

Polycom® RealPresence® Group Series

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

- Version 6.2.0.1 of the Polycom RealPresence Group Series system software
- Version 2.1.0.5 of the Polycom® EagleEye™ Director II camera software
- Version 2.2 of the Polycom® EagleEye™ Director software
- Version 1.2.2 of the Polycom® EagleEye™ Producer software
- Version 6.2.0.1 of the Polycom® RealPresence Touch™ Panel software
- Version 2.2.0.1 of the Polycom RealPresence Touch Operating system software
- Version 6.2.0.1 of the Polycom® Touch Control™ Panel software
- Version 6.2.0.1 of the Polycom Touch Control Operating System software

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What's New

There are no new features added in this release.

Polycom Labs Experimental Features

Polycom releases some experimental features during a release that administrators can enable and evaluate in non-production environments.

Experimental features are neither tested nor supported. These features might or might not become official features in a future release.

The following experimental features are available in this release:

- [VisualBoard Advanced Features](#)
- [Incoming NoiseBlock](#)
- [Acoustic Fence with Beam Shaping](#)
- [Auto Awake for Polycom EagleEye Producer Camera](#)
- [Content Stretch](#)
- [Stamping Log Files](#)

For more information about experimental features or to provide feedback on your experience, visit the [Polycom Support Community](#).

Enable Experimental Features

You can enable experimental features and evaluate them in a non-production environment.

To enable the experimental features:

- 1 In the web interface, select **Admin Settings > General Settings > System Settings > Polycom Labs**.
- 2 Select the **Enable Polycom Labs Features** check box.

VisualBoard Advanced Features

You can enable the following experimental features for VisualBoard:

- **Enable PowerPoint Slide Conversion:** Show PowerPoint document files while working in VisualBoard.
- **Allow Slide Zoom:** Enlarge a slide by moving two fingers in opposite directions while in drawing mode.
- **Allow Swipe Navigation:** Move to the next slide by swiping, or fast dragging, while in pointer mode.

Incoming NoiseBlock

When you enable the Incoming NoiseBlock feature, the RealPresence Group Series system automatically senses ambient noise in the far-end audio and mutes the loudspeaker. Ambient noise can include keyboard typing, paper shuffling, or any sounds other than human speech. As soon as the far-end meeting participant begins speaking, the system automatically unmutes the loudspeaker.



If you enable Incoming NoiseBlock on a RealPresence Group 500 or 310 system and connect a computer to the RealPresence Group Series system HDMI input port as the content source, the audio from the HDMI input may fade in and out at the local end.

Acoustic Fence with Beam Shaping

Acoustic Beam greatly reduces sounds outside a well-defined beam. The beam width can vary from +/- 10 degrees to +/- 60 degrees. A single tabletop microphone, a single ceiling microphone, or a single EagleEye Acoustic camera forms the beam using signal processing on the microphones contained in the unit.

For additional information configuration information for Acoustic Fence with Beam Shaping Technology, see the [Polycom Acoustic Fence and Acoustic Fence with Beam Shaping Technology Technical Bulletin](#).



You can't enable the Acoustic Fence with Beam Shaping and Acoustic Fence Technology features at the same time. To disable Acoustic Fence, in the web interface, go to **Admin Settings > Audio/Video > Audio > General Audio Settings**. Clear the **Enable Acoustic Fence** checkbox.

The Acoustic Fence with Beam Shaping feature also includes Beam Mode. The default setting is automatic steering beam, which automatically steers the beam to the meeting participant who is talking. You can also set Beam Mode to a fixed beam, which only picks up audio within a set beam.

To enable and configure Acoustic Fence with Beam Shaping:

- 1 In the web interface, select **Admin Settings > General Settings > System Settings > Polycom Labs**.
- 2 Under **Acoustic Fence with Beam Shaping**, select **Enable Acoustic Fence with Beam Shaping**.
- 3 Select a **Beam Mode** and save your settings.

Auto Awake for Polycom EagleEye Producer Camera

This feature enables an EagleEye Producer to automatically wake up when it detects the presence of people or faces.

Content Stretch

This feature allows RealPresence Group series systems to stretch the content to fit the monitor. When you enable this feature, the system shows content the full screen without the black bars, even if the receiving content aspect ratio isn't 16:9.

Stamping Log Files

This feature helps you in troubleshooting an issue by adding a log stamp whenever a system issue occurs. A log stamp is a numerical value that starts with 1 and increments each time you activate the feature. The log stamp value automatically restarts at number 1 when the system restarts.

When you encounter a system issue, you can add a log stamp from the RealPresence Group Series system local interface or web interface or from a RealPresence Touch that is paired with a RealPresence Group Series system.

To add a log stamp from the RealPresence Group Series system local interface:

- 1 Go to **Settings > System Information > Diagnostics > Log Stamp**.
- 2 Click **Log Stamp**.

To add a log stamp from the RealPresence Group Series system web interface:

- 1 Go to **Diagnostics > System > Logs > Log Stamp**.
- 2 Click **Log Stamp**.

To add a log stamp from the RealPresence Touch interface:

- 1 Go to **Settings > System Information > Log Stamp**.
- 2 Tap **Log Stamp**.

Security Updates

For information about known and resolved security vulnerabilities, refer to the [Polycom Security Center](#).

Software Installation and Upgrades

Procedures for installing and updating RealPresence Group Series system software vary. With your license key, you can update directly from software version 4.0.2 or higher to 6.2.0.

When updating the 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 [Polycom Support](#) 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 the *Polycom RealPresence Group Series Administrator Guide* at [Polycom Support](#).



The RealPresence Touch Panel software is included in the RealPresence Group Series system software package. The RealPresence Touch Operating system software is available for download at [Polycom Support](#).

Hardware and Software Requirements

The following sections list the supported hardware and software versions when integrating accessories and peripherals with RealPresence Group Series systems.

Integrating a Polycom® SoundStation® IP 7000 Conference Phone

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

SoundStation IP 7000 Phone Software Version	RealPresence Group Series System Software Version
4.0.11 and Updater 5.0.11	5.1.2, 6.0.0, 6.0.1, 6.1.0, 6.1.1, 6.1.2, 6.1.2.1, 6.1.3, 6.1.4, 6.1.5, 6.1.6.1, 6.1.7, 6.1.7.1, 6.1.7.2, 6.2.0, 6.2.0.1
4.0.7 and Updater 5.0.5	4.3.0, 4.3.1, 4.3.2, 5.0.0, 5.0.1, 5.0.2, 5.1.0, 5.1.1
4.0.6 and Updater 5.0.x	4.2.0
4.0.4 and Updater 5.0.x	4.1.3, 4.1.3.2
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 Polycom Touch Devices

To integrate a RealPresence Touch or Polycom Touch Control with a RealPresence Group Series system, you must use a compatible software version.

When you downgrade the RealPresence Group Series system software and pair with a Polycom RealPresence Touch system, the software on the RealPresence Touch device is automatically downgraded to a compatible version. However, the RealPresence Touch platform version 2.0 software may not be downgraded automatically to version 1.0. To downgrade from version 2.0 to version 1.0, you must use a USB flash drive or manually initiate a downgrade from a server repository that includes version 1.0.

Polycom RealPresence Touch

RealPresence Touch, after pairing with a RealPresence Group Series system, verifies the compatibility of the RealPresence Touch panel software and requests a software update. Polycom recommends that you update the software on RealPresence Touch to match the RealPresence Group Series software. The RealPresence Touch operating system software version does not have to match the RealPresence Touch panel software version; however, Polycom recommends that you use the latest operating system

software. You can update the RealPresence Touch operating system software through the administration pages on the RealPresence Touch or through the RealPresence Touch web interface.

When you downgrade the RealPresence Group Series system software, the Polycom RealPresence Touch software automatically downloads a compatible version after being paired. However, the RealPresence Touch platform version 2.0 might not automatically downgrade to version 1.0. In this case, to manually downgrade from version 2.0 to 1.0, you must use a USB flash drive or initiate a downgrade from a server repository that includes version 1.0.

Polycom Touch Control

The first three numbers of the Polycom Touch Control software version must match the first three numbers of the RealPresence Group Series software version. For example, Polycom Touch Control software version 6.1.1 is compatible with RealPresence Group Series software versions 6.1.1 and 6.1.1.1.

Integrating EagleEye Producer

Polycom includes updates to the EagleEye Producer software with the RealPresence Group system software updates. To integrate your EagleEye Producer, connect it to the RealPresence Group system before you run a software update. The software update program detects the EagleEye Producer and updates it if necessary. You don't need a license number or key code to update the EagleEye Producer.

EagleEye Producer must run a software version that is compatible with the software version on the RealPresence Group Series system to function properly. EagleEye Producer version 1.2.2 is compatible with version 6.0.0 and higher of RealPresence Group Series. For more information, see the current [Polycom Supported Products](#) matrix at Polycom Service Policies.

Version History

This following table lists the release history of RealPresence Group Series system software.

Version History

<i>Software Version</i>	<i>Release Date</i>	<i>Description</i>
6.2.0.1	February 2019	Includes escalation fixes for customer support.
6.2.0	December 2018	Includes Dial Plan Normalization; Large Conference; Managing the RealPresence Touch, Managing System Software, Microsoft Quality of Experience Monitoring Server Protocol, Calling with Skype for Business in Polycom RealPresence Touch, Simple Certificate Enrollment Protocol, 802.1x Authentication Support on RealPresence Touch Device.
6.1.7.2	October 2018	Includes escalation fixes for customer support.
6.1.7.1	October 2018	Includes escalation fixes for customer support.

<i>Software Version</i>	<i>Release Date</i>	<i>Description</i>
6.1.7	June 2018	Includes escalation fixes for customer support.
6.1.6.1	May 2018	Includes escalation fixes for customer support.
6.1.5	February 2018	Includes VbSS (Video-based Screen Sharing), Managing Skype for Business Calls, System downgrade through SfB server, Conference recording with RealPresence Touch, Dialing through ISDN Gateway, RMX call escalation and Display call participants names.
6.1.4	November 2017	Includes escalation fixes for customer support.
6.1.3	September 2017	Includes escalation fixes for customer support, and support for EagleEye Producer version 1.2.1.5
6.1.2.1	August 2017	Includes software enhancements for future hardware revision compatibility.
6.1.2	July 2017	Includes RealPresence Group Series remote control support for systems registered to Skype for Business Online, support for EagleEye Director II version 1.1, support for new RealPresence Touch hardware version 7, and escalation fixes for customer support.
6.1.1	April 2017	Includes Microsoft certification for Skype for Business Online, a new automatic update feature for a RealPresence Group Series system from a Skype for Business Server, and escalation fixes for customer support.
6.1.0	February 2017	Includes the initial release of Polycom EagleEye Director II Camera System, Help Desk Option on RealPresence Touch, and Microsoft Office 365 qualification fixes.
6.0.1	November 2016	Includes escalation fixes and documentation updates. Provides support for EagleEye Producer software 1.2.1.
6.0.0	September 2016	Includes new Skype for Business and Microsoft Office 365 features; provides integration of Polycom RealPresence Media Suite recording controls; adds Polycom RealPresence Cloud service interoperability and new EagleEye Producer tracking modes; provides support for MusicMode on the G.719 codec, audio-only calls, custom backgrounds, USB headsets, additional multipoint layout views on RealPresence Group 700 systems, and Polycom SoundStructure system control using the RealPresence Touch device; provides enhanced DTMF dialing and updates to persistent video layout views; includes updates to the API and documentation.
5.1.2	June 2016	Includes escalation fixes for customer support.

<i>Software Version</i>	<i>Release Date</i>	<i>Description</i>
5.1.1	May 2016	Includes support for the Polycom Concierge solution, 4-Way Symmetric 1080p in Full Screen Mode, API command audio3p5inputfaronly, and escalation fixes for customer support.
5.1.0	February 2016	Includes escalation fixes and support for the touch-enabled user interface, and updates the factory partition to version 5.1.0.
5.0.2	January 2016	Includes escalation fixes and documentation updates.
5.0.1	November 2015	Includes escalation fixes and documentation updates. Provides support for EagleEye Producer software 1.1.1.
5.0.0	September 2015	Includes support for Microsoft Office 365 calendaring, first release of the RealPresence Touch device, adds support for viewing content from Microsoft Lync desktop clients, add provisioning capabilities, includes enhancements to security for SIP applications, adds support for Lync Response Group registrations, adds Native Support for RealConnect feature, support for Link Layer Discovery Protocol (LLDP) and Link Layer Discovery Protocol Media Endpoint Discovery (LLDP/MED), new API commands, adds improvements to import and directory interface, support for new EagleEye IV mounting option, includes Acoustic Fence technology, includes update to web interface to include 3.5mm audio input, includes support for EagleEye Producer software 1.1 that has automatic camera updates, and includes support for several experimental features.
4.3.2	August 2015	Includes escalation fixes and documentation updates.
4.3.1	June 2015	Provides support for EagleEye Producer software 1.0.1.17, and corrected issues from the previous RealPresence Group Series release.
4.3.0	May 2015	Includes support for the RealPresence Group Series 310 system, using SSH for secure API access, enabling and disabling Audio Add In, and Polycom EagleEye Producer version 1.0.0.
4.3.0	March 2015	Includes support for using SSH for secure API access, enabling and disabling Audio Add In, and Polycom EagleEye Producer version 1.0.0.
4.2.0	January 2015	Includes support for additional Microsoft Lync 2013 enhancements; adds CEC monitor controls; includes SVC updates; adds support for enhanced High Definition video resolution; includes updates to receiving software updates from the web interface, and adds accessible HTML help; adds support for a visual security classification feature; includes support for People+Content IP 1.3; provides updates to the API; includes support for Polycom EagleEye Producer.

<i>Software Version</i>	<i>Release Date</i>	<i>Description</i>
4.1.3.2	April 2014	Correction for the Heartbleed OpenSSL Security Vulnerability in third-party software.
4.1.3	February 2014	Provides native Microsoft Lync 2013 interoperability; adds support for recording on RealPresence Group 700 systems; includes more robust and secure SNMP and system logging functionality; adds support for BroadSoft BroadWorks DMS provisioning; provides support for the Polycom VisualBoard application; includes updates of SVC functionality; includes support for a new version of the Polycom EagleEye Director which has a new tracking mode; provides updates to the API.
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 Scalable Video Codec (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 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 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 RealPresence Group 300 and 500 systems.

Language Support

The RealPresence Group Series system web and local user interfaces provide support for the following languages:

- Arabic
- Chinese (Simplified)
- Chinese (Traditional)

- British English
- American English
- French
- German
- Hungarian
- Italian
- Japanese
- Korean
- Norwegian
- Polish
- Portuguese (Brazilian)
- Russian
- Spanish

Resolved Issues

The following table lists the resolved issues for the version 6.2.0.1 release.

Resolved Issues

<i>Category</i>	<i>Issue ID</i>	<i>Resolved Issues</i>
API	EN-106315	When an API command "notify calendarmeeting" is send to RealPresence Group Series system, returns with no meeting details.
Application	EN-27962	The Nessus scanning causes multiple errors that includes connectivity issues between RealPresence Touch and RealPresence Group Series system.
Application	EN-117356	The RealPresence Group Series system reboots, when calendar service receives large response.
Application	EN-113542	The RealPresence Group Series does not receive noise block settings when sent from RealPresence Resource Manager.
Application	EN-112517	The RealPresence Touch device does not display Favorite Contacts when added to RealPresence Group Series system.
Application	EN-111599	When a RealPresence Group Series system is paired with RealPresence Touch device, contact search results are not displayed on the RealPresence Touch.
Application	EN-108909	When the time in RealPresence Touch device is changed through RealPresence Group Series system web interface, the device sometimes displays an error message "RealPresence Touchpad not Responding".

<i>Category</i>	<i>Issue ID</i>	<i>Resolved Issues</i>
Application	EN-104618	When polled for SIP registration status using SNMP, RealPresence Group Series system occasionally returns the wrong value.
Calendaring	EN-110037 EN-117097	The RealPresence Group Series system Calendaring Service may fail when it receives a meeting invite which contains a smile emoji within the message body.
Call Management	EN-107874	RealPresence Group Series system does not perform SRV record query when placing a call using H.323 URL.
Calling	EN-108929	When the RealPresence Group Series system is not registered to a SIP registrar, the system does not send SIP keep-alive carriage return/line feed during a call.
Configuration	EN-109206	When the RealPresence Group Series system is integrated with a Polycom SoundStructure, DTMF tones are heard while changing participant layout on the RealPresence Touch device.
Content	EN-113866	When the RealPresence Touch device is placed vertically, the language changes to English from Chinese automatically.
Content	EN-101379	In the RealPresence Group Series 700 system, the video flickers for a moment when content is shared.
General	EN-100131	In the RealPresence Group Series 310 system, the directory service on web interface is registered, the speed dial shows blank and the contacts cannot be searched.
Peripherals	EN-112361	The RealPresence Group Series 500 system stops responding to the remote control.
Peripherals	EN-109889	The EagleEye Director II Camera System stops tracking when microphone is unmuted intermittently back from mute.
Security	EN-103701	RealPresence Touch device allows RSA key length of 1024 characters only.
Video	EN-105099	When the Multipoint Mode is set to Discussion and Display Participant Names In Multipoint Video is set to Always in the RealPresence Group Series system web interface, the internal hosted call fails to highlight the active speaker.
Video	EN-105076	The RealPresence Group Series system randomly reboots within 15 minutes during a call.

Known Issues

The following table lists the known issues for the version 6.2.0.1 release. If a workaround is available, it is noted in the table.

Known Issues

<i>Category</i>	<i>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
Audio	EN-12767	When M-Mode is enabled, the RealPresence Group Series system cannot receive audio from a Polycom QDX 6000 system.	Disable M-Mode on the RealPresence Group Series system.
Calendaring	EN-13505	The RealPresence Group Series system local interface and the RealPresence Touch device sometimes displays only nine participants, even though the Calendar invitation includes more attendees.	No workaround.
Call Management	EN-96750	In a AVMCU call, the call should not be placed on HOLD while the content is about to be received by the RealPresence Group Series system	No workaround.
Call Management	EN-98638	In a Point to Point call, while trying to add an invalid participant and escalate to AVMCU server, the RealPresence Group Series system fails to send the failure message.	No workaround.
Call Management	EN-85705	When RealPresence Touch is in Skype for Business mode, adding participant to the meeting fails from RealPresence Touch.	The dialing preference must be set to SIP instead of H.323.
Call Management	EN-14149	When initiating a multipoint call, you might not be able to include audio endpoints and video endpoints in the same call.	Dial audio endpoints separately from the video calls.
Call Management	EN-16533	In an AVMCU call, the RealPresence Group Series system doesn't capture the packet loss information in Call Detail Report.	To get packet loss information in Skype call, check the QoE report on the AVMCU server.
Calling	EN-15575	When you connect a SoundStation IP 7000 phone to a RealPresence Group Series system, blast dialing endpoints might fail.	Disconnect the SoundStation IP 7000 phone from the system before you attempt a blast dial call.
Calling	EN-68097	In a call, when user tries to add another PSTN participant to the call, the RealPresence Group Series system fails to escalate the call to AVMCU.	No workaround.

<i>Category</i>	<i>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
Calling	EN-91123	During a large AVMCU conference call, the performance of the RealPresence Group Series system degrades when many messages are received from AVMCU server.	Disable the SIP/H.323 debug.
Calling	EN-84036	In a large AVMCU conference call, the state of Mute-All button does not update.	No workaround.
Configuration	EN-98284	Due to lighttpd limitations of uploading huge files, the file upload failed occasionally while doing manual software updates.	No workaround.
Configuration	EN-94919	The RealPresence Touch system gets unpaired from the RealPresence Group Series system while transferring the update package to perform a manual upgrade. This is due to lighttpd utilizing the entire bandwidth to upload the package.	No workaround.
Configuration	EN-12795	The Picture-In-Picture configuration option is only applicable when Tracking mode is set to Frame Speaker, but the option is available for all Tracking modes.	No workaround.
Configuration	EN-10869	If the SIP registrar password includes a backslash character, RealPresence Group Series systems might have failed to register with the SIP server.	Do not use the "\" character in the SIP registrar password.
Configuration	EN-10678	If dual stack (IPv4 and IPv6) is enabled, the RealPresence Group Series system fails to navigate from an IPv4 address to an IPv6 address.	When dual stack is enabled, enter an IPv6 DNS server address as the first DNS entry.
Configuration	EN-68043	When the SIP server is down, and the SIP failover server is configured with another domain, the RealPresence Group Series system fails to register the Skype for Business client to the failover server.	Username should be configured as "domain\username" to successfully register in the failover environment.
Configuration	VIDESC-18013	A RealPresence Group Series system fails to re-register with Skype for Business Online when IP is changed.	No workaround.
Configuration	VIDESC-16992 EN-19259	A RealPresence Group Series system fails to restore the configuration details of the RealPresence Touch home screen button when system configuration is restored from system profile.	Manually reconfigure the home screen of RealPresence Touch device in the web user interface of RealPresence Group Series system.

<i>Category</i>	<i>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
Configuration	EN-17366	The value of "Transfer Frequency" under "Log Management" changes to "Manual" from "Auto At Threshold", when system profile is exported and re-imported to the RealPresence Group Series system.	No workaround.
Configuration	EN-114421	When PAC URL is configured through DHCP option 252 in Infoblox DHCP server, a null character is appended.	No workaround.
Configuration	EN-114594	The call drops during a TIP call when the RealPresence Group Series system encryption is set to "required for video calls only".	No workaround.
Content	EN-104903	The RealPresence Group Series system displays the received content slowly on the monitor, when the content is above 2k resolution.	No workaround.
Content	EN-86253	When the RealPresence Group Series system, Microsoft desktop sharing mode is changed from "Disable" to "VBSS" or vice-versa, the video output port changes to the RealPresence group Series system due to hardware limitations.	No workaround.
Content	EN-85843	In Skype mode, there is no Visual Board support on the RealPresence Touch system, when content is shared via VisualBoard from RealPresence Group Series web user interface.	No workaround.
Content	EN-97384	In a Skype for Business Online environment, the RealPresence Group Series system is occasionally delayed in displaying Remote Desktop Protocol (RDP) content.	No workaround.
Content	EN-48589	In a RealPresence Group Series conference call, content is shared using Polycom® Pano™. When you stop RealPresence Touch device content and start content using Polycom Pano, the RealPresence Group Series system local interface displays a black screen.	Use Polycom Pano to share content again.
Content	EN-12332	In H.323 calls above 1472 kbps, the RealPresence Group Series system might receive black video when sharing content in a RealPresence Collaboration Server (RMX) call.	No workaround.
Content	EN-25127	In some scenarios, Skype for Business desktop and window sharing might take up to 15 seconds to be received.	No workaround.
Content	EN-19994	The Polycom Touch Control device might not be able to send content from a USB-connected local computer running Windows 10.	No workaround.

<i>Category</i>	<i>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
Content	EN-10990	When a RealPresence Group Series system shares content in a long duration, multi-point call, the content may be sent over the people channel instead of the video channel.	Hang up the call, redial the call, and restart content.
Content	EN-64828	In a conference call, when a computer is sharing content to RealPresence Group Series using Polycom® People+Content® IP (PPCIP) and another computer tries to share content by entering an incorrect password, the content shared from the first computer disconnects.	Share content from second computer using correct password.
Content	EN-80601	In a large conference AVMCU call, the RealPresence Group Series system stops responding when the displayed content is switched from Video-based Screen Sharing (VbSS) to Remote Desktop Protocol (RDP).	Either use VbSS or RDP to share content.
Directories/Address Books	EN-26786	On the home page Contacts tab of the RealPresence Group Series system web interface, the Global Entry link is displayed based upon client policy. The link is displayed when a user has a client policy with address book availability configured to WebSearchAndFileDownload. The link is not displayed when a user's client policy with address book availability is changed to WebSearchOnly	No workaround.
Directories/Address Books	EN-17737	In the Call Detail Report of a RealPresence Group Series system, the RealPresence Touch device is listed as "ptc" in the "View Name" column.	No workaround.
Hardware	EN-86251	When the RealPresence Group Series system mode is changed from "Disable" to "VBSS" or vice-versa, the video output port changes from RealPresence group Series system due to hardware limitations	No workaround.
Installation	EN-23562	When a RealPresence Touch device is not paired with a version 6.1.2 RealPresence Group Series system, a device software upgrade from version 2.1.1 to 2.1.2 using the Polycom software server might fail.	Before you upgrade the RealPresence Touch device software to version 2.1.2, pair the device with a version 6.1.2 RealPresence Group Series system.
Installation	EN-24249	Performing a platform software downgrade using a USB storage device might cause the RealPresence Touch device to stop the downgrade process and restart.	Do not use a USB storage device. Instead, perform a downgrade using RealPresence Resource Manager and an HTTP server.

<i>Category</i>	<i>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
Interoperability	EN-91394	A RealPresence Group Series system registered in an Avaya environment restarts when a video call with Avaya 9641GS IP desk phone using RealPresence Touch device fails.	No workaround.
Interoperability	EN-10812	A RealPresence Group Series system connected to Polycom ISDN Gateway with stereo enabled is unable to connect to an audio-only call.	No workaround.
Interoperability	EN-19586	On the RealPresence Group Series remote control, DTMF conference controls might not work in an AV MCU conference.	Use the RealPresence Touch device in Office 365 mode or use another Office 365 client to control the meeting.
Interoperability	EN-18207	The Office 365 environment does not support FIPS mode.	Disable FIPS mode in Office 365 environments.
Interoperability	EN-14154	When in a SIP call using Microsoft remote desktop registered to the RealPresence DMA system, RealPresence Group Series systems registered to Lync disconnect after pressing Hold on RealPresence Group Series systems.	No workaround.
Interoperability	EN-14151	In Unify server environments, you might not be able to resume held calls after the call was transferred on a RealPresence Group Series system.	Do not transfer held calls involving a RealPresence Group Series system in a Unify environment.
Interoperability	EN-63382	When a RealPresence Group Series system places a 128 bit encrypted call to Avaya XT7000 or XT5000, there is no audio or video.	Set encryption key to 256 on all endpoints.
Interoperability	EN-12773	While in Skype for Business mode, you might not be able to place a video call from the RealPresence Group Series system to voice mail.	Select the audio toggle on the RealPresence Touch device to make an audio call to the voice mail.
Interoperability	EN-10837	After a DNS failure during a call between a Polycom Trio conference phone and a RealPresence Group Series system, the Polycom Trio conference phone does not automatically disconnect from the call.	Manually disconnect the Polycom Trio conference phone from the call.
Interoperability	EN-7517	When dialing multiple Skype for Business clients at the same time, the call connects as audio-only.	Set the dialing preference to SIP. In Office 365 environments, disable H.323.

<i>Category</i>	<i>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
Network	EN-108475	Due to network issue on the AVMCU server, the RealPresence Group Series system suddenly reboot and displays black video	No workaround.
Network	EN-115577	In the RealPresence Group Series system during the software upgrade, the system occasionally hangs for more than 30 minutes and needs a manual reboot.	Press and hold the power button on the front panel for 10 seconds. If that doesn't work, then pull the power cord.
Peripherals	EN-14156	The USB 3.0 ports on the backpanel of RealPresence Group Series 700 systems do not support USB headsets.	No workaround.
Peripherals	EN-14094	After the EagleEye Director II wakes from sleep, the EagleEye IV camera might not automatically move to the preset position.	Use the system local interface or the RealPresence Touch device to select the preset and the camera moves to selected preset position.
Peripherals	EN-17556	Camera 3 does not appear as content input on a RealPresence Touch device, when the Camera 3 HDMI input is connected via DVI input format.	No workaround.
Peripherals, Calling	EN-90212	In a Skype for Business video call, the RealPresence Touch device occasionally stops responding.	No workaround.
User Interface	EN-100580	When the RealPresence Group Series is in Audio AVMCU call and sharing VBSS content, if the call is changed from audio to video through RealPresence Touch, the RealPresence Group series fails to transmit the video.	No workaround.
User Interface	EN-87440	The RealPresence Group Series system fails to register with a Skype for Business client if the Skype for Business password contains double quotation marks.	No workaround.
User Interface	EN-68030	In a call, the TV user interface displays the RealPresence Group Series system name instead of the SIP username for the far-end system.	No workaround.
User Interface	EN-23394	When you end a call, the RealPresence Touch device is intermittently slow to respond.	No workaround.
User Interface	EN-20175	When a RealPresence Group Series system joins a CCCP conference as an audio-only PSTN endpoint, the call might be connected as audio/video. As a result, the PSTN party displays black video to the other participants.	No workaround.

<i>Category</i>	<i>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
User Interface	EN-17594	If a RealPresence Group Series system has Automatic Self View and Self View disabled, with the monitor 1 profile set to Far, then Content, then Near, and monitor 2 profile set to Far, then Near, the following scenario might occur. Three identical layout choices might display on the local interface and on the RealPresence Touch device.	No workaround.
User Interface	EN-17107	In a call with monitor 1 set to Far, then Content, then Near, and monitor 2 set to Far, then Near with Automatic Self View Control enabled, the following scenario occurs. Far-end video displays full screen on monitor 2 and monitor 1 displays the background image in full screen (if configured) or black video (if not configured) with its local video in PIP.	No workaround.
User Interface	EN-16260	When the Restrict to HTTPS setting is enabled on a RealPresence Group Series system, the paired RealPresence Touch device might not download device's application software.	No workaround.
User Interface	EN-64672	In a Skype for Business call when all the attendees are muted, the RealPresence Group Series system does not show attendee's video even after the organizer blocks and unblocks attendee's video.	Change the layout on RealPresence Group Series system.
User Interface	EN-19922	Far-end site camera presets are not available on RealPresence Touch devices.	No workaround.
User Interface	EN-19843	If you are logged out of the RealPresence Touch web interface, the device screen might not refresh automatically and might continue to display the same screen and the login dialog.	No workaround.
User Interface	EN-15879	The Log Stamp feature might not display in the Polycom labs feature list in the system web interface.	Clear the Enable Polycom Labs Feature check box, then select it.
User Interface	EN-14153	System information and user settings are not available when the RealPresence Touch device is not paired.	Pair to a RealPresence Group Series system to view the information, or use the RealPresence Touch web interface to view the information (IP address is available in the unpaired screen).
User Interface	EN-14148	After completing the setup wizard, you might see the Hello screen flash and hear a welcome sound before the logon screen displays.	No workaround.

Category	Issue ID	Description	Workaround
User Interface	EN-11236	On RealPresence Touch devices, the Help Desk number might display as a regular PSTN call on the participant list.	No workaround.
User Interface	EN-10984	If you enter an incorrect system password then change the Lock Port After Failed Login setting in the web interface, the system is locked out after the third password attempt, regardless of the setting value.	No workaround.
User Interface	EN-10956	On some touch monitors, the virtual keyboard might not display during a call on RealPresence Group Series 500 and 700 systems.	End and redial the call.
User Interface	VIDESC-17 011 EN- 19622	When a SoundStation IP 7000 system connected to a RealPresence Group Series system makes a video call, the Call Detail report of RealPresence Group Series system displays "—" in the call details in "View Name" column.	No workaround.
Video	EN-59502	The SmartPairing feature is not supported on RealPresence Group Series systems.	No workaround.
Video	EN-76550	When a Skype for Business client shares a window using dual monitor with extended display, the content received is displayed on half of the screen of the RealPresence Group Series system monitor.	Use Desktop option and specify the monitor to share content.

This document includes known issues for RealPresence Group Series systems deployed in Avaya, Broadsoft, IBM, Siemens, Microsoft, and Cisco environments. For more information about those environments, refer to the Polycom release notes for those solutions at [Strategic Partner Solutions](#).

Limitations

The following are a list of limitations to features and functionalities in this release:

Skype for Business Server Interoperability

The RealPresence Group Series system supports up to 250 participants in a Skype for Business call.



Polycom recommends that you avoid sharing high motion Remote Desktop Protocol (RDP) content for better audio, video, and content quality.

Microsoft Office 365

When migrating an Office 365 On-premises account to online, the system's local or web interface may indicate that it is registered when the process has not yet completed on the server end. If a system is not able to make a call after migration, wait a few minutes and try again. The migration process can take 30 minutes or more to complete.

Prior to registering an Office 365 account with a RealPresence Group Series system that is set to auto configuration, you must make sure the server and proxy addresses have been cleared. If you have entered specific server addresses into the address fields Registrar server and Proxy server at **Admin Settings > Network > IP Network > SIP**, before you change the SIP Server Configuration setting from Specify to Auto, you must clear the address fields and then click **Save**. If the server fields are not cleared, SIP registration might fail.

Cn Attribute Searches

RealPresence Group Series systems do not support cn (common name) RealPresence Resource Manager attribute searches. When you perform cn searches the system automatically uses displayname instead.

Samsung SyncMaster TA350 Monitor

When you connect a Samsung SyncMaster TA350 monitor to a RealPresence Group Series system as a second monitor and you enable the **Dual Display** option in the web interface, the brightness controls on the second monitor do not work. As a workaround, disconnect the HDMI cable from the Samsung SyncMaster TA350 monitor and then reconnect it.

Wireless Mice

Wireless mice that are connected to RealPresence Group Series systems may not function properly with the VisualBoard application and are not recommended.

Camera 2 and VisualBoard CSC Usage

Camera 2 and the VisualBoard application share a single color space converter (CSC). If a CSC is used for VisualBoard, it cannot simultaneously be used for camera 2 as people video.

Update to Account IDs

The text string root is no longer allowed when configuring the ID for the administrator or user account on a RealPresence Group Series system. Attempting to set either account to any variance of root results in an error.

If you upgrade to RealPresence Group Series 6.0.1 or higher on a system that is running software version 6.0.0 or earlier and the value of an account ID is set to any variance of root, the following modifications will be made automatically during the upgrade process:

- The Admin ID will be changed to the default Admin ID: `admin`
- The User ID will be changed to the default User ID: `user`

The existing password is not modified.

Third Party Cameras

For third-party cameras connected to a RealPresence Group Series system, pan, tilt, and zoom are supported; however, the cameras may not accurately respond to and move into preset camera positions. Advanced camera functionalities such as Backlight Compensation, White Balance, and Brightness and Color Saturation are not supported.

For more information about supported third-party cameras, see [the Polycom RealPresence Group Series Integrator Reference Guide](#).

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 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.



For more information about using Polycom RealPresence Group Series systems as part of a Polycom-partner product solution, refer to the Polycom-partner product deployment guides available at [Polycom Support](#).

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 Series systems, refer to [Hardware and Software Compatibility](#).

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



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. Go to [PolycomService/support/us/support/service-policies.html](https://polycomservice/support/us/support/service-policies.html) to see the Current Polycom Interoperability Matrix.

<i>Product Name</i>	<i>Interoperable Versions</i>
<i>Management Systems and Recorders</i>	
Polycom RSS™ 4000	8.5.4
Polycom® RealPresence® Access Director™	4.2.4
Polycom® RealPresence® Media Suite	2.8.2
Polycom® RealPresence® DMA®	6.4.X and 9.0.1
Polycom® RealPresence® Resource Manager	10.1.0

<i>Product Name</i>	<i>Interoperable Versions</i>
<i>Gatekeeper, Gateways, External MCU, Bridges, Call Managers</i>	
Avaya Aura® Communication Manager	R017x.00.0.441.0
Avaya Aura® Session Manager	7.0.0.0.0.700007
Cisco® TelePresence® Video Communication Server (VCS)	X8.10
BroadSoft Server	R21.sp1_1.551
Sonus SBC	05.00.02-R000
Cisco Unified Communications Manager	11.5.1
Codian 4505 MCU	4.5 (1.85)
Cisco 3241 ISDN Gateway	2.2 (1.27)
Cisco 5310 MCU	4.5 (1.85)
Cisco 8710 MCU	4.2 (4.18)
OpenScape Voice	V8 R1.47.1
OpenScape UC	V7 R3.0.11
OpenScape SBC	V8 R1.12.00
OpenScape Branch	V8 R1.02.00
Polycom® RealPresence® Collaboration Server 1500	8.5.12
Polycom® RealPresence® Collaboration Server 1800/4000	8.7.5
Polycom® RealPresence® Collaboration Server 800, Virtual Edition	8.7.5
Polycom® RealPresence® Collaboration Server Gateway	8.7.3
Radvision® Scopia® 100 P10 Gateway ¹	5.7.2.1.47
Avaya ECS Gatekeeper	8.3.0.103.0
<i>Endpoints</i>	
Avaya Scopia XT5000	9.1.0.37
Avaya Scopia XT7000	9.1.0.37
BroadSoft BroadTouch Business Communicator (BTBC) - Windows	21.5.1.1179
BroadSoft BTBC - iOS	22.0.1.5871
BroadSoft BTBC - Android	21.5.4.5513
Cisco 9971	sip9971.9-4-2sr2-2

<i>Product Name</i>	<i>Interoperable Versions</i>
Cisco C20, C40, C90	TC7.3.12
Cisco DX70/DX650	10-2-5-212
Cisco DX80	ce8.2.1
Cisco E20	4.1.7
Cisco EX90	TC7.3.12
Cisco SX10, SX20, SX80	TC7.3.12, CE8.2.2, CE9.2.3
Huawei TE40	2.0.600
Huawei TE30	2.0.600
LifeSize® Express 220	5.0.9 (2)
LifeSize® Team 220	5.0.9 (2)
LifeSize® ICON 600	2.9.0
Polycom® HDX® Systems	3.1.12
Polycom Concerige Solution	Phase 1
Polycom® RealPresence Centro™	6.2.0.1
Polycom® RealPresence Debut™	1.3.1
Polycom® RealPresence® Mobile Android	3.9.0
Polycom® RealPresence® Mobile iOS	3.9.0
Polycom® RealPresence® Desktop for Windows®	3.9.0
Polycom® RealPresence® Desktop for Mac®	3.9.0
Polycom® Immersive Telepresence (ITP) Series	3.1.4
Polycom® RealPresence Immersive Studio®	6.2.0.1
Polycom® RealPresence Immersive Studio® Flex	6.2.0.1
Polycom® RealPresence® OTX® Studio	6.2.0.1
Polycom® SoundStructure®	1.7.5
Polycom® VVX® Business Media Phones	5.7.0
Polycom Trio™	5.5.3
Sony PCS-XG80	2.46
Sony PCS-XG100	1.6
TANDBERG 1700 MXP	F9.3.4

<i>Product Name</i>	<i>Interoperable Versions</i>
TANDBERG Edge95 MXP	F9.3.4
TANDBERG T150	L6.1
Unify OpenStage 60/80	V3 R4.10.0 SIP 160728
OpenScape UC	V7 R1.46.18 (70.1.46.0018)
Peripherals	
Cisco ISDN TelePresence Link	IL1.1.6.a337554
LifeSize ICON 800i	LS_RM3_3.4.0 (2268)
LifeSize Room 220i	LS_RM2_5.0.9 (2)
LifeSize Networker	LS_NW1_3.1.3(2)
Polycom ISDN Gateway	1.0.0.77
Polycom EagleEye Producer	1.2.2
Polycom EagleEye Director	2.2
Polycom EagleEye Director II	2.1.0.5
Polycom RealPresence Touch	6.2.0.1 Panel software 2.2.0.1 Operating System software
Polycom Touch Control	6.2.0.1 Panel software 6.2.0.1 Operating System software
Polycom VisualBoard Application	4.1.3 software and later

¹ The RealPresence Group Series systems do not receive video from the Radvision Scopia 100 P10 gateway.

Microsoft Interoperability

RealPresence Group Series systems support interoperability with the following Microsoft software versions.

Servers

<i>Product Name</i>	<i>Version</i>
Microsoft Skype for Business Server 2015 (Feb. 2017)	6.0.9319.534
Microsoft Lync Server 2013	5.0.8308.1001
Microsoft Exchange Server 2013	15.00.1395.004 CU21

<i>Product Name</i>	<i>Version</i>
Microsoft Skype for Business Online	Versions updated regularly and hosted by Microsoft
Microsoft Exchange Server Online	Versions updated regularly and hosted by Microsoft

Clients

<i>Product Name</i>	<i>Version</i>
Microsoft Skype for Business 2015	15.0.5075.1000
Microsoft Lync 2013	15.0.4701.1000
Windows client	16.0.9126.2282, 16.0.9126.2295
Mac client	16.20.90, 16.21.65, 16.21.87
Surface Hub	1703(KB4477029)
Skype Room System v1 (Polycom CX8000)	1.00.11
Polycom® RealConnect™ Solution	Supported
Skype Room System v2	Not supported

Cisco and TIP Interoperability

The RealPresence Group Series systems support interoperability with the following Cisco equipment and TIP protocols:

- Cisco TelePresence System 1.10.15 (4) interoperability (People video 1080p resolution at 30 Hz; content frame rate for XGA at 5 fps)
- Cisco TelePresence System next generation interoperability with TIP Version 7
- Cisco TX Series Version 6.1.12
- Cisco IX5000 Version 8.1.2 (12)
- Cisco TelePresence Server 4.2 (4.18)

The following features are not supported in this release:

- Media encryption through Datagram Transport Layer Security (DTLS) or Standard SRTP (SDS)
- Secure registration to Cisco Unified Communications Manager

Hardware and Software Compatibility

The following table lists RealPresence Group Series system software versions that are compatible with RealPresence Group Series system hardware.



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. Go to [PolycomService/support/us/support/service-policies.html](https://polycomservice.com/support/us/support/service-policies.html) to see the Current Polycom Interoperability Matrix.

<i>Hardware Model</i>	<i>Part Number (or Serial Number)</i>	<i>Designation in User Interfaces</i>	<i>Compatible Software versions</i>
RealPresence Group 700	2201-84248-xxx	Hardware version 20	6.0.1 and higher
RealPresence Group 700	2201-08090-xxx	Hardware version 7 Hardware version 8	4.1.3 and higher 4.1.3 and higher
RealPresence Group 700	2201-09770-xxx	Hardware version 6 Hardware version 7	4.0.2 and higher 4.1.3 and higher
RealPresence Group 500	2201-61078-xxx	Hardware version 20	4.2.0 and higher
RealPresence Group 500	2201-68113-xxx	Hardware version 16 Hardware version 18	4.2.0 and higher 4.2.0 and higher
RealPresence Group 500	2201-09790-xxx	Hardware version 9 Hardware version 10 Hardware version 12 Hardware version 15 Hardware Version 17	4.0.0 and higher 4.1.3 and higher 4.1.3 and higher 4.1.3 and higher 4.2.0 and higher
RealPresence Group 310	2201-61079-xxx	Hardware version 20	4.3.0 and higher
RealPresence Group 310	2201-68113-xxx	Hardware version 16 Hardware version 18	4.3.0 and higher 4.3.0 and higher
RealPresence Group 300	2201-68108-xxx	Hardware version 16 Hardware version 18	4.2.0 and higher 4.2.0 and higher
RealPresence Group 300	2201-64752-xxx	Hardware version 9 Hardware version 10 Hardware version 12 Hardware version 15 Hardware version 17	4.0.0 and higher 4.1.3 and higher 4.1.3 and higher 4.1.3 and higher 4.2.0 and higher
RealPresence Touch	2200-84709-xxx	Hardware version 7	6.1.2 and higher

Supported Operating Systems and Web Browsers

The RealPresence Group Series system web interface is supported on the following web browsers and operating systems:

- Microsoft® Internet Explorer 10 or 11 on Windows 8
- Apple® Safari® 9.0.3 on Mac OS® X (Yosemite)
- Mozilla Firefox 44 on Windows 8

Supported Peripherals

RealPresence Group Series systems support the following peripherals:

- Polycom EagleEye Producer
- Polycom EagleEye Director II
- Polycom EagleEye Director
- Polycom RealPresence Touch
- Polycom Touch Control
- Polycom EagleEye Acoustic, EagleEye III, EagleEye II, EagleEye 1080, EagleEye View, EagleEye HD, and EagleEye IV cameras
- Polycom RealPresence Group Microphone Array
- Polycom HDX system table microphone arrays and ceiling microphone arrays
- Polycom SoundStructure
- Polycom Stereo Speaker Kit
- Polycom SoundStation IP 7000 phone

For specific version support information, see [Products Tested in this Release](#).

Supported Touch-Capable Monitors

The touch-enabled user interface and VisualBoard are compatible with the following touch-capable monitors.

Brand	Model	Size
Acer	T232HL	23"
Acer	T272HL	27"
HP Compaq	L2206tm	22"
LG	LG KT-T430 overlay on LG-43SL5B LG-43SE3B	43"
LG	LG KT-T490 overlay on LG-49SL5B LG-49SE3B	49"

Brand	Model	Size
LG	LG KT-T550 touch overlay on LG 55SL5B LG-55SE3B	55"
LG	LG KT-T650 touch overlay on LG 65LS33A	65"
NEC	V552TM	55"
Orion	Orion OLS-7010T6	70"
Planar	PCT2785	27"
Sharp	PN-L702B PN-L703B	70"



RealPresence Group Series system supports only HID-compliant monitors

Get Help

For more information about installing, configuring, and administering Polycom products, refer to Documents and Software at [Polycom Support](#).

To find all Polycom partner solutions, see [Strategic Partner Solutions](#).

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