

Touchscreen Sensor Update on the Polycom CX5500 Unified Conference Station

Engineering Advisory 1138

This technical notification provides information on a touchscreen sensor change that has been made to the Polycom® CX5500 Unified Conference Station for Microsoft® Lync®.

This engineering advisory applies to the following Polycom phones:

- CX5500 Unified Conference Station – part number 2201-64374-100

A new touchscreen sensor was introduced on the CX5500 Unified Conference Station, but there is no functional difference between the touchscreen sensor versions. However, the CX5500 Unified Conference Station, part number 2201-64374-100, has the new touchscreen and must be running software version 1.1.5 or later for the touchscreen to function.

You can identify a unit with a new touchscreen sensor by the part number located on the bottom of the CX5500 unit.

The CX5500 Unified Conference Station with the new touchscreen sensor, is ONLY supported by software versions 1.1.5 and later, and you cannot manually downgrade the software to a version earlier than 1.1.5. However, if you perform a factory restore of the system to a version earlier than 1.1.5, the touchscreen will not work. To restore touchscreen functionality, upgrade the system to version 1.1.5.

Expect the following behavior during an upgrade on a CX5500 system from software earlier than version 1.1.5:

- An upgrade can take up to 40 minutes to complete, during which the system reboots several times. Do not power off the system at any time during the 40-minute upgrade.
- When you upgrade the software by using a USB flash drive or the Polycom Web Configuration Utility, the indicator lights flash in several different patterns to indicate the upgrade has started. The upgrade is complete when the indicator lights stop flashing and the Home screen displays.

For more information on the CX5500 Unified Conference Station with the new touchscreen sensor, and directions on upgrading to software version 1.1.5, go to <http://support.polycom.com/voice>.

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6001 America Center Drive
San Jose, CA 95002
USA



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