9J Build 32361	6.9J Build 32361
Gatekeeper, Gateways, External MCU, Bridges, Call Managers		
Polycom CMA systems	5.2.1J	5.2.1J
Polycom RealPresence Resource Manager	7.3	7.3
Endpoints		
Polycom HDX systems	2.7.1_J	2.7.1_J
Polycom RealPresence Group Series	4.1.0_J	4.1.0_J
Lifesize Room 220	Rel. 4.7.9(2) Networker Rel. 3.1.1(4)	Rel. 4.7.9(2) Networker Rel. 3.1.1(4)
Tandberg C-Series Codec Family	TC3.5.2 with VCS Version X6.1	TC3.5.2 with VCS Version X6.1
Local Session Controller		
Redcom SLICE 2100	4.0a R3P9	4.0a R3P9

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