

# Polycom® Content App

Polycom® announces the release of the Content App software version 1.3.1. This document includes the latest information about new and updated features available on the Content App.

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# What's New

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## Topics:

- [Support for Polycom G7500](#)

Content App 1.3.1 is a maintenance release that includes support for Polycom G7500 systems, bug fixes, and feature enhancements.

## Support for Polycom G7500

You can now cast content on a Polycom G7500 system through Content App.

The following features are available:

- Connecting to Content App—The Content App detects nearby Polycom G7500 systems to facilitate content sharing. You can also pair a Polycom G7500 system with Content App manually.
- Content sharing—You can cast content on a Polycom G7500 system after pairing with Content App. You can also stop the content sharing.
- Device name display—The Content App displays the Polycom G7500 system's name when the latter is connected to Content App over IP connections.
- Security code support—You must enter a security code in the Content App before connecting to Polycom G7500 via its IP address.
- Save content—If this feature is enabled by Polycom G7500, you can save content screenshots as JPG and PDF files in a zip archive.
- Magnifying glass—When sharing content, you can select a content area and show it full screen on the monitor that is connected to the Polycom endpoint.
- Content audio support—The Content App casts audio in the content to Polycom G7500. The content audio support feature requires the following:
  - You must use the Windows version of the Content App.
  - You must connect to the Polycom G7500 system using its IP address.

# System Requirements

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To connect Content App with devices such as Polycom Pano and Polycom Trio systems, macOS users must enable HTTP and HTTPS on their computer.

# Security Updates

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There are no security updates for Content App in this release.

# Install and Upgrade

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## Topics:

- [Installing Content App from the Command Line](#)

Installing, upgrading, or uninstalling the Content App requires administrative rights on the device.

## Installing Content App from the Command Line

If you are a system administrator, you can install the Content App using the command line.

The installation file with an `.msi` extension supports silent Windows installations. The installation file with a `.dmg` extension supports silent macOS installations.

Remember the following when installing the Content App from the command line:

- The `.msi` and `.dmg` files are intended for centralized distribution by system administrators.
- When you save one of these installation files to your local disk, do not rename it (the file name must be consistent with the installation package).

## Install or Upgrade Content App on Windows from the Command Line

You can install or upgrade the Content App on Windows using the command line.

1. Save the `Polycom Content App.msi` installation file to a directory on your local disk. For example, in `C:\Downloads`.
2. Do one of the following:
  - Run the command to install Polycom Content App 1.3 or later. For example:  
`msiexec /qn /l* log.txt /i "C:\Downloads\Polycom Content App.msi"`
  - Run the command to upgrade Polycom Content App 1.3 or later to a newer version. For example: `msiexec /passive /i "C:\Downloads\Polycom Content App.msi" REINSTALLMODE=vomus REINSTALL=ALL /l*v logfile.txt`
  - Run the command to upgrade Pano App 1.2 or earlier to Content App 1.3 or later. For example: `msiexec /qn /l* log.txt /i "C:\Downloads\Polycom Content App.msi"`

## Uninstall Content App on Windows from the Command Line

You can uninstall the Content App on Windows using the command line.

1. Run the command to uninstall the app using the `.msi` file.  
Example: `msiexec /qn /x "C:\Downloads\Polycom Content App.msi"`

## Install or Upgrade Content App on macOS from the Command Line

You can install or upgrade the Content App on macOS using the command line.

1. Mount the `.dmg` file to get the `.pkg` file.

**Example:** `hdiutil attach /filepath/PolycomContentApp.dmg`

2. Run the command to install or upgrade the `.pkg` file.

**Example:** `sudo installer -pkg /filepath/PolycomContentApp.pkg -target  
CurrentUserHomeDirectory`

## Uninstall Content App on macOS from the Command Line

You can uninstall the Content App on macOS using the command line.

1. Enter `cd /Applications`.
2. Enter `sudo rm -r -f Polycom\ Content\ App.app`.
3. Enter your macOS administrator password to proceed.

# Release History

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The following table shows the release history of Polycom Content App.

## Release History

Software Version	Release Date	Description
1.3.1	June 2019	Support for Polycom G7500, bug fixes, and feature enhancements
1.3	January 2019	Includes the following new features: <ul style="list-style-type: none"><li>▪ Renamed Pano App to Content App</li><li>▪ Enhancements to Polycom Trio support</li><li>▪ Connecting to devices over USB</li><li>▪ New OS support</li><li>▪ Magnifying glass</li><li>▪ User interface enhancements</li></ul>
1.2	July 2018	Includes the following new features: <ul style="list-style-type: none"><li>▪ Using Polycom Touch Devices to start content sharing on Content App</li><li>▪ New OS support for Content App</li><li>▪ Content App content layout controls available as a normal feature</li></ul>
1.1	December 2017	Includes the following new features: the ability to end sessions and disconnect from the Pano system; audio support with Content App for Windows; sharing video at up to 1080p and 30fps.  This release also includes Content App content layout control, which is a Polycom Labs feature.
1.0.1	June 2017	Includes user interface updates.
1.0	June 2017	Initial release that includes local content sharing; automatic detection of nearby Pano systems; and the ability to save content displayed on a Pano system.  This release also includes Polycom Cloud Service Content Sharing, a Polycom Labs feature.



# Resolved Issues

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The following table lists resolved issues for Content App 1.3.1.

Category	Issue ID	Found in Release	Description
Content	EN-128965	1.3	When you share Microsoft PowerPoint slides full screen, the content freezes on the far end.
Content	EN-118063	1.3	(Windows users only) After your PC is connected to an extended monitor with the initial display setting as second screen only, if you then start Content App, connect with a Polycom endpoint, and then change the Windows PC display setting to <b>Extended</b> , Content App shows two <b>Desktop 1</b> entries on the <b>Desktop</b> list.

# Known Issues

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The following table lists known issues and suggested workarounds for Content App 1.3.1 and previous releases.

**Note:** These release notes do not provide a complete listing of all known issues that are included in the software. Issues not expected to significantly impact customers with standard voice or video conferencing environments may not be included. In addition, the information in these release notes is provided as-is at the time of release and is subject to change without notice.

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## Known Issues

Category	Issue ID	Release	Description	Workaround
Application	EN-35220	1.1	(Windows 10 users only) When you share the Windows Media Player application, if another window (such as a notification window or other application) covers the shared application, the content sharing hangs.	Make sure the shared application is always on top or share your desktop instead.
Application	EN-57340	1.1	If your laptop runs on battery only and you share 1080p content for over an hour, your laptop may power off automatically because of power exhaust.	Plug in the power supply during prolonged sharing.
Application	EN-87106	1.2	To use the Pano App to cast content on the Pano device over the secondary network (Wi-Fi), you must enable the administrator access for the secondary network.	Use AirPlay or Miracast to cast content instead.

Category	Issue ID	Release	Description	Workaround
Content	EN-132441	1.3.1	When you share content on a Mac device, there is noticeable latency between the content source and the content displayed on the endpoint. The streamed content is a little choppy.	Share your desktop, instead of applications.

# Limitations

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The following table lists limitations and constraints when using Content App.

## Limitations

Category	Description	Workaround
Bluetooth	(macOS users only) When your device resumes from sleep or screen lock status, macOS may occasionally fail to start low-level Bluetooth functionality. This may cause the Content App to fail to detect nearby Polycom Trio and Pano systems.	Restart Bluetooth manually from your system settings.
Bluetooth	Content App can search for nearby Polycom Trio and Pano systems that support Bluetooth version 4.0 or later, with Windows 8.1 or macOS 10.8, or later.	None.
Browser	Content App installed on a Windows system must access certain browser components on Internet Explorer 11 to function correctly,	Install Internet Explorer 11 on the Windows system using Content App.
Display	The Pano device displays a blank panel or screen when the last content source from the Content App disconnects.	None.
Interop	Sometimes unexpected results occur when connecting to the Polycom Cloud Service	Make sure the time clock of the system on which you install the Content App matches the current local time.

# Interoperability

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## Topics:

- [Products Tested with Content App](#)
- [Language Support](#)

Refer to the following for devices tested, or compatible with Polycom Content App.

## Products Tested with Content App

Polycom products are tested extensively with a wide range of products. You can view a list of 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. Note that the following list is not a complete inventory of compatible equipment, but the products that have been tested with this release.

**Note:** Polycom recommends that you upgrade all of your Polycom systems with the latest software versions. Any compatibility issues may already have been addressed by software updates. See [Polycom Service Policies](#) for the Current Polycom Interoperability Matrix.

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### Products Tested with this Release

Product	Tested Versions
Polycom Trio™	5.8.0
Polycom® RealPresence® Group Series	6.1.7.2
Polycom® RealPresence Debut™	1.3.2
Polycom® RealPresence Centro™	6.1.7.2
Polycom® Pano™	1.2.1

## Language Support

The Content App user interface provides support for the following languages:

- Chinese (Simplified)
- Chinese (Traditional)
- British English
- American English
- French

- German
- Hungarian
- Italian
- Japanese
- Korean
- Norwegian
- Polish
- Portuguese (Brazilian)
- Russian
- Spanish