



# Polycom® RealPresence® Immersive Telepresence (ITP)

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 6.2.2.4 of the Polycom RealPresence Immersive Studio System software
- Version 6.2.2.4 of the Polycom RealPresence OTX Studio System software
- Version 6.2.2.4 of the Polycom RealPresence Immersive Studio Flex System software
- Version 6.2.2.4 of the Polycom RealPresence Touch™ Panel software
- Version 2.2.2.4 of the Polycom RealPresence Touch Operating System software

## Contents

<b>What's New</b> .....	<b>2</b>
<b>Security Updates</b> .....	<b>2</b>
<b>Install</b> .....	<b>2</b>
<b>Version History</b> .....	<b>2</b>
<b>Resolved Issues</b> .....	<b>6</b>
<b>Known Issues</b> .....	<b>6</b>
<b>Limitations</b> .....	<b>9</b>
<b>Interoperability</b> .....	<b>10</b>
<b>Get Help</b> .....	<b>12</b>
<b>Copyright and Trademark Information</b> .....	<b>12</b>

## What's New

There are no new features in this release.

## Security Updates

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

## Install

Procedures for installing and updating Polycom RealPresence ITP system software vary. With your license key, you can update directly from RealPresence ITP system software version 4.0.2.2 to 4.1.4. When updating the RealPresence ITP system software to version 4.1.x or later, make sure you're currently running version 4.0.2.2 or later.

- If you're running version 4.0.0, 4.0.0.1, or 4.0.1, download and install version 4.0.2 from [support.polycom.com](http://support.polycom.com) before you download and install a 4.1.x version.
- If you're already running version 4.0.2 or later, you can follow the procedures described in Software and Options for the Polycom RealPresence ITP system and Accessories Installation Guide at [support.polycom.com](http://support.polycom.com).

## Version History

The following tables list the version history for the following software:

- Polycom RealPresence Immersive Studio Flex Software
- Polycom RealPresence Immersive Studio Software
- Polycom RealPresence OTX Studio Software

### Polycom RealPresence Immersive Studio Flex Software

<i>Software Version</i>	<i>Release Date</i>	<i>Description</i>
6.2.2.4	October 2020	Includes minor updates and resolved issues.
6.2.2.3	June 2020	Includes minor updates and resolved issues.
6.2.2.2	March 2020	Includes minor updates and resolved issues.
6.2.1.2	August 2019	Includes minor updates and resolved issues.
6.2.1.1	June 2019	Includes minor updates and resolved issues.

<i>Software Version</i>	<i>Release Date</i>	<i>Description</i>
6.2.1	May 2019	Includes Configuring SCEP Settings through RealPresence Resource Manager, Support for Location-Based Routing in Skype for Business Hosted Calls, Segment Switching for RealPresence Immersive Telepresence Systems along with some escalation fixes for customer support.
6.2.0.2	April 2019	Includes minor updates and resolved issues.
6.2.0.1	February 2019	Includes minor updates and resolved issues.
6.1.7.2	October 2018	Includes minor updates and resolved issues.
6.1.7.1	October 2018	Includes minor updates and resolved issues.
6.1.7	June 2018	Includes minor updates and resolved issues.
6.1.6.1	May 2018	Includes minor updates and resolved issues.
6.1.5	February 2018	Includes minor updates and resolved issues.
6.1.4	November 2017	Includes a change to the user interface for the audio speaker choice. Also includes minor updates.
6.1.3	September 2017	Includes escalation fixes for customer support.
6.1.2.1	August 2017	Includes software enhancements for future hardware revision compatibility.
6.1.2	July 2017	Includes minor updates and resolved issues.
6.1.1	April 2017	Includes minor updates and resolved issues.
6.1.0	March 2017	Includes support for RealPresence Immersive Studio Flex.
6.0.2	February 2017	Initial release.

#### **Polycom RealPresence Immersive Studio Software**

<i>Software Version</i>	<i>Release Date</i>	<i>Description</i>
6.2.2.4	October 2020	Includes minor updates and resolved issues.
6.2.2.3	June 2020	Includes minor updates and resolved issues.
6.2.2.2	March 2020	Includes minor updates and resolved issues.
6.2.1.2	August 2019	Includes minor updates and resolved issues.
6.2.1.1	June 2019	Includes minor updates and resolved issues.

<i>Software Version</i>	<i>Release Date</i>	<i>Description</i>
6.2.1	May 2019	Includes Configuring SCEP Settings through RealPresence Resource Manager, Support for Location-Based Routing in Skype for Business Hosted Calls, Segment Switching for RealPresence Immersive Telepresence Systems along with some escalation fixes for customer support.
6.2.0.2	April 2019	Includes minor updates and resolved issues.
6.2.0.1	February 2019	Includes minor updates and resolved issues.
6.1.7.2	October 2018	Includes minor updates and resolved issues.
6.1.7.1	October 2018	Includes minor updates and resolved issues.
6.1.7	June 2018	Includes minor updates and resolved issues.
6.1.6.1	May 2018	Includes minor updates and resolved issues.
6.1.5	February 2018	Includes minor updates and resolved issues.
6.1.4	November 2017	Includes a change to the user interface for the audio speaker choice. Also includes minor updates.
6.1.3	September 2017	Includes escalation fixes for customer support.
6.1.2.1	August 2017	Includes software enhancements for future hardware revision compatibility.
6.1.2	July 2017	Includes minor updates and resolved issues.
6.1.1	April 2017	Includes minor updates and resolved issues.
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.

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

<i>Software Versions</i>	<i>Release Date</i>	<i>Description</i>
6.2.2.4	October 2020	Includes minor updates and resolved issues.
6.2.2.3	June 2020	Includes minor updates and resolved issues.
6.2.2.2	March 2020	Includes minor updates and resolved issues.
6.2.1.2	August 2019	Includes minor updates and resolved issues.
6.2.1.1	June 2019	Includes minor updates and resolved issues.
6.2.1	May 2019	Includes Configuring SCEP Settings through RealPresence Resource Manager, Support for Location-Based Routing in Skype for Business Hosted Calls, Segment Switching for RealPresence Immersive Telepresence Systems along with some escalation fixes for customer support.
6.2.0.2	April 2019	Includes minor updates and resolved issues.
6.2.0.1	February 2019	Includes minor updates and resolved issues.
6.1.7.2	October 2018	Includes minor updates and resolved issues.

<i>Software Versions</i>	<i>Release Date</i>	<i>Description</i>
6.1.7.1	October 2018	Includes minor updates and resolved issues.
6.1.7	June 2018	Includes minor updates and resolved issues.
6.1.6.1	May 2018	Includes minor updates and resolved issues.
6.1.5	February 2018	Includes minor updates and resolved issues.
6.1.4	November 2017	Includes a change to the user interface for the audio speaker choice. Also includes minor updates.
6.1.3	September 2017	Includes escalation fixes for customer support.
6.1.2.1	August 2017	Includes software enhancements for future hardware revision compatibility.
6.1.2	July 2017	Includes minor updates.
6.1.1	April 2017	Includes minor updates and corrected issues.
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.

## Resolved Issues

There are no resolved issues in this release.

## Known Issues

The following table lists known issues for Polycom RealPresence Immersive Telepresence 6.2.2.4 and earlier release.

**Known Issues**

<i>Category</i>	<i>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
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.	No workaround.
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 don't match between the two systems.	Register to DMA trunked to Cisco Unified Manager System.
Camera	GS-13182	Before you attach, disconnect, or modify the cabling to a camera system, you must physically disconnect the DC power supply for the right and left codecs. It isn't 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 switch 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're out of a call and enable <b>Self View</b> , the system goes to sleep as defined by the sleep timer setting. The default setting is 3 minutes.	Change the sleep timer settings. Polycom recommends that you don't turn off the sleep timer.
Installation	EN-24249	When you perform a platform software downgrade using a USB storage device, it may cause the RealPresence Touch device to stop the downgrade process and restart.	Don't use a USB storage device. Instead, perform a downgrade using RealPresence Resource Manager and an HTTP server.
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 <b>Settings &gt; System Information &gt; Call Statistics</b> screen might be incorrect.	No workaround.

<i>Category</i>	<i>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
Interoperability Microsoft	GS-18630	RealPresence Group systems currently don't support Lync mobility clients.	No workaround.
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.	No workaround.
Security	EN-89681	In an ongoing video call, the display on the RealPresence Immersive Telepresence system won't wake from the sleep mode due to network communication disruption between the RealPresence ITP system and the Moxa® NPort switch.	All of the studios electronics needs to be "trusted" in their environment.
Security	EN-103026	When the primary codec in the RealPresence Immersive system is registered to SIP and the secondary codecs aren't registered with SIP, the secondary codecs might crash when network scan. This results in the system sending the SIP traffic to the secondary codecs.	Register the secondary codecs to SIP.
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.	No workaround.
User Interface	GS-22702	On a Lync client, you might see incorrect presence information.	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-19843	If you're 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	GS-22730	After terminating a call that used video mute, you might continue to see the video mute icon on the secondary monitors.	No workaround.



<i>Category</i>	<i>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
User Interface	EN-73308	When custom wallpaper is uploaded on the Polycom Immersive Studio Flex and RealPresence OTX Studio, the user interface flickers.	When the system goes to sleep and wakes up the flickering stops.
Video	GS-24574	If you terminated a just an initiated call and promptly dialed another call, the far end system might not see the secondary and tertiary video from the near end system.	No workaround.
Video	EN-58359	When user joins a point-to-point (P2P) SIP call from the system, video mute screen appears for 2-3 seconds.	No workaround.

## Limitations

The following sections include limitations with the RealPresence Immersive Studio, RealPresence Immersive Studio Flex, and RealPresence OTX Studio systems.

### Audio

- 3-channel audio is supported only for point-to-point calls.
- 3-channel audio doesn't support LPR (Lost Packet Recovery) in high loss networks.

## Polycom RealPresence Experience

Polycom recommends using a bridge when connecting the Polycom RealPresence Experience (RPX™) systems:

- For 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 display black bars around the 4:3 aspect ratio RPX system video feeds.
- For 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.

## 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 shouldn't affect the quality of the call.



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.

## 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 isn't 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 aren't interoperable with other vendor systems.



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

<i>Product</i>	<i>Interoperable Versions</i>
<i>Management Systems and Recorders</i>	
Polycom® RealPresence® Distributed Media Application™ 7000	10.0.0.2
Polycom® RealPresence® Resource Manager	10.1.0
Polycom® RealPresence® Access Director™	4.2.4
<i>Gatekeeper, Gateways, External MCU, Bridges, Call Managers</i>	
Polycom® RealPresence® Collaboration Server 1800/4000	8.8.0
Polycom® Multipoint Layout Application	3.1.6.3
<i>Endpoints</i>	
Polycom® RealPresence® OTX® Studio	6.2.2.4
Polycom® RealPresence Immersive Studio®	6.2.2.4

<i>Product</i>	<i>Interoperable Versions</i>
Polycom® RealPresence Immersive Studio® Flex	6.2.2.4
Polycom® HDX® Systems	3.1.14
Polycom® Immersive Telepresence (ITP)	3.1.4
Polycom® RealPresence® Group Series	6.2.2.4
Polycom® RealPresence® Mobile	3.9.1
Polycom® RealPresence® Desktop for Mac®	3.9.1
Polycom® RealPresence® Desktop for Windows®	3.9.1
Polycom® SoundPoint® IP 650	4.0.7
Polycom® SoundStation® IP 7000	4.0.9
Polycom® SoundStructure®	1.7.8
<b>Peripherals</b>	
Polycom Content App	1.3.0
Polycom® People+Content™ IP	1.4.2
Polycom® RealPresence Touch™	6.2.2.4 Panel software 2.2.2.4 Operating System software
VisualBoard Application	4.1.3 software version and later

## Get Help

For more information about installing, configuring, and administering Poly products or services, go to the [Poly](#) site, click Support, and choose the option best suited to your needs.

## *Related Poly and Partner Resources*

See the following sites for information related to this product.

- The [Polycom Support Site](#) is the entry point to online product, service, and solution support information including Licensing & Product Registration, Self-Service, Account Management, Product-Related Legal Notices, and Documents & Software downloads.
- The [Polycom Document Library](#) provides support documentation for active products, services, and solutions. The documentation displays in responsive HTML5 format so that you can easily access and view installation, configuration, or administration content from any online device.
- The [Polycom Community](#) provides access to the latest developer and support information. Create an account to access Poly support personnel and participate in developer and support forums. You can find the latest information on hardware, software, and partner solutions topics, share ideas, and solve problems with your colleagues.
- The [Polycom Partner Network](#) are industry leaders who natively integrate the Poly standards-based RealPresence Platform with their customers' current UC infrastructures, making it easy for you to communicate face-to-face with the applications and devices you use every day.
- The [Polycom Collaboration Services](#) help your business succeed and get the most out of your investment through the benefits of collaboration.

## Copyright and Trademark Information

© 2020 Plantronics, Inc. All rights reserved. No part of this document may be reproduced, translated into another language or format, or transmitted in any form or by any means, electronic or mechanical, for any purpose, without the express written permission of Plantronics, Inc.

Plantronics, Inc. (Plantronics + Polycom, Now together as Poly)

345 Encinal Street  
Santa Cruz, California  
95060

Poly and the propeller design are trademarks of Plantronics, Inc. All other trademarks are the property of their respective owners.