

Polycom RealPresence Group Series

Polycom announces the new release of Polycom RealPresence Group Series system software.



If you are manually upgrading the RealPresence Group Series system using web interface and the current software is lower than v6.2.0.2, you need to first upgrade to v6.2.0.2 and then upgrade to v6.2.2.

This document provides the latest information on the following Polycom software:

- Version 6.2.2 of the Polycom RealPresence Group Series system software
- Version 2.2.0 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 1.0.1 of the Polycom[®] EagleEye[™] Cube HDCI camera software
- Version 6.2.2 of the Polycom[®] RealPresence Touch[™] Panel software
- Version 2.2.2 of the Polycom[®] RealPresence Touch Operating System software
- Version 6.2.2 of the Polycom[®] Touch Control[™] Panel software
- Version 6.2.2 of the Polycom[®] Touch Control Operating System software

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What's New

RealPresence Group Series system software version 6.2.2 provides the functionalities described in the following sections:

- [SECP support for RealPresence Touch Device](#)
- [Polycom EagleEye Director II Software update](#)
- [Switch the Keyboard Language from English to Russian](#)
- [Video Snapshot from RealPresence Group Series](#)
- [Display System Name Instead of SIP Address](#)
- [RealPresence Touch Device Language Update from RealPresence Group Series](#)
- [Integrating RealPresence Group Series with Polycom EagleEye Cube HDCI](#)

For more information on using RealPresence System 300/500 in Poly Trio mode, see the [Polycom Trio VisualPro Release Notes](#).

SECP support for RealPresence Touch Device

You can now enable and edit the Simple Certificate Enrollment Protocol (SCEP) settings on a standalone RealPresence Touch device. However, when you pair a RealPresence Touch device with RealPresence Group Series system, you can only view the SCEP settings for RealPresence Group Series system on RealPresence Touch device.

Polycom EagleEye Director II Software Update

The 6.2.2 release includes updates to the EagleEye Director II camera software with the RealPresence Group Series system updates. EagleEye Director II cameras that have firmware version 2.0 and higher are upgraded to the 2.2.0.39 version.



When connected with RealPresence Group Series system, the EagleEye Director II takes approximately 90 min to upgrade to the latest firmware version 2.2.0.39.

Switch the Keyboard Language from English to Russian

You can change the RealPresence Group Series system keyboard language from Russian language to English by selecting the globe icon.

Video Snapshot from RealPresence Group Series

During a call, the RealPresence Group Series system captures a 1280 x 720 jpeg image of the near-site video and sends it to an internal or external FTP server. By using a telnet command `snapshot<hostName> <:port(optional)> <userName(optional)><password(optional)>`.

Display System Name Instead of SIP Address

You can configure the RealPresence Group Series system to display the system name instead of the SIP address during SIP calls.

RealPresence Touch Device Language Update from RealPresence Group Series

Managing the RealPresence Touch device language is now easy and can be done from the RealPresence Group Series system. Your selected language displays on the RealPresence Touch device until you pair it with a Polycom RealPresence Group Series system. After you pair it with the RealPresence Group Series system, the RealPresence Touch device uses the RealPresence Group Series system's language setting.

Integrating RealPresence Group Series with Polycom EagleEye Cube HDCI

The Polycom EagleEye Cube HDCI is a camera designed to work with RealPresence Group Series systems. The EagleEye Cube HDCI camera now supports the frame speaker functionality from this release.



EagleEye Cube HDCI takes approximately 30 mints to upgrade to the latest firmware version with connected with RealPresence Group Series system.

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 the Polycom EagleEye Producer camera

- Content Stretch
- Dual live streaming
- Stamping log files

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

Enable Experimental Features

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

To enable experimental features:

1. In the system web interface, go to **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:** Share 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 310 or 500 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 Acoustic Fence with Beam Shaping and Acoustic Fence Technology features at the same time. To disable Acoustic Fence, go to **Admin Settings > Audio/Video > Audio > General Audio Settings** in the system web interface and clear **Enable Acoustic Fence**.

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 system web interface, go to **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 bold and save your settings.

Auto Awake for the Polycom EagleEye Producer Camera

This feature enables an EagleEye Producer camera 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 content displays full screen without black bars, even if the receiving content aspect ratio isn't 16:9.

Dual Live Streaming

This feature is only supported on RealPresence Group 700 systems. Dual live streaming enables the system combine video from two cameras as a single camera source. The encoded stream sent to the far site consists of a single stream of encoded video that includes two camera views. The far end sees two camera views from the far site and doesn't notice a difference in call connection, negotiation, or quality.

This feature supports the following layouts:

- Equal size
- Main camera only
- Room camera only
- Main camera in PIP
- Room camera in PIP
- Side-by-side 3D
- Top-and-bottom 3D

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 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, go 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 later to 6.2.2.

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](#).

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, 6.2.0.2, 6.2.1, 6.2.1.1, 6.2.1.2, 6.2.2
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 a Poly Trio system

To integrate a Polycom Trio system with a RealPresence Group Series system, use the following software versions:

RealPresence Group Series Software Version	Poly Trio Software Version
6.2.2	5.9.1AA or later
6.2.1.2	5.9.0AA or later
6.2.1.1	5.9.0AA or later
6.2.1	5.9.0AA or later
6.2.0.2	5.8.2AC or later
6.2.0.1	5.8.0AA or later
6.2.0	5.7.2AB or later
6.1.10	5.7.2AB or later
6.1.9	5.7.1AB or later
6.1.8	5.7.1AB or later

Integrating Polycom Touch Devices

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

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 doesn't 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 system 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.

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>
6.2.2	September 2019	Includes configuring SCEP settings through a RealPresence Touch device, support for EagleEye Cube HDCI camera frame speaker functionality, ability to switch keyboard language, language change support on RealPresence Touch system web interface, ability to take a snapshot during a call, display site name rather SIP address during a SIP call, software update for EagleEye Director II camera.
6.2.1.2	August 2019	Provides support for web user interface option to enable or disable SSH access and a new Telnet command along with includes escalation fixes for customer support.

<i>Software Version</i>	<i>Release Date</i>	<i>Description</i>
6.2.1.1	June 2019	Includes escalation fixes for customer support.
6.2.1	May 2019	Includes configuring SCEP settings through RealPresence Resource Manager, support for Location-Based Routing in Skype for Business hosted calls, show content in audio-only call, Integrating RealPresence Group Series with Polycom EagleEye Cube HDCl.
6.2.0.2	April 2019	Includes escalation fixes for customer support.
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.
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.

<i>Software Version</i>	<i>Release Date</i>	<i>Description</i>
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.
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.

<i>Software Version</i>	<i>Release Date</i>	<i>Description</i>
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.
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.

<i>Software Version</i>	<i>Release Date</i>	<i>Description</i>
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 6.2.2 release.

Resolved Issues

<i>Category</i>	<i>Key</i>	<i>Description</i>
Application	EN-123487	RealPresence Group Series systems fail to register with onmicrosoft.com SIP registrar but register with calendaring.
Calling	EN-129529	RealPresence Group Series systems enter a bad state and then reboot after 15 minutes when users dial a conference URI then cancel the call.
Interoperability	EN-151425	During a call, the RealPresence Debut system with version 1.3.3 fails to send the video content to RealPresence Group Series system with version 6.2.1.1 and higher.
Interoperability	EN-142841	RealPresence Group Series systems can't send the media ports to the next call after receiving few invites without SDP from the far end.
Reports	EN- 144780	RealPresence Group Series system Call Detail Reports record incorrect call durations for Skype for Business online meetings when content is shared.
User Interface	EN-149493	Occasionally, RealPresence Touch devices don't respond and reboot automatically.
Video	EN-133479	During a meeting, far end users are can't the content shared by RealPresence Group Series systems.

Known Issues

The following table lists the known issues for the version 6.2.1 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>
API	EN-130354	When you connect an EagleEye Cube camera to a RealPresence Group Series system, the <code>camera near move right</code> API command fails to return the exact camera position after executing the <code>camera near setposition 0 0 0</code> API command.	No workaround.

<i>Category</i>	<i>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
Audio	EN-12767	When you enable M-Mode, RealPresence Group Series systems can't receive audio from a Polycom QDX 6000 system.	Disable M-Mode on the RealPresence Group Series system.
Calendaring	EN-13505	The system local interface and the RealPresence Touch device sometimes display only nine participants, even though the Calendar invitation includes more attendees.	No workaround.
Call Management	EN-96750	In an AVMCU call, don't place the call on HOLD while the system receives content.	No workaround.
Call Management	EN-98638	In a point-to-point call, while trying to add an invalid participant and escalate to AVMCU server, RealPresence Group Series systems fail to send the failure message.	No workaround.
Call Management	EN-85705	When a RealPresence Touch device is in Skype for Business mode, adding a participant to the meeting fails from RealPresence Touch.	Set the dialing preference 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 system doesn't capture the packet loss information in the 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 phone from the system before you attempt a blast dial call.
Calling	EN-91123	During a large AVMCU conference call, the performance of the RealPresence Group Series system degrades when the system receives many messages from the AVMCU server.	Disable the SIP/H.323 debug.
Configuration	EN-98284	Due to Lighttpd limitations of uploading huge files, the file upload fails occasionally while doing manual software updates.	No workaround.

<i>Category</i>	<i>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
Configuration	EN-94919	The RealPresence Touch device gets unpaired from the RealPresence Group Series system while transferring the update package to perform a manual upgrade.	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 fail to register with the SIP server.	Do not use the "\" character in the SIP registrar password.
Configuration	EN-10678	If you enable Dual Stack (IPv4 and IPv6) RealPresence Group Series systems fail to navigate from an IPv4 address to an IPv6 address.	When you enable Dual Stack , 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, RealPresence Group Series systems fail to register the Skype for Business client to the failover server.	Configure the user name as "domain\username" to successfully register in the failover environment.
Configuration	VIDESC-18013	RealPresence Group Series systems fail to re-register with Skype for Business Online when the IP address is changed.	No workaround.
Configuration	VIDESC-16992 EN-19259	RealPresence Group Series systems fail to restore the configuration details of the RealPresence Touch home screen button when you restore the system configuration from system profile.	Manually reconfigure the home screen of RealPresence Touch device in the system web interface of RealPresence Group Series system.
Configuration	EN-17366	The value of Transfer Frequency under Log Management changes to Manual from Auto At Threshold when you export and reimport system profile to a RealPresence Group Series system.	No workaround.

<i>Category</i>	<i>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
Configuration	EN-114421	When you configure the PAC URL through DHCP option 252 in an Infoblox DHCP server, a null character is appended.	No workaround.
Configuration	EN-114594	Calls drop during a TIP call when you set the RealPresence Group Series system encryption to Required for Video Calls Only .	No workaround.
Configuration	EN-129543	RealPresence Group Series systems show the wrong error message when the SCEP renewal fails.	No workaround.
Content	EN-133055	H.329 content sharing may fail intermittently between RealPresence Group Series systems and WebEx conference calls due to the system receiving a TokenRelease message from the WebEx end.	No workaround.
Content	EN-104903	RealPresence Group Series systems display the received content slowly when the content is above 2 k resolution.	No workaround.
Content	EN-86253	When you change the RealPresence Group Series system Microsoft desktop sharing mode 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 system web interface.	No workaround.
Content	EN-97384	In a Skype for Business Online environment, RealPresence Group Series systems occasionally delay displaying Remote Desktop Protocol (RDP) content.	No workaround.
Content	EN-48589	In a RealPresence Group Series conference call, if you share content using Polycom Pano you stop RealPresence Touch device content and start content using 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, it may take up to 15 seconds to receive Skype for Business desktop and window sharing.	No workaround.

<i>Category</i>	<i>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
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.
Content	EN-10990	When RealPresence Group Series systems share content in a long multipoint 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 sharing from the first computer disconnects.	Share content from the second computer using the correct password.
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 displays when a user has a client policy with address book availability configured to WebSearchAndFileDownload . The link doesn't display when a user's client policy with address book availability is changed to WebSearchOnly .	No workaround.
Directories/Address Books	EN-17737	In the RealPresence Group Series system Call Detail Report, a RealPresence Touch device is listed as ptc in the View Name column.	No workaround.
Directories/Address Books	EN-122518	While adding and removing speed dial contacts from the Microsoft directory server contacts in the RealPresence Group Series system web interface, the Edit Speed Dial contacts page doesn't respond and loading overrides to other system web interface areas.	No workaround.
Hardware	EN-86251	When you change the RealPresence Group Series system mode 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-24249	Downgrading platform software using a USB flash drive might cause a RealPresence Touch device to stop the downgrade process and restart.	Don't use a USB flash drive. 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	RealPresence Group Series systems registered in an Avaya environment restart when a video call with Avaya 9641GS IP desk phone using a RealPresence Touch device fails.	No workaround.
Interoperability	EN-10812	RealPresence Group Series systems connected to a Polycom ISDN Gateway with stereo enabled can't connect to an audio-only call.	No workaround.
Interoperability	EN-18207	The Office 365 environment doesn't support FIPS mode.	Disable FIPS mode in Office 365 environments.
Interoperability	EN-14154	When in a SIP call using a Microsoft remote desktop registered to a RealPresence DMA system, RealPresence Group Series systems registered to Lync disconnect after you press 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.	Don't transfer held calls involving a RealPresence Group Series system in a Unify environment.
Interoperability	EN-150046	RealPresence Group Series System reboots when connected to a conference call hosted by Cisco CMS (Cisco Meeting Server).	Enable Force Connection Reuse Settings on the RealPresence Group Series web user interface.
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 the 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 voice mail.

<i>Category</i>	<i>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
Interoperability	EN-10837	After a DNS failure during a call between a Poly Trio conference phone and a RealPresence Group Series system, the Poly Trio conference phone doesn't automatically disconnect from the call.	Manually disconnect the Poly Trio conference phone from the call.
Interoperability	EN-7517	If you dial 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.
Network	EN-108475	Due to a network issue on the AVMCU server, RealPresence Group Series systems suddenly reboot and display black video	No workaround.
Peripherals	EN-14156	The USB 3.0 ports on the back panel of RealPresence Group Series 700 systems don't support USB headsets.	No workaround.
Peripherals	EN-14094	After an EagleEye Director II system wakes from sleep, the EagleEye IV camera might not automatically move to the preset position.	Use the RealPresence Group Series system local interface or the RealPresence Touch device to select the preset to move the camera to the selected preset position.
Peripherals	EN-17556	Camera 3 doesn't appear as content input on a RealPresence Touch device when the Camera 3 HDMI input is connected via DVI input format.	No workaround.
User Interface	EN-100580	When RealPresence Group Series systems are in an audio AVMCU call and sharing VBSS content, if the call is changed from audio to video through RealPresence Touch, the RealPresence Group Series system 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 user name for the far-end system.	No workaround.

<i>Category</i>	<i>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
User Interface	EN-23394	When you end a call, RealPresence Touch devices are 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 system may connect the call as audio/video. As a result, the PSTN party displays black video to the other participants.	No workaround.
User Interface	EN-153052	When the RealPresence Touch device is paired with the RealPresence Group Series system, the system information page displays Polycom Trio System thought it is not connected.	No workaround.
User Interface	EN-17594	If you set monitor 1 to Far , then Content , then Near , set monitor 2 to Far then Near , and then disable Automatic Self View and Self View , three identical layout choices may display on the RealPresence Group Series local interface and on the RealPresence Touch device.	No workaround.
User Interface	EN-17107	If you set monitor 1 to Far , then Content , then Near and set monitor 2 to Far , then Near and with Automatic Self View Control enabled, the 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 you enable the Restrict to HTTPS setting on a RealPresence Group Series system, the paired RealPresence Touch device might not download the device's application software.	No workaround.
User Interface	EN-64672	In Skype for Business calls when all the attendees are muted, RealPresence Group Series systems don't show an attendee's video even after the organizer blocks and unblocks the attendee's video.	Change the layout on the RealPresence Group Series system.
User Interface	EN-19922	Far-end site camera presets aren't available on RealPresence Touch devices.	No workaround.
User Interface	EN-19843	If you are logged out of the RealPresence Touch system 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 reselect it.

<i>Category</i>	<i>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
User Interface	EN-14153	System information and user settings aren't available when a RealPresence Touch device isn't paired.	Pair a RealPresence Touch device to the RealPresence Group Series system to view the information, or use the RealPresence Touch system web interface to view the information (The 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.
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 system 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-17011 EN-19622	When a SoundStation IP 7000 system that's connected to a RealPresence Group Series system makes a video call, the RealPresence Group Series system CDR displays "—" in the call details in the View Name column.	No workaround.
Software	EN-152297	Manual software upgrade for RealPresence Group Series system fails when upgrading from different web browsers at a time.	No workaround.
Software	EN-148275	When you connect an EagleEye Director II to a RealPresence Group Series system that's being updated, the process takes approximately 90 minutes to complete. Don't interfere with the update process during this time.	No workaround.

Category	Issue ID	Description	Workaround
Software	EN-153051	RealPresence Touch device crashes and reboot automatically when the admin clicks the Check for Software Update button and switch between the tabs in web user interface.	Wait until the software list is populated.
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 a dual monitor with an extended display, the content received is displayed on half of the screen of the RealPresence Group Series system monitor.	Use the 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, see 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 an online deployment, the RealPresence Group Series local or system web interface may indicate that it is registered when the process is not yet complete on the server end. If your RealPresence Group Series system can't 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 Registrar server and Proxy server fields 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 you don't clear the server fields, SIP registration might fail.

Cn Attribute Searches

RealPresence Group Series systems don't support cn (common name) RealPresence Resource Manager attribute searches. When you perform cn searches, the system automatically uses the display name instead.

Samsung SyncMaster TA350 Monitor

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

Wireless Mice

Wireless mice 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 can't 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 a 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 later 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 the root, the system automatically makes the following modifications during the upgrade process:

- The Admin ID changes to the default Admin ID: `admin`
- The User ID changes to the default User ID: `user`

The existing password is not modified.

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 are not supported.

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

Color reproduction accuracy can vary depending on environmental conditions and camera sensor capabilities.

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, see 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.com/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	10.0.0.4
Polycom RealPresence Resource Manager	10.7.0
<i>Gatekeeper, Gateways, External MCU, Bridges, Call Managers</i>	
Cisco TelePresence Video Communication Server (VCS)	X8.10
Cisco Unified Communications Manager	12.0.1
Cisco 3241 ISDN Gateway	2.2 (1.27)

<i>Product Name</i>	<i>Interoperable Versions</i>
Cisco 5310 MCU	4.5 (1.85)
Cisco 8710 MCU	4.2 (4.18)
Polycom RealPresence Collaboration Server 1500	8.5.13.3
Polycom RealPresence Server, Virtual Edition	8.8.1
Polycom RealPresence Collaboration Server 1800/2000/4000	8.8.1
Polycom RealPresence Collaboration Server Gateway	8.8.0
Endpoints	
Cisco 9971	sip9971.9-4-2sr2-2
Cisco C40, C90	7.3.17
Cisco DX70/DX650	CE9.6.1
Cisco DX80	CE9.6.1
Cisco EX90	7.3.17
Cisco SX10, SX20, SX80	CE9.7.1
Huawei TE40	2.0.600
Huawei TE30	2.0.600
Polycom HDX Systems	3.1.14
Polycom Concierge Solution	Phase 1
Polycom RealPresence Centro	6.2.2
Polycom RealPresence Debut	1.3.3
Polycom RealPresence Mobile Android	3.10.1
Polycom G7500	3.0.0
Polycom RealPresence Mobile iOS	3.10.1
Polycom RealPresence Desktop for Windows	3.10.0
Polycom RealPresence Desktop for Mac	3.10.0
Polycom Immersive Telepresence (ITP) Series	3.1.4
Polycom RealPresence Immersive Studio	6.2.2
Polycom RealPresence Immersive Studio Flex	6.2.2
Polycom RealPresence OTX Studio	6.2.2
Polycom SoundStructure	1.7.8

<i>Product Name</i>	<i>Interoperable Versions</i>
Polycom VVX Business Media Phones	6.1.0
Poly Trio	5.9.1
Unify OpenStage 60/80	V3 R4.10.0 SIP 160728
Peripherals	
Cisco ISDN TelePresence Link	IL1.1.6.a337554
Polycom ISDN Gateway	2.0.0.-39
Polycom Content App	1.3.1
Polycom EagleEye Producer	1.2.2
Polycom EagleEye Director	2.2
Polycom EagleEye Cube HDCI	1.1.0
Polycom EagleEye Director II	2.2.0
Polycom RealPresence Touch	6.2.2 Panel software 2.2.2 Operating System software
Polycom Touch Control	6.2.2 Panel software 6.2.2 Operating System software
Polycom VisualBoard Application	4.1.3 software and later

¹ RealPresence Group Series systems don't 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)	6.0.9319.559
Microsoft Skype for Business Server 2018 (Feb 2017)	7.0.2046.123
Microsoft Lync Server 2013	5.0.8308.1001
Microsoft Exchange Server 2013	15.00.1473.003 CU22
Microsoft Exchange Server 2016	15.1(Build 1531.3)
Microsoft Exchange Server 2019	15.2(Build 221.12)

<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	15.0.5111.1000
Windows client	16.0.9126.2315, 16.0.11328.20362
Mac client	16.20.90, 16.21.65, 16.21.87, 16.27.37
Surface Hub	1703(KB4477029)
Skype Room System v1 (Polycom CX8000)	1.00.11
Polycom RealConnect Solution	Versions updated regularly and hosted by Microsoft

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 8.3.1.1 (3)
- 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 later
RealPresence Group 700	2201-08090-xxx	Hardware version 7 Hardware version 8	4.1.3 and later 4.1.3 and later
RealPresence Group 700	2201-09770-xxx	Hardware version 6 Hardware version 7	4.0.2 and later 4.1.3 and later
RealPresence Group 500	2201-61078-xxx	Hardware version 20	4.2.0 and later
RealPresence Group 500	2201-68113-xxx	Hardware version 16 Hardware version 18	4.2.0 and later 4.2.0 and later
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 later 4.1.3 and later 4.1.3 and later 4.1.3 and later 4.2.0 and later
RealPresence Group 310	2201-61079-xxx	Hardware version 20	4.3.0 and later
RealPresence Group 310	2201-68990-xxx	Hardware version 16 Hardware version 18	4.3.0 and later 4.3.0 and later
RealPresence Group 300	2201-68108-xxx	Hardware version 16 Hardware version 18	4.2.0 and later 4.2.0 and later
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 later 4.1.3 and later 4.1.3 and later 4.1.3 and later 4.2.0 and later
RealPresence Touch	2200-84709-xxx	Hardware version 7	6.1.2 and later

Supported Operating Systems and Web Browsers

The RealPresence Group Series system web interface supports 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 EagleEye Cube HDCI
- 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"
LG	LG KT-T550 touch overlay on LG 55SL5B LG-55SE3B	55"

Brand	Model	Size
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 systems support only HID-compliant monitors.

Get Help

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

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

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