



Polycom® RealPresence® Immersive Telepresence (ITP), Version 6.1.0

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Notes:

Polycom® RealPresence Immersive Studio®: After upgrading to version 5.0.2, you must perform the camera calibration process as described in the *Polycom RealPresence Immersive Studio Camera Calibration Process Rev 3.5*.

Polycom® RealPresence® OTX® Studio: After upgrading to version 5.0.1 or later, you must perform the camera calibration process as described in the *Polycom RealPresence OTX Studio Camera Calibration Addendum*.

Overview

Polycom announces a new release of Polycom RealPresence Immersive Studio, Polycom RealPresence OTX Studio, and Polycom® RealPresence Immersive Studio® Flex system software. This document provides the latest information about the following Polycom software:

- Version 6.1.0 of the Polycom RealPresence Immersive Studio system software
- Version 6.1.0 of the Polycom RealPresence OTX Studio system software
- Version 6.1.0 of the Polycom RealPresence Immersive Studio Flex system software
- Version 6.1.0 of the Polycom® RealPresence Touch™ Panel software
- Version 2.1.0 of the Polycom RealPresence Touch Operating System software

Polycom RealPresence Immersive Studio Flex

The RealPresence Immersive Studio Flex system is an immersive telepresence solution for mid-size rooms that seats up to six participants. Key features include:

- High-quality 1080p60 video performance on 65" UltraHD displays, with a dedicated 55" 1080p content display.
- Polycom 3D Voice that delivers extremely clear pinpoint audio which comes directly from the person speaking.
- The flexibility to purchase just the media wall for rooms with existing furniture or unique applications.

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

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

Polycom RealPresence Immersive Studio

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.
- Polycom® 3D Voice™ that delivers extremely clear pinpoint audio which comes directly from the person speaking.
- 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 the RealPresence Touch and user-friendly onscreen guides.

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

Polycom RealPresence OTX Studio

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

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

- 1080p60 HD video and content with exceptional sharpness and brightness.
- Polycom 3D Voice that delivers extremely clear pinpoint audio which comes directly from the person speaking.

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

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



Note: 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 Flex Software

| Software Version | Release Date | Description |
|------------------|---------------|--|
| 6.0.2 | February 2017 | Initial release. |
| 6.1.0 | March 2017 | Includes support for RealPresence Immersive Studio Flex. |

Polycom RealPresence Immersive Studio Software

| Software Version | Release Date | Description |
|------------------|----------------|--|
| 6.1.0 | February 2017 | Includes support for SNMP and enhanced Help Desk. |
| 6.0.1 | November 2016 | Includes minor updates and corrected issues. |
| 6.0.0 | September 2016 | Includes support for audio participant add-on, custom wallpaper, document camera, concierge and corrected issues. |
| 5.1.2 | June 2016 | Includes minor updates and corrected issues. |
| 5.1.1 | April 2016 | Includes minor updates and corrected issues. |
| 5.1.0 | February 2016 | Includes minor updates and corrected issues. |
| 5.0.2 | January 2016 | Includes minor updates and corrected issues. |
| 5.0.1 | November 2015 | Includes minor updates and corrected issues. |
| 5.0.0 | September 2015 | Includes support for Microsoft® Office 365™ calendaring, incorporates first release of the Polycom® RealPresence® Touch™ device, adds support for viewing content from Microsoft Lync desktop clients, includes enhancements to security for SIP applications, adds native support for RealConnect feature, adds support for 3.5mm audio input with HDMI content, and OpenSSL. |
| 4.3.2 | August 2015 | Includes minor updates and corrected issues. |
| 4.3.1 | June 2015 | Includes minor updates and corrected issues. |
| 4.3.0 | March 2015 | Includes minor updates and corrected issues. |
| 4.2.0 | December 2014 | Includes support for Polycom 70" Touch Digital Display optimized for use with VisualBoard™ applications, call hold and resume, remote manageability enhancements, RealPresence® Mobile SmartPairing™, RealPresence® Access Director™ interoperability. |

| Software Version | Release Date | Description |
|------------------|---------------|--|
| 4.1.3.2 | April 2014 | Correction for the Heartbleed OpenSSL Security Vulnerability in third-party software. |
| 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 RealPresence OTX Studio Software

| Software Version | Release Date | Description |
|------------------|----------------|---|
| 6.1.0 | February 2017 | Includes support for SNMP and enhanced Help Desk. |
| 6.0.1 | November 2016 | Includes minor updates and corrected issues. |
| 6.0.0 | September 2016 | Includes support for audio participant add-on, custom wallpaper, document camera, concierge and corrected issues. |
| 5.1.2 | June 2016 | Includes minor updates and corrected issues. |
| 5.1.1 | April 2016 | Includes minor updates and corrected issues. |
| 5.1.0 | February 2016 | Includes minor updates and corrected issues. |
| 5.0.2 | January 2016 | Includes minor updates and corrected issues. |
| 5.0.1 | November 2015 | Includes minor updates and corrected issues. |
| 5.0.0 | September 2015 | Initial release. |

New Features in Version 6.1.0

RealPresence Immersive Studio, RealPresence Immersive Studio Flex, and RealPresence OTX Studio systems software version 6.1.0 provides the functionality described in the following sections:

- [SNMP Support](#)
- [Enhanced Help Desk Support](#)

SNMP Support

RealPresence ITP systems now support SNMP (Simple Network Management Protocol) version 1, 2c, and 3.

Enhanced Help Desk Support

RealPresence ITP systems now support enhanced Help Desk support. You can call Technical Support from the RealPresence Touch with any RealPresence ITP system.

Security Updates

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

RealPresence Touch Configuration

Perform the RealPresence Touch configuration according to the instructions in the *Polycom RealPresence ITP Administrator Guide* and the Installation Guide for your RealPresence ITP product. Settings not listed in the Administrator Guide and Installation Guide should be left at the factory default. Otherwise, a factory reset may be required.

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.

Resolved Issues

The following issues are resolved in the version 6.1.0 release.

| Category | Issue ID | Description |
|-----------------|----------|--|
| Audio | GS-27706 | On a RealPresence Immersive Telepresence Studio system, Audio Input Level for 3.5 mm returned back to 0 after the system rebooted. |
| Audio | GS-32574 | When calling from a RealPresence Immersive Studio 6.0 or RealPresence OTX Studio system to a RealPresence Immersive Studio 5.1.2 or OTX Studio system, there was local audio feedback. |
| Cameras | GS-31427 | In a RealPresence OTX Studio system, the web user interface images displayed by the cameras was blue. |
| Contacts | GS-26569 | On the RealPresence Touch, deleting contacts using the virtual keyboard sometimes did not function as expected. |
| Content | GS-23968 | In an RMX call, if you switched content from PPCIP to Visual Board, content may not have launched in the first try. |
| Monitors | GS-25845 | After a softupdate, displays might remain on if the sleep timer is set to less than three minutes. |
| Security | GS-28141 | The Administrator password on the RealPresence OTX system secondary codecs could not reset or change. |
| Software Update | GS-28342 | After an upgrade to software version 5.0.2, the System Name intermittently changed, resulting in all the system names for each codec being the same. |
| Video | GS-25874 | When placing a SIP blast dialing call from an OTX Studio system to two endpoints, the video will not display correctly on each endpoint. |

Known Issues

Polycom recommends that you use a bridge when connecting the following systems:

- Four-screen Polycom RealPresence Experience (RPX™) Series system to the RealPresence Immersive Studio and RealPresence OTX Studio systems. Using a bridge delivers the best immersive continuous room layout. If you connect a four-screen RPX system to a RealPresence Immersive Studio or RealPresence OTX Studio system 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 4:3 aspect ratio RPX system video feeds.
- Two-screen Polycom RealPresence Experience (RPX™) Series system or standalone endpoint to the RealPresence Immersive Studio system. Using a bridge delivers the best immersive continuous room layout. If you connect an RPX two-screen system to a RealPresence Immersive Studio system without using a bridge, the Immersive Studio system sends only the center and left sections video (for two-screen RPX systems) or center section video (for standalone systems), not the whole room.

The following table lists known issues for the version 6.1.0 release.

| Category | Issue ID | Description | Workaround |
|----------|----------|---|--|
| Audio | EN-16739 | When making an H323 point-to-point call from a RealPresence ITP system running version 6.1 software to a RealPresence ITP system running software older than version 6.1, audio artifacts are received on the 6.1 system. This does not happen when making SIP calls, VMR calls, or when calling between two RealPresence ITP systems running version 6.1 software. | If upgrading to version 6.1, ensure that all RealPresence ITP systems are at version 6.1. Otherwise, do not upgrade to version 6.1. |
| Audio | GS-19769 | Calls between RealPresence Immersive Studio and Cisco CTS room systems may experience issues with spatial audio on the CTS side where the left and right speakers are slightly louder than the center speaker. | |
| Calling | GS-21507 | When Immersive Studio systems, registered to CUCM, are in a point-to-point SIP call, call statistics show the call connecting at lower than set preferred speeds and do not match between the two systems. | Register to DMA trunked to CUCM. |
| Camera | GS-13182 | 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 codecs. It is not sufficient to simply "turn off" the systems because power to the camera system is maintained due to other system requirements. | Polycom recommends that you disconnect the AC supply cable to turn off the primary codec power instead of using the front switch. You might experience improper camera operation if you ignore these instructions. |
| Content | GS-23968 | In an RMX call, if you switched content from PPCIP to Visual Board, content may not have launched in the first try. | Relaunch VisualBoard to show 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. |

| Category | Issue ID | Description | Workaround |
|-------------------------------|----------|--|------------|
| Interoperability Microsoft | GS-12982 | When a Polycom® RealPresence® Group system is in a multipoint call hosted by a Microsoft Lync AV MCU, the RealPresence Group system participant name, number, and system values on the Settings > System Information > Call Statistics screen might be incorrect. | |
| Interoperability Microsoft | GS-18630 | RealPresence Group systems currently do not support Lync mobility clients. | |
| Provisioning | GS-19239 | While in a TIP call, the bandwidth reported by the Primary codec is an aggregate of all three codecs and not only the Primary codec. | |
| User Interface | GS-16887 | On Immersive Telepresence systems, closed caption text is only displayed on the main monitor and the text may be partially blocked by the camera. | |
| User Interface | GS-22702 | On a Lync client, you might see incorrect presence information. | |
| User Interface | GS-22730 | After terminating a call that used video mute, you might continue to see the video mute icon on the secondary monitors. | |
| Video | GS-24574 | If you terminated a just initiated call and promptly dialed another call, the far end system might not see the secondary and tertiary video from the near end system. | |

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.



Note: Polycom recommends the use of Polycom® RealConnect™ for Office 365 to better handle the layouts for both RealPresence ITP rooms and Skype for Business. Registering a RealPresence ITP system directly to Skype for Business on-premises or Skype for Business on-line may result in inconsistent layouts and should be avoided.



Note: Polycom recommends that you upgrade all of your Polycom systems with the latest software versions. Any compatibility issues may already have been addressed by software updates. Go to [PolycomService/support/us/support/service_policies.html](https://polycomservice.com/support/us/support/service_policies.html) to see the Current Interoperability Matrix.

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 and RealPresence OTX 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 |



Note: 3-channel audio

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

Products Tested in This Release

Polycom RealPresence Immersive Studio, RealPresence Immersive Studio Flex, and RealPresence OTX Studio 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.

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



Note: 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 Polycom Interoperability Matrix.

| Product | Interoperable Versions |
|---|------------------------|
| Management Systems and Recorders | |
| Polycom® RealPresence® Distributed Media Application™ 7000 | 6.4.0 |
| Polycom® RealPresence® Resource Manager | 10.0.0 |
| Polycom® RealPresence® Access Director™ | 4.2.2 |
| Gatekeeper, Gateways, External MCU, Bridges, Call Managers | |
| Polycom® RealPresence® Collaboration Server 2000/4000 | 8.6.3.6 |
| Polycom® Multipoint Layout Application | 3.1.6.3 |
| Endpoints | |
| Polycom® RealPresence® OTX® Studio | 6.1.0 |
| Polycom® RealPresence Immersive Studio® | 6.1.0 |
| Polycom® RealPresence Immersive Studio® Flex | 6.1.0 |
| Polycom® HDX® Systems | 3.1.11 |
| Polycom® Immersive Telepresence (ITP) Series | 3.1.4 |
| Polycom® RealPresence® Group Series | 6.1.0 |
| Polycom® RealPresence® Mobile | 3.5.1 |
| Polycom® RealPresence® Desktop for Mac® | 3.5.1 |
| Polycom® RealPresence® Desktop for Windows® | 3.6 |
| Polycom® SoundPoint® IP 650 | 4.0.7 |
| Polycom® SoundStation® IP 7000 | 4.0.9 |
| Peripherals | |

| Product | Interoperable Versions |
|------------------------------|---|
| Polycom® People+Content™ IP | 1.4.2 |
| Polycom® RealPresence Touch™ | 6.1.0 Panel software 2.1.0 Operating System software |
| VisualBoard Application | 4.1.3 software and later |

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