



Polycom[®] RealPresence[®] Immersive Studio[™], Version 4.1.3

This release of the RealPresence Immersive Studio system addresses minor fixed issues. This document provides the latest information about the system.

Contents

[Overview](#)

[Software Version History](#)

[New Features in 4.1.3](#)

[Known Issues](#)

[Interoperability](#)

[Copyright Information](#)

[Trademark Information](#)

[Patent Information](#)

Overview

The Polycom RealPresence Immersive Studio system is a high-end immersive telepresence solution that provides the best user experience in high-quality video and sound.

The Polycom RealPresence Immersive Studio experience offers exceptional clarity and realism, including:

- High-quality, 1080p60 video performance with exceptional sharpness and brightness across greater than 100° on ultra-high-definition displays.
- High-definition audio that delivers immersive sound, eliminating perceptible differences between the sound from remote and in-room participants.
- 1080p60 resolution for any type of content, including video and live animation.

Administrators configure the system through the system's web interface. Users access calling functions through familiar operations on a touch device and user-friendly onscreen guides.

For more information about setting up and using the RealPresence Immersive Studio systems, refer to the documents on the product pages at [Polycom Support](#).



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

Software Version History

Polycom RealPresence Immersive Studio Software

Software Version	Release Date	Description
4.1.3	February 2014	Adds support for Polycom® SmartPairing™. Provides minor fixed issues and software optimization.
4.1.2	December 2013	Initial release.

Polycom Touch Device Software

Software Version	Release Date	Description
4.1.3	February 2014	Compatible with Polycom RealPresence Group system software version 4.1.3.
4.1.2	December 2013	Initial release.
Android 4.1		

New Features in 4.1.3

SmartPairing Support

SmartPairing allows you to detect and pair a RealPresence Immersive Studio system from the RealPresence Mobile application on an Android or Apple iPad tablet. After you pair the application and the RealPresence Immersive Studio system, you can use the RealPresence Mobile application to send content from the RealPresence Mobile application to the RealPresence Immersive Studio system.

Polycom Solution Support

Polycom Implementation and Maintenance services provide support for Polycom solution components only. Additional services for supported third-party Unified Communications (UC) environments integrated with Polycom solutions are available from Polycom Global Services, and its certified Partners, to help customers successfully design, deploy, optimize, and manage Polycom visual communication within their third-party UC environments. UC Professional Services for Microsoft Integration is mandatory for Polycom Conferencing for Microsoft Outlook and Microsoft Office Communications Server or Microsoft Lync Server integrations.

For additional information and details, refer to [Polycom Professional Services](#) or contact your local Polycom representative.

Known Issues

Polycom recommends that you use a bridge when connecting a four-screen Polycom RealPresence Experience (RPX™) Series system to the RealPresence Immersive Studio. This type of connection delivers the best immersive continuous room layout. If you connect an RPX system to a RealPresence Immersive Studio without using a bridge, the connection adjusts for the different aspect ratios by dropping the video from the fourth RPX system codec and displaying black bars around the 3:4 aspect ratio RPX system video feeds.

The following table lists the known issues for the version 4.1.3 release.

Category	Issue ID	Description	Workaround
Camera	GS-13182	<p>Before attaching, disconnecting, or otherwise modifying the cabling to a camera system, you must physically disconnect the DC power supply for the right and left RealPresence Group 500 systems. It is not sufficient to simply "turn off" the systems because power to the camera system is maintained due to other RealPresence Group Series requirements.</p> <p>Polycom recommends that you disconnect the AC supply cable to turn off the RealPresence Group 700 system power instead of using the front switch.</p> <p>You might experience improper camera operation if you ignore these instructions.</p>	
Content	GS-14104	When you share content using Polycom People+Content™ IP for greater than 10 minutes, the content sometimes disconnects.	Resend content. You can also use an HDMI or VGA cable to send content.
Hardware	GS-15698	If you are out of a call and Self View is enabled, the system goes to sleep according to the sleep timer setting. The default setting is 3 minutes.	Change the sleep timer settings. Polycom recommends that you do not turn off the sleep timer.
Touch Control	GS-15202	If you change the default keyboard option on the touch control to the Android keyboard, you might encounter issues with deleting participants from the roster field.	Use the touch control default keyboard.

Category	Issue ID	Description	Workaround
Video	GS-16887	Closed Caption text might be partially blocked by the camera.	
Web Interface	GS-17048	When the RealPresence Mobile application is paired with a RealPresence Immersive Studio system using SmartPairing, the web interface might not connect to the RealPresence Immersive Studio system.	

Interoperability



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 to see the Current Interoperability Matrix.

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.

Video

Video	Description
H.264 High Profile, RTV	Video system: Baseline, High Profile (HiP)
H.263 & H.264	Video Error Concealment
H.239	Polycom People + Content
Binary Floor Control Protocol (BFCP)	Content sharing via Session Initiation Protocol (SIP)
AES Media Encryption	For secure video/audio and content

Audio

Audio	Description
G.719	3-channel audio for point-to-point calls between RealPresence Immersive Studio systems.
Siren™ 22	22kHz bandwidth with StereoSurround™
Siren™ LPR (Lost Packet Recovery)	Siren LPR preserves audio quality during high packet loss.
G722.1 Annex C	14kHz bandwidth with Polycom Siren 14
G.722, G.722.1	7kHz bandwidth
G.711	3.4kHz bandwidth



3-channel audio is currently only supported for point-to-point calls.
 3-channel audio does not support LPR (Lost Packet Recovery) in high loss network.

Products Tested in This Release

RealPresence Immersive Studio systems are tested extensively with a wide range of products.

The following list is not a complete inventory of compatible equipment. It indicates the products that have been tested for compatibility with this release.

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



You are encouraged to upgrade all your Polycom systems with the latest software before contacting Polycom support to ensure the issue has not already been addressed by vendor software updates. Go to [Polycom Service Policies](#) to view the current **Polycom Supported Products** matrix.

Product	Interoperable Versions	Tested Versions
Management Systems and Recorders		
Polycom Distributed Media Application™ (DMA®) 7000	6.0.3	6.0.3
Polycom RealPresence Resource Manager	8.1.0	8.1.0
Gatekeeper, Gateways, External MCU, Bridges, Call Managers		
Polycom RealPresence Collaboration Server 2000	8.3	8.3
Polycom RealPresence Collaboration Server 4000	8.3	8.3
Polycom Multipoint Layout Application	3.1.2.8	3.1.2.8

Product	Interoperable Versions	Tested Versions
Endpoints		
Polycom Converged Management Application™ (CMA®) Desktop	5.2.5	5.2.5
Polycom HDX® Series	3.1.3	3.1.3
Polycom Immersive Telepresence (ITP) Series	3.1.2	3.1.2
Polycom RealPresence Group Series	4.1.3	4.1.3
Polycom RealPresence Mobile	3.1	3.1
Polycom RealPresence Desktop	3.1	3.1
Polycom SoundStructure®	1.7.0	1.7.0
Polycom SoundStructure Studio	1.9.0	1.9.0
Polycom Telepresence m100	1.0.6	1.0.6

Copyright Information

© 2014 Polycom, Inc. All rights reserved.

Polycom, Inc.
6001 America Center Drive
San Jose, CA 95002
USA

No part of this document may be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without the express written permission of Polycom, Inc. Under the law, reproducing includes translating into another language or format.

As between the parties, Polycom, Inc., retains title to and ownership of all proprietary rights with respect to the software contained within its products. The software is protected by United States copyright laws and international treaty provision. Therefore, you must treat the software like any other copyrighted material (e.g., a book or sound recording).

Every effort has been made to ensure that the information in this manual is accurate. Polycom, Inc., is not responsible for printing or clerical errors. Information in this document is subject to change without notice.

Trademark Information

Polycom® and the names and marks associated with Polycom's products are trademarks and/or service marks of Polycom, Inc., and are registered and/or common-law marks in the United States and various other countries.

Other product and corporate names may be trademarks of other companies and are used only as a fair use reference without intent to infringe.

Patent Information

The accompanying products may be protected by one or more U.S. and foreign patents and/or pending patent applications held by Polycom, Inc.