Release Notes
Polycom® OTX™ 300
Software Version 2.7.1/Hardware Revision A

Polycom announces the general availability release of its Polycom Open Telepresence Experience™ (OTX) 300, software version 2.7.1/hardware revision A. This document provides the latest information about this release.

Topics

Copyright Information

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Introducing the Polycom OTX 300 Software Version 2.7.1/Hardware Revision A Release

Polycom is pleased to announce the release of the Polycom OTX 300, software version 2.7.1/hardware revision A.

The OTX 300 offers stunning HD video quality for up to 50% less bandwidth using Polycom's H.264 High Profile compression technology. By providing an exceptional, across-the-table experience and an open collaboration environment, the Polycom OTX immersive telepresence solution will power your teams, customers, and partners to work more effectively across distances.

Polycom OTX 300 Software Version 2.7.1/Hardware Revision A Features

OTX 300 software version 2.7.1 is a maintenance release for OTX 300 software version 2.7, which provides the following functionality:

- Experience broader global appeal and a more consistent meeting experience with the fresh look and feel of the OTX room. Add the optional Complete Experience Kit, which includes the rear wall and lighting, to enhance your telepresence experience with a finished look and bold lighting.

- Optimize bandwidth with H.264 High Profile, a standards-based video compression technology that delivers full HD quality while lowering your bandwidth requirements by up to 50%.

- Simply and easily view a list of scheduled meetings and join those meetings using the Polycom Conferencing for Microsoft® Outlook® feature.

- Experience striking 1080p video resolution with Polycom EagleEye™ II 1080p cameras. Their sharp focus and clear, crisp, natural colors provide the ultimate HD images.

- Display clear video on the large 21.5-inch high definition tabletop content monitors that rise automatically on motorized lifts when content is available for viewing. When not in use, they retract for expanded tabletop usability.

- Display the highest quality video possible on the large 65-inch LCD displays. The Polycom HDX codecs support 1080p at 30 fps and 720p at 60 fps.

- View either the Enhanced or the Classic user interface on the tabletop Touch Panel:

  o The Enhanced UI provides access to advanced functions, such as Meeting Composer, which enables you to select multiple sites and then touch one button to initiate the call. This interface also allows you to browse both Local and Global directories for sites to call.

  o The Classic UI provides continuity for users who are comfortable with the original Immersive Telepresence interface.

- Browse and search the local or the Polycom Converged Management Application™ (CMA™) directories for telepresence suites and other sites.

- Create multisite directory entries to streamline calls to a predefined group of sites.

Information on the configuration of these and other OTX features is provided in the *Polycom Immersive Telepresence (ITP) Administrator's Guide*.

Software and Firmware Used in Version 2.7.1

OTX 300 version 2.7 uses the following software and firmware:

- Polycom Telepresence Tool version: 2.7.1.1 (TelepresenceTool_2.7.1.1.msi)

- HDX software version: polycom-hdx-hf-2.6.1.3_00_itp271-5267.pup

- Crestron software version: 2.7.1-3 (TPX_2.7.1-3.zip)

- Crestron AV2 System Controller firmware version: 4.001.1012 (Feb 17 2009) (pro2_av2_cp2_cp2e_rack2_pac2_4.001.1012.zip)

- Crestron Touch Panel firmware version: 3.001.0015 (tps-3000_tps-3000l_tps-3100_tps-4000_tps- 4000l_3.001.0015.zip)

- LINAK firmware version: 1.22

For information on versions of other Polycom products, such as RMX and CMA, that are compatible with this release, refer to the *Polycom Immersive Telepresence (ITP) Deployment Guide*.

Upgrading the Software to Version 2.7.1

If the software at the OTX site is being upgraded to version 2.7.1 from an earlier version, the installer must follow these configuration procedures:

1. Upgrade the HDX software.
2. Configure the control system.
3. Install and use the Telepresence Tool.
4. Configure the Immersive Telepresence features.

The steps above are described in the *Polycom Immersive Telepresence (ITP) Administrator's Guide*.

Issues Fixed in This Release

OTX version 2.7.1 incorporates both HDX software version 2.6.1.3 and HDX hotfix version 2.6.1.3-HF5. HDX software version 2.6.1.3 provides a correction for an issue recently observed at the factory in which Polycom HDX systems restarted intermittently while in a call. HDX hotfix version 2.6.1.3-HF5 provides a correction to an intermittent lip sync issue.

The following table lists the other issues fixed in OTX version 2.7.1.

Feature	Description
Audio/Video Calls	On rare occasions when placing a video or audio call with the Enhanced UI, the system may have automatically dialed the number before you pressed the **Connect** button.
	When viewing an RPX system in a 1080p multipoint call with an RMX 2000 or RMX 4000 with MPMx, you will no longer see a thin black vertical line between cells of the RPX system. For more information, refer to the *Polycom® ImmersiveTelepresence (ITP) Deployment Guide.*
Cameras	The camera focus settings no longer drift over an extended period of time.
Touch Panel/User Interface	When joining a Polycom Conferencing for Microsoft Outlook (PCO) conference from the Touch Panel, you were not prompted for a conference password, even if a password was required for the meeting.
	With PCO, private meeting details were displayed on the Touch Panel, even if the Primary HDX system was not configured to Show Private Meeting Details.
	On rare occasions with the Enhanced UI, you may have noticed that the speed dial and directory information was not displayed properly on the Touch Panel. This typically occurred following recovery from a power failure.

Known Issues and Limitations

For Users

The following table lists the known issues relevant to OTX 300 end users.

Feature	Description
Audio/Video Calls	The OTX will not accept any incoming audio calls when it is already in a video call. To avoid this issue, place outgoing audio calls instead of receiving incoming audio calls when you are already in a video call.
	When DTMF tones are heard during the process of dialing an audio call, the near-end and far-end audio is muted for a brief moment.
	If the displays are in sleep mode when a video call comes in, any codecs that are not being used will very briefly show near-end video. This only occurs when the number of near-end codecs is more than the number of far-end codecs, such as when an OTX on the near end receives an incoming call from an RPX™ 200 or a single endpoint (such as HDX™) on the far end.

Feature	Description
Audio/Video Calls (continued)	If you hang up an incoming audio call and then immediately place an outgoing audio call, the OTX may not hang up the initial incoming audio call. To avoid this issue, wait five seconds between consecutive audio calls.
	If the OTX is in a single endpoint video call (such as with a VSX or HDX video conferencing system) and the Do Not Disturb feature on the OTX is disabled, an incoming call from a two-codec or three-codec system will cause the center camera on the OTX to momentarily move to the side before returning to its correct position.
	If you place a point-to-point call to an RMX™ Virtual Meeting Room (VMR) and then add a site to the call from the Conference List on the Meeting Composer screen (with the Enhanced UI only), the point-to-point call will be dropped and a multipoint call will be created with the VMR as a participant in that multipoint call. To avoid this, hang up the VMR call and then make a new call with the participants that you want in that call.
	If you are using Meeting Composer and you dial two audio sites concurrently, the Touch Panel may show that you are connected to the second audio number dialed when you are actually connected to the first number dialed. To avoid this issue, when want to connect to multiple audio sites or to both audio and video sites when using Meeting Composer, connect to the video sites first (if any), and then add the audio sites one at a time.
	When you place a call to an RMX VMR using the following syntax, the call will not go through: IP##MeetingRoomID. To avoid this issue, place the call using this syntax: MeetingRoomID@IP (for example, 255000@172.25.130.21).
	If you dial an incomplete IP address for a video call (for example, 172.16.254.), you may hear a ringing sound for approximately 90 seconds. Until the ringing ceases, you will be unable to place another call.
	When the video quality is set to **Sharpness**, a thin gray line is present at the bottom of the cells when connecting TPX and RPX endpoints to a conference running on RMX 2000 or RMX 4000 with MPMx.
Content	Occasionally, while in a call showing People+Content IP, the People+Content IP connection will drop when the call ends and the tabletop content monitors will lower. To continue sending content, you will need to use People+Content IP to send the content again.
	If you share content using a laptop, for best results, set its input resolution to 1024x768 and its refresh rate to 75 Hz. This will ensure that the content renders correctly.
Touch Panel/User Interface	If you press the **Content** button on the Touch Panel when no content source (such as a laptop) is connected to the OTX with the VGA cable, the Primary HDX codec will generate a hidden message on the Primary codec's display. The message states "PC input resolution and/or refresh rate not supported." This message will not be visible onscreen because the OTX is programmed to picture mute all displays when the system is not in a call. If you establish a video call while the message is activated, the call will take longer than usual to connect. To avoid this issue, wait three seconds (during which time the message will time out) before placing a video call from the Touch Panel.
	In an audio call from an OTX to a cellular phone or analog phone, if the remote user disconnects the call first, then the Touch Panel continues to show the audio call as in progress. To avoid this issue, manually press the **Hang Up** button after each audio call is completed. The OTX will not accept incoming audio or video calls when the **Hang Up** button is off hook.

Feature	Description
Touch Panel/User Interface (continued)	When searching for a site in the global directory with the Enhanced UI, up to nine characters can typically be displayed on the screen. However, depending on the width of the letters in the name, more or less of the site name may be truncated.
	With Meeting Composer, when dialing a phone number with more than 10 digits, or dialing any other long string such as extension@IP_address (ex: 123456@172.25.130.201), the string will likely be truncated when displayed in the right-hand pane of the Touch Panel.
	If you place a point-to-point call to an RMX Virtual Meeting Room (VMR) and then add an audio-only site to the call, the two columns on the left side of the Meeting Composer screen in the Enhanced UI will go blank and the icons at the top of the columns will become grayed-out.
	When Polycom Conferencing for Microsoft Outlook (PCO) is used to schedule multiple meetings and you select one of the meetings on the Touch Panel, the details for that meeting display on the left side of the Touch Panel screen. If that meeting is cancelled, it is removed from the meeting list; however, the details of the cancelled meeting are still displayed on the left side of the Touch Panel screen.
	To fix this issue, simply select a different meeting from the meeting list.

For Administrators

The following table lists the known issues relevant to OTX 300 administrators.

Feature	Description
Audio/Video Calls	If you want your OTX 300 users to view close up or wide shot camera views when in a multipoint call or in a point-to-point call with a traditional video conferencing system, you can enable the **UseCameraViews** parameter in the `System_Config.ini` file. See the "Enabling Close Up or Wide Shot Camera Views" section of the *Polycom Immersive Telepresence (ITP) Administrator's Guide* for details. Note that although the *Administrator's Guide* says that this optional feature is available for TPX® and ATX only, you can also enable this parameter in OTX.
	When the Primary codec answers an incoming video call, any HDX codecs that are not being used will automatically accept any other incoming video calls if the following conditions exist: 1. The OTX is in a single endpoint video call with a VSX or HDX video conferencing system. 2. The OTX is in a video call with an RPX 200 or a TPX 204M. To prevent unused codecs from accepting any incoming calls, use the Do Not Disturb timer. To change the amount of time before Do Not Disturb is activated, access the DoNotDisturbTimer field in the `System_Config.ini` file. In this field, you can enter a value between 10 and 300, or leave the value at 0 if you want to keep the feature disabled: `DoNotDisturbTimer=x` where `x` is the value (in seconds) of the desired timeout period. For example, `DoNotDisturbTimer=120` sets the parameter to 120 seconds.
	If you use the web UI to place a call that is not at the default call speed, the codecs will not automatically adjust to the same call speed. The Primary codec will connect at the call speed specified in the HDX web UI Call Quality field, but the remaining codecs will connect at the default call speed. To avoid this issue when placing a call using the web UI, connect to each codec individually at the desired call speed (if the desired call speed is different from the default).

Feature	Description
Audio/Video Calls (continued)	Avoid using the suffixes '1', '2', '3', and '4' for your audio speed dial name entries. Using these suffixes may cause the system to incorrectly interpret them as an ITP suite, instead of distinct audio speed dial entries.
	Avoid creating directory entries that have an "&" symbol in the name. If you do so, the entry will appear on the site list with the word "amp" in the name rather than the "&" symbol.
	When the OTX 300 is in a call, sending Telnet commands to change the video format may not work properly. To avoid this issue, do not use Telnet commands to change the video format when the OTX is in a call.
	If your ITP environment is configured to use both the LDAP directory and H.323 Gatekeeper functions, and your speed dial entries are not IP addresses, video calls may take longer to connect due to the additional communication involved between the various components in the solution.
Cameras	If a cable to one of the cameras in the OTX room becomes detached, that camera may lose all of its camera settings from the Polycom Telepresence Tool. To avoid this issue, whenever a camera loses power, the HDX codec that is attached to that camera should be rebooted.
Control System	When you connect to the codecs through Telnet or through the Crestron Toolbox and use the command prompt, you may see "overflow buffer" and other error messages when you use the Touch Panel. These errors also appear on the Crestron log. This issue does not affect system performance or functionality.
Directory	If you add a site from the CMA directory to the speed dial list and then later change the name of that site in the CMA, the speed dial entry name that is displayed on the Touch Panel may not be updated. To fix this issue, reboot the codecs and the AV2 System Controller. Alternatively, from the HDX web UI, delete and re-add the renamed CMA site to the Speed Dial list.
Microphones	If you disconnect the Polycom Ceiling Microphone Arrays and then connect any microphones other than Ceiling Microphone Arrays, the proper stereo settings may be lost. If this occurs, launch the Polycom Telepresence Tool, make sure that all the HDX codecs are connected, and then click **Configure HDXs** to set the microphones to their correct settings.
Software Upgrades	When upgrading the HDX systems, you normally see a screen that displays an hourglass and a red progress bar. This screen may not appear for HDX PAL systems; however, the upgrade is still occurring and can be monitored through the web UI. The Home screen will appear on the displays when the upgrade is complete.
Telepresence Tool	When using the Telepresence Tool to remotely monitor a site, you may notice stuttering video. Polycom recommends that you do not use the Telepresence Tool for remote monitoring while the system is in a video call.
Touch Panel/User Interface	If any of the HDX codecs are rebooted without rebooting the AV2 System Controller as well, the HDX UI remains onscreen. To avoid this issue, reboot the AV2 System Controller whenever any of the HDX codecs are rebooted. The VNOC, Service, and Site Administration teams are advised to reboot (power up) the AV2 System Controller after the HDX reboots (powers up) as part of the reset process or when recovering from a power failure. Placing a call without rebooting the AV2 System Controller will cause the Touch Panel to freeze.

Feature	Description
Touch Panel/User Interface (continued)	If you reboot the Primary HDX codec while the OTX is in an audio call (with the Help Desk, for example), the **Hang Up** button on the Touch Panel will freeze. To avoid this issue, reboot the AV2 System Controller when the **Hang Up** button enters that frozen state.
	Occasionally, the incorrect video format information will be displayed on the Touch Panel Admin screen. To determine the correct video format: 1. From the web UI, go to **Admin Settings** > **Cameras**. 2. Check the Video Quality field for the camera being used. If Video Quality=**Sharpness**, the video format is 1080p30; if Video Quality=**Motion**, the video format is 720p60. Alternatively, you can check the Video Format on the web UI Place a Call page.
	When initially loading the Crestron Touch Panel and then loading the AV2 System Controller, a Toolbox Results dialog box may appear at the end of the installation process. Although this dialog box displays an error message, the installation completed successfully.
	If users report that the Touch Panel seems to take an unusually long time to return directory information, check if there are LDAP entries in the directory that are no longer valid. If there are such entries, correct them.

Where to Get the Latest Product Information

To view the latest Polycom product documentation, visit the Support section of the Polycom website at http://support.polycom.com.