

Release Notes



Polycom® RealPresence® Group Series, Version 4.1.1.1

Polycom announces the release of Polycom® RealPresence® Group Series software. This document provides the latest information about the following Polycom software:

- Version 4.1.1.1 of the Polycom RealPresence Group system software
- Version 2.1 of the Polycom® EagleEye™ Director software
- Version 4.1.1.1 of the Polycom Touch Control Operating System software
- Version 4.1.1.1 of the Polycom Touch Control Panel software

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, a Polycom RealPresence Group Remote Control, and 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.



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 support.polycom.com.



Version 10 is the latest hardware version of the RealPresence Group Series. There are no performance benefits or feature differences from earlier versions. All RealPresence Group Series software versions are supported on all RealPresence Group system hardware versions.

Monitor Setup

Depending on the monitor you are using with the RealPresence Group system, you might want to change some default settings. Before setting up your system, review the following information to determine what changes might be necessary.

Displaying All Pixels

Before attaching your Polycom RealPresence Group system to a TV monitor, ensure the monitor is configured to display all available pixels. This setting, also known as *fit to screen* or *dot by dot*, enables the entire HD image to be displayed. The specific name of the monitor setting varies by manufacturer.

Ensuring Monitor Availability

By default, the RealPresence Group system sends no signal when it goes to sleep. This might result in some monitors turning off or entering standby mode. If your monitor does not wake up when the RealPresence Group system wakes up and reestablishes the signal, you have several options:

- Turn the monitor off and on again before using the RealPresence Group system.
- Configure the monitor to not turn off or enter standby mode when it is not receiving a signal.
- Set up the RealPresence Group system to display black video, instead of not sending a signal, when it goes to sleep.

HDCP Content Sources

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 you send content, make sure you do not use a content source with HDCP.

Installing the Software

Procedures for installing and updating Polycom RealPresence Group System software vary. With your license key, you can update directly from RealPresence Group Series software version 4.0.2 to 4.1.1.1.

When updating the RealPresence Group system software to version 4.1.x or later, make sure you are currently running version 4.0.2 or later.

- If you are running version 4.0.0, 4.0.0.1, or 4.0.1, download and install version 4.0.2 from support.polycom.com before you download and install a 4.1.x version.
- If you are already running version 4.0.2 or later, you can follow the procedures described in *Installing Software and Options for the Polycom RealPresence Group Series and Accessories* at support.polycom.com.

Software Version History

Polycom RealPresence Group System Software

Software Version	Release Date	Description
4.1.1.1	September 2013	Includes support for additional Lync 2013 enhancements; adds Cisco TIP interoperability; replaces version 4.1.1.
4.1.1	July 2013	Provides enhanced security; includes SVC updates; adds compatibility for Microsoft Lync 2013; provides remote management of the Polycom Touch Control; supports Polycom Calendaring for Microsoft Outlook.
4.0.2	March 2013	Added support for the SVC (Scalable Video Codec) protocol and RealPresence Group 700 system; enabled Monitor Profiles for configuring viewing and recording preferences.
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.

Polycom Touch Control Software

Software Version	Description
4.1.1.1 Panel software 4.1.1.1 Operating System software	Compatible with Polycom Group System software version 4.1.1.1.
4.1.1 Panel software 4.1.1 Operating System software	Support for remote management by a RealPresence Group system; compatible with Polycom Group System software version 4.1.1.
4.0.2 Panel software 4.0.2 Operating System software	Release of Polycom Touch Control software to support the Polycom RealPresence Group 700 system; compatible with Polycom Group System software version 4.0.2.
4.0.1 Panel software 4.0.1 Operating System software	Bug fix release; compatible with Polycom Group System software version 4.0.1.
4.0.0 Panel software 4.0.0 Operating System software	Release of Polycom Touch Control software to support the Polycom RealPresence Group 300 and 500 systems; compatible with Polycom Group system software versions 4.0.0 and 4.0.0.1.

New Features in 4.1.1

The version 4.1.1 software includes the features and functionality of version 4.0.2, with the following additions.

For more information about any of the new features, refer to the *Administrator's Guide for the Polycom RealPresence Group Series* at support.polycom.com.

Security Profiles

Version 4.1.1 supports the use of Security Profiles that govern system features related to security.

Login and Credentials

RealPresence Group systems support local and remote login to the system. They also allow you to create a banner that is displayed when logging in locally or remotely.

Local Accounts

Password Policies

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

Account Lockout

RealPresence Group systems provide access controls that prevent unauthorized use of the system. One way someone might try to discover valid user names and passwords is by exhaustively attempting to log in, varying the user name and password data in a programmatic way until discovering a combination that succeeds. Such a method is called a “brute-force” attack.

To mitigate the risk of such an attack, account lockout protects local accounts from being vulnerable to brute-force attacks.

External Authentication

Version 4.1.1 supports the use of the Active Directory Server (ADS), which enables you to use the system other than through the built-in local accounts.

Whitelist

When the whitelist is enabled, the Polycom RealPresence Group system web interface and SNMP ports accept connections only from specified IP addresses.

Port Lockout

You can protect your RealPresence Group systems against unauthorized attempts to log in through the web interface. Port lockout protects against brute-force attacks by temporarily locking the login port after a configurable number of unsuccessful login attempts have been made, regardless of which account was used. It is supported only on the web interface.

Session Lists

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

- Type of connection, for example, Web
- ID associated with the session, typically Admin or User

- Remote IP address (that is, the addresses of people logged in to the RealPresence Group system from their computers)

Certificates and Revocation

Polycom RealPresence Group systems can generate and use certificates to authenticate network connections to and from the Polycom RealPresence Group system. The system can manage certificates, certificate signing requests (CSRs, sometimes also called unsigned certificates), and revocation lists. ANSI X.509 standards regulate the characteristics of certificates and revocation.

FIPS 140 Encryption

Version 4.1.1 supports the configurable use of FIPS 140-validated cryptography. When the **FIPS 140** setting is enabled, all cryptography used on the system comes from a software module that has been validated to FIPS 140-2 standards.

Network Intrusion Detection System

Version 4.1.1 adds a Network Intrusion Detection System (NIDS), which uses network analysis techniques to discover unauthorized access to the network. For information about the types of packets that are detected, refer to the *Administrator's Guide for the Polycom RealPresence Group Series*.

IPv6 Support

Version 4.1.1 provides full support for IPv6. RealPresence Group Series systems can be deployed on IPv4 networks, IPv6 networks, or dual-stack networks.

Assured Services SIP (AS-SIP)

The RealPresence Group series now supports Assured Services Session Initiation Protocol (AS-SIP). AS-SIP is a DoD variant 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.

SNMP v3

RealPresence Group systems now support the SNMP version 3 protocol. SNMP features specific to version 3 include the following:

- Allows for secured connectivity between the console and the SNMP agent
- Supports both IPv4 and IPv6 networks
- Supports up to three trap destination addresses
- Supports INFORM messages, which are acknowledged TRAP messages

Address Bar

You can now display the system's IP address, extension, and SIP address on the home screen.

USB Keyboard

Version 4.1.1 supports the ability to attach a standard English USB keyboard for data entry and navigating the local interface.

USB Log Management

You can now set up automatic and manual transfers of the log files to a USB device.

Scalable Video Codec Updates

The Polycom RealPresence Group Series software supports the SVC (Scalable Video Codec) protocol. In an SVC-based conference, each SVC-enabled endpoint transmits multiple bit streams, a process called simulcasting, to the Polycom RealPresence Collaboration Server. The RealPresence Collaboration Server sends or relays selected video streams to the endpoints without sending the entire video layout.

SVC-based conferencing reduces video resource requirements, and provides better error resiliency, lower latency, and more flexibility with display layouts.

Several new scalable video codec (SVC) features are now supported:

- Polycom RealPresence Collaboration Server 800s 8.1 Compatibility
- Integrated Voice Response and DTMF Support
- Additional Sites in Layouts

Microsoft Lync 2013 Compatibility

The release includes updates from software testing with Microsoft Lync Server 2013 and is compatible with both Microsoft Lync 2013 and Microsoft Lync 2010.

Polycom supports the following features in Microsoft Lync Server 2013:

- Interactive Connectivity Establishment (ICE)
- Centralized Conferencing Control Protocol (CCCP)

- Federated presence
- Real-time video (RTV)

For more information about this and other Microsoft/Polycom interoperability considerations, refer to the *Polycom Unified Communications Deployment Guide for Microsoft Environments*.

Remote Management of the Polycom Touch Control

You can remotely manage certain features of your Polycom Touch Control from within your enterprise environment using Microsoft Internet Explorer version 9 or Mozilla FireFox version 3.6 and later.

From the browser, you can do the following:

- Download Touch Control logs
- Specify network settings
- Pair and unpair with a RealPresence Group system
- Change Touch Control Admin ID and Password
- Update the software
- View currently displayed Touch Control screens

For more information on setting up and using the Polycom Touch Control, refer to *Administrator's Guide for the Polycom RealPresence Group Series* and *User's Guide for the Polycom RealPresence Group Series and the Polycom Touch Control*.

EagleEye Director Tracking in a Call


As in previous versions, this release supports disabling EagleEye Director tracking while in a call. Now, when you stop camera tracking through the menu in the local interface, the Mute/Unmute buttons do not affect tracking. You must start camera tracking using the menu before the Mute/Unmute buttons will again affect tracking. Once the call is complete, EagleEye Director returns to its default setting.



As part of this update, the Mute/Unmute buttons no longer affect tracking when you are not in a call.

Polycom Calendaring for Microsoft Outlook

RealPresence Group systems can connect to Microsoft Exchange Server 2010 or 2013 and retrieve calendar information, including meeting details. If the meeting was created using the Polycom Conferencing Add-in for Microsoft Outlook, the RealPresence Group system can do the following:

- Identify video-enabled meetings with a  icon displayed on the system calendar.
- Let users join the meeting without knowing the connection details.

Call Statistics Updates

The call statistics diagnostic screens allow you to view information about the call in progress. You can view information about participants in the call, as well as details about participant streams.

Examples of the information you can view include the following:

- System name and number
- Stream type and quality
- Frame rate
- Packet loss details
- Encryption details

Microsoft Active Directory Authentication

Software version 4.1.1 supports Active Directory on Microsoft Windows Server version 2008 R2 and Microsoft Windows Server 2012. An administrator can configure RealPresence Group systems to grant access using network accounts that are authenticated through an Active Directory (AD) server. 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.

Once enabled, users can enter their network account credentials to access the RealPresence Group system from any Microsoft Windows Active Directory domain running Windows 2008 R2 or Windows 2012 in either 32-bit and 64-bit lengths.

Kiosk Mode

Version 4.1.1 supports Kiosk Mode in the local interface. Kiosk Mode simplifies the Home screen by displaying only speed dial entries and calendar meetings (if enabled). In Kiosk Mode, therefore, you can only call speed dial numbers, join calendar meetings, and answer calls.

You must create your speed dial numbers before you use Kiosk Mode. For information on adding speed dial entries and enabling speed dial, refer to the *Administrator's Guide for the Polycom RealPresence Group Series*.



Points to Note about Kiosk Mode:

Kiosk Mode is disabled by default. If Kiosk Mode is enabled:

- The Home screen menu, Out of Call menu, and other icons are disabled.
- Alerts bring the local interface out of Kiosk Mode until you clear the alerts.
- You can still use the remote to adjust the volume, control the camera, and mute/unmute the microphone when in calls.
- You can bring up the In a Call menu by pressing **Menu** on the remote during the call.

People+Content™ IP Compatibility with Microsoft Windows 8

This release ensures that People+Content IP is compatible with Microsoft Windows 8. This allows you to use your Windows 8 computer to send content to the RealPresence Group system using the People+Content IP application.

For information on setting up People+Content IP, refer to the *Administrator's Guide for the Polycom RealPresence Group Series*. For information on using People+Content IP, refer to the *User's Guide for the Polycom RealPresence Group Series*.

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

Call Speed	Layout	Current Speaker	Participants
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 support.polycom.com.

Software Downgrade via USB Device

You can use a USB device to downgrade the RealPresence Group system software to an earlier version. If you want to reinstall an older version of software after upgrading to a later version, which is also known as downgrading, Polycom recommends first deleting your system's settings. The **Delete System Settings** option is available in the local interface under **Diagnostics > Reset System**.



Points to note about downgrading:

- If you use your RealPresence Group system within a DoD environment, be sure to contact your Information Assurance Office (IAO) for approval before using a USB device with your system.
- Before downgrading, verify the interoperability of the camera, hardware, and software versions you plan to install.
- If you downgrade the RealPresence Group system software, EagleEye Director is automatically downgraded to a compatible version.
- To determine the software version you are using, go to **System** in the local or web interface.
- If you downgrade the RealPresence Group system software, you must also downgrade the Polycom Touch Control software.
- Because of changes in software functionality and the user interface, some settings might be lost when you upgrade or downgrade. Polycom recommends that you store your system settings using profiles and download your system directory before updating your system software. Do not manually edit locally saved profile and directory files.

For more information about storing system settings, refer to the *Administrator's Guide for the Polycom RealPresence Group Series*.

To reinstall an older version of software after upgrading the Polycom Touch Control, save the software package on a USB storage device, and configure the Polycom Touch Control to install updates from that location. For more information about updating Polycom Touch Control software, refer to *Installing Software and Options for the RealPresence Group Series and Accessories*.

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 professional_services/index.html or contact your local Polycom representative.

Hardware and Software Compatibility

The RealPresence Group system web interface requires Windows® Internet Explorer 9 on Windows 7 or Apple® Safari® on Mac OS® X (Lion).

RealPresence Group systems support the following components:

- EagleEye Director with software version 2.1
- Polycom Touch Control with software version 4.1.1.1
- Polycom EagleEye Acoustic, EagleEye III, EagleEye II, EagleEye 1080, EagleEye View, and EagleEye HD cameras
- Polycom RealPresence Group Microphone Array
- Polycom HDX table microphones and ceiling microphones
- Polycom SoundStructure with firmware 1.6 and SoundStructure Studio Software 1.8
- Polycom Stereo Speaker Kit
- Polycom SoundStation IP 7000 phone software version 4.0.4 and BootRom 5.0.1

Corrected Issues in Version 4.1.1.1

The following table lists issues corrected in version 4.1.1.1.

Category	Issue ID	Description
Audio	GS-12335	After a video call was made from the RealPresence Group system, all future audio-only calls placed to a SoundStation IP 7000 phone had audio output from the RealPresence Group system speakers and the SoundStation IP 7000 speaker. This issue has been corrected.
Interoperability Microsoft	GS-11002	When you used a RealPresence Group Series system to join a multipoint call while you were muted, the Microsoft Lync 2013 client displayed no video. Similarly, if you muted and unmuted a RealPresence Group system during a multipoint call, the Lync 2013 client displayed no video. This issue has been corrected.

Known Issues

The following table lists the known issues for the version 4.1.1.1 release. If a workaround is available, it is noted in the table.

Category	Issue ID	Found in Release	Description	Workaround
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-13409	4.1.1	When the Video Dialing Order is set to H.323 then SIP, the RealPresence Group system may initially attempt to dial entries in the Favorites list using SIP.	
Calling	GS-13308	4.1.1	In a call with packet loss between a RealPresence Group system and an HDX, the HDX might have poor video quality due to video stream rate reduction.	
Calling	GS-13144	4.1.1	If the call rate is high when placing a call to a remote endpoint through a FW/NAT device, the video might become degraded due to reduced video rate.	
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.

Category	Issue ID	Found in Release	Description	Workaround
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.
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.

Category	Issue ID	Found in Release	Description	Workaround
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-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 85 Hz refresh rate is not supported.	Use a refresh rate of 60 Hz or 75 Hz.
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.

Category	Issue ID	Found in Release	Description	Workaround
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-6992	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.
Gatekeepers	GS-11469	4.1.1	Polycom RealPresence Group systems cannot be configured to use Avaya gatekeepers.	
Interoperability LifeSize	GS-13316	4.1.1	A call between a RealPresence Group system and a LifeSize desktop client that uses an unregistered IP address might not have video.	Register both systems to a SIP proxy.
Interoperability LifeSize	GS-12496	4.1.1	If a LifeSize Team 220 system is the first system called in a SIP conference call, video is not received from the LifeSize system.	Ether do not dial the LifeSize system first, or dial the system at a very low call rate such as 384 kbps.
Interoperability Microsoft	GS-13535	4.1.1	In a Microsoft Lync 2013 environment, when a RealPresence Group system is registered to an Edge server and is the first participant in a multipoint call hosted by a Polycom RMX, the RealPresence Group system might not receive video.	Disconnect from and reconnect to the conference call.
Interoperability Microsoft	GS-13224	4.1.1	When in a multipoint call hosted by a Microsoft Lync AV MCU, the Polycom Touch Control might not display the correct mute indication icon on the Call Roster screen of Lync 2013 clients.	Unmute and mute the far-end system.
Interoperability Microsoft	GS-13018	4.1.1.1	When the RealPresence Group system is in a multipoint call hosted by a Microsoft Lync AV MCU, the conference might be terminated when the admin uses the web interface to hang up.	End the call using the local interface or the Polycom Touch Control.

Category	Issue ID	Found in Release	Description	Workaround
Interoperability Microsoft	GS-12982	4.1.1.1	When the RealPresence Group system is in a multipoint call hosted by a Microsoft Lync AV MCU, the RealPresence Group system participant name, number, and system values might be incorrect.	
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 Microsoft	GS-11618	4.1.1	Using a RealPresence Group system to join a Microsoft Lync 2013 Meet Now conference through the Edge server behind a NAT firewall establishes the call, but participants on both ends have no audio. In addition, the call automatically disconnects after about 50 seconds.	
Interoperability Polycom SoundStation IP 7000	GS-13406	4.1.1	When using a SoundStation IP 7000 conference phone attached to a RealPresence Group system for an audio call, an incoming video call to the RealPresence Group system might result in the audio call being put on hold with no way of retrieving or hanging up the call.	
Interoperability Polycom Touch Control	GS-13010	4.1.1	When you place a multipoint call through the Polycom Touch Control, the Touch Control might show an error message. However, the call is not affected.	

Category	Issue ID	Found in Release	Description	Workaround
Interoperability Polycom Touch Control	GS-12938	4.1.1	After you perform a factory restore and an update to a Polycom Touch Control, the system only shows the Language screen for 10-15 seconds before displaying the Pair screen.	Touch Home on the Polycom Touch Control to access the Language screen.
Interoperability Polycom Touch Control	GS-12464	4.1.1	After the Polycom Touch Control initializes, the far-end camera control does not work in the first call.	Leave the Camera screen, then navigate back to it.
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-13522	4.1.1.1	The RealPresence Group Series systems do not receive video from the Radvision Scopia 100 P10 Gateway.	
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.

Category	Issue ID	Found in Release	Description	Workaround
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.	Instead of using the SIP protocol, use H.323.
Monitors	GS-8188	4.0.1	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.
Profiles	GS-12625	4.1.1	All configuration settings might not be included in a profile export.	After importing a profile, manually update the settings that were not included in the export.

Category	Issue ID	Found in Release	Description	Workaround
Provisioning	GS-13454	4.1.1.1	When loading the Polycom Touch Control software version 4.1.1.1 on a Polycom RealPresence Resource Manager for automatic distribution to Polycom Touch Control systems, the RealPresence Resource Manager displays an error. However, the software does get installed on the RealPresence Resource Manager and the Touch Control systems update successfully.	Ignore the error on the RealPresence Resource Manager.

Category	Issue ID	Found in Release	Description	Workaround
Provisioning	GS-11756	4.1.1	<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>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	4.1.1	<p>When a RealPresence Group system operates in the Low, Medium, or High Security Profile, the system allows SNMPv3 passwords to be fewer than eight characters. However, regulations require that SNMPv3 passwords be at least eight characters long.</p>	Specify eight or more characters for the SNMP Password.

Category	Issue ID	Found in Release	Description	Workaround
Security	GS-11599	4.1.1	When you specify the OSCP responder address, do not use a nonstandard port. If the OSCP responder server is not using the standard port (9180), the 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	4.1.1	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	4.1.1	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	4.1.1	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	Found in Release	Description	Workaround
Software Update	GS-10296	4.1.1	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 sw_keys.txt files. Use the web interface to update to version 4.0.2, then update to version 4.1.x.
USB	GS-13237	4.1.1	When sharing content using a USB device connected to a Polycom Touch Control, Microsoft PowerPoint files (.pptx) might not display the first time content is started.	Stop sharing content, and then start sharing again.
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.
User Interface	GS-11047	4.1.1	In the setup wizard, when completing the Security Profile screen by selecting Maximum and moving to the next screen for registration, navigating back to the Security Profile screen disrupts the interface. You cannot change the Security Profile from Maximum to Low while using the setup wizard.	Do not attempt to navigate backwards through the setup wizard to the Security Profile screen.
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-13121	4.1.1.1	Downloading the Call Detail Report (CDR) from the web interface might take up to 2 minutes.	

This document does not include known issues for RealPresence Group systems deployed in Avaya, Broadsoft, IBM, Siemens, and Cisco environments. For information about the known issues in those environments, refer to the Polycom deployment guides for those solutions.

Hardware and Software Requirements

Integrating a Polycom SoundStation IP 7000 Conference Phone

To integrate a Polycom SoundStation IP 7000 conference phone with a Polycom RealPresence Group system, use the following software versions:

SoundStation IP 7000 Phone Software Version	RealPresence Group System Software Version
4.0.4 and BootRom 5.0.1	4.1.1, 4.1.1.1
4.0.3F and BootRom 5.0.1	4.0.1, 4.0.2
4.0.2 Revision B and BootRom 5.0.1	4.0.0, 4.0.0.1

Integrating a Polycom Touch Control

To integrate a Polycom Touch Control with a Polycom RealPresence Group system, use the following software versions:

RealPresence Group System Versions	Polycom Touch Control Versions				
	4.1.1.1	4.1.1	4.0.2	4.0.1	4.0.0
4.1.1.1	X				
4.1.1		X			
4.0.2			X		
4.0.1				X	
4.0.0.1					X
4.0.0					X

Interoperability



For more information about using Polycom RealPresence Group Systems as part of a Polycom–partner product solution, refer to the Polycom–partner product deployment guides available at support.polycom.com.

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 might 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 might 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. For Polycom peripherals that are compatible with the RealPresence Group systems, refer to “[Hardware and Software Compatibility](#)” on page 18.

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. Go to PolycomService/support/us/support/service_policies.html to find the current **Polycom Supported Products** matrix.

Product	Interoperable Versions	Tested Versions
Management Systems and Recorders		
Polycom® Converged Management Application™ (CMA®) 5000	6.2.4	6.2.4
Polycom Distributed Media Application™ (DMA®) 7000	6.0.2, 6.0.2.1	6.0.2, 6.0.2.1
Polycom RealPresence® Resource Manager	8.0, 8.0.1	8.0, 8.0.1
Polycom RSS™ 4000	8.5	8.5

Product	Interoperable Versions	Tested Versions
Gatekeeper, Gateways, External MCU, Bridges, Call Managers		
Cisco® TelePresence® Video Communication Server (VCS)	X7.2.2	X7.2.2
Cisco 4505 MCU	4.4(3.49)	4.4(3.49)
Cisco 3241 Gateway	2.1(1.43)p	2.1(1.43)p
Polycom CMA	6.2.4	6.2.4
Polycom MGC	9.0.4.3	9.0.4.3
Polycom MGC Gateway	9.0.4.3	9.0.4.3
Polycom RealPresence® Collaboration Server 1000	2.1.2	2.1.2
Polycom RealPresence Collaboration Server 1500	8.1.7, 8.2	8.1.7, 8.2
Polycom RealPresence Collaboration Server 2000	8.1.7, 8.2	8.1.7, 8.2
Polycom RealPresence Collaboration Server 4000	8.1.7, 8.2	8.1.7, 8.2
Polycom RealPresence Collaboration Server Gateway	8.1.7, 8.2	8.1.7, 8.2
Radvision® Scopia® 100 P10 Gateway	5.7.2.0.25	5.7.2.0.25
Radvision ECS Gatekeeper	7.1.2.12	7.1.2.12
TANDBERG® Gateway	G3.2	G3.2
TANDBERG Gatekeeper	N6.1	N6.1
Endpoints		
Aethra Vega X7	12.1.7	12.1.7
Cisco E20	4.1.2	4.1.2
Cisco C90	6.2	6.2
Cisco C20	6.2	6.2
Cisco EX90	6.2	6.2
Cisco SX20	6.2	6.2
LifeSize® Express 220	4.11.13	4.11.13
LifeSize Room	4.7.22	4.7.22
LifeSize Team 200	4.7.22	4.7.22
LifeSize Team 220	4.11.13	4.11.13
LifeSize Desktop Client	2.0.2.191	2.0.2
LifeSize Passport	4.11.13	4.11.13

Product	Interoperable Versions	Tested Versions
Polycom CMA [®] Desktop	5.2.5	5.2.5
Polycom HDX [®] Series	3.1.2	3.1.2
Polycom PVX	8.0.16	8.0.16
Polycom QDX [®] 6000	4.0.3	4.0.3
Polycom RealPresence Mobile	3.0	3.0
Polycom RealPresence Desktop	3.0	3.0
Polycom SoundPoint [®] IP 601	3.1.7	3.1.7
Polycom SoundPoint IP 650	4.0.4	4.0.4
Polycom SoundStation IP 4000	3.1.7	3.1.7
Polycom Telepresence m100	1.0.6	1.0.6
Polycom Touch Control for Group Series	4.1.1.1	4.1.1.1
Polycom VSX Series	9.0.6.2	9.0.6.2
Polycom VVX [®] 500	4.1.3	4.1.3
Polycom VVX 600	4.1.3	4.1.3
Polycom VVX 1500	4.0.4	4.0.4
Radvision Scopia XT1000	2.5.416	2.5.416
Radvision Scopia XT5000	3.1.1.37	3.1.1.37
Sony PCS-1	3.42	3.42
Sony PCS-G50	2.72	2.72
Sony PCS-TL50	2.42	2.42
Sony PCS-XG80	2.37	2.37
TANDBERG Edge95 MXP	F9.3.1	F9.3.1
TANDBERG 150 MXP	L6.1	L6.1
TANDBERG 1700 MXP	F9.3.1	F9.3.1
TANDBERG 6000 MXP	F9.3.1	F9.3.1

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