

Polycom® RealPresence® Group Series

Polycom announces the new release of Polycom® RealPresence® Group Series software. This document provides the latest information on the following Polycom software:

- Version 6.1.5 of the Polycom RealPresence Group system software
- Version 1.1.0 of the Polycom® EagleEye™ Director II software
- Version 2.2 of the Polycom® EagleEye™ Director software
- Version 1.2 of the Polycom EagleEye Producer software
- Version 6.1.5 of the Polycom® RealPresence Touch™ Panel software
- Version 2.1.5 of the Polycom RealPresence Touch Operating system software
- Version 6.1.5 of the Polycom® Touch Control™ Panel software
- Version 6.1.5 of the Polycom Touch Control Operating System software



Note: The RealPresence Touch Panel software is included in the RealPresence Group Series system software package. The RealPresence Touch Operating system software is available for download at support.polycom.com.

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RealPresence Group Series Product Family

The RealPresence Group Series product family includes a codec, plus a remote control, cameras, microphone arrays, and other supported accessories. A comprehensive list of available accessories is available at www.polycom.com.

RealPresence Group System Bundles

Depending upon which RealPresence Group system that you purchase, a bundle of accessories is shipped with the system.

RealPresence Group Series System Bundles

System	System and Accessories
RealPresence Group 300 and 310 Systems	RealPresence Group 300 and 310 systems ship with either an EagleEye Acoustic or Polycom® EagleEye™ IV camera, a RealPresence Group Remote Control, and a RealPresence Group Microphone Array. 
RealPresence Group 500 Systems	RealPresence Group 500 systems ship with either an EagleEye Acoustic or a Polycom® EagleEye™ IV camera, a RealPresence Group Remote Control, and a RealPresence Group Microphone Array. 

RealPresence Group Series System Bundles

System	System and Accessories
RealPresence Group 700 Systems	<p>RealPresence Group 700 systems ship with a Polycom EagleEye IV camera, a RealPresence Group Microphone Array, a RealPresence Group Remote Control and rack mounting ears.</p> 

Codec Power Options

The RealPresence Group 300, RealPresence Group 310, and the RealPresence Group 500 systems have an external power transformer. The RealPresence Group 700 systems have an internal power supply.

Codec Mounting Options

The RealPresence Group 300, RealPresence Group 310, and the RealPresence Group 500 systems have options for rack shelf mounting with EagleEye cameras using their mounting options. The RealPresence Group 700 systems can be rack mounted with rack ears that are included with the codec.

Remote Control Devices

The RealPresence Group system remote control device is included with all RealPresence Group Series bundles and includes a USB rechargeable lithium-ion battery. Additional USB lithium-ion batteries are available. Remote control devices for earlier Polycom systems, such as Polycom® HDX® system remotes, are also supported.

Digital and Analog Cameras

The supported EagleEye digital output cameras include the EagleEye Acoustic, EagleEye Producer, EagleEye Director II, EagleEye IV-4x, and EagleEye IV-12x.

An optional wide angle lens for the EagleEye IV camera increases the FOV from 65 degrees to 85 degrees.

The RealPresence Group Series systems also support the EagleEye analog output cameras, which include the EagleEye View, EagleEye HD, EagleEye II, and EagleEye III cameras.

Camera Mounts and Accessories

Accessories for the digital cameras include the EagleEye Digital Extender and the Digital Breakout Adapter. Additional digital cables for the EagleEye IV of 300mm, 457mm, 10m, and 1m length are available. The Universal Mounting shelf was designed for use with the EagleEye IV cameras and support mounting on a monitor, wall and tripod.

The RealPresence Group Series systems also support the EagleEye Director, EagleEye Director II, and the EagleEye Producer camera systems. The EagleEye Producer has an optional mounting bracket for use with the universal camera mounting solution.

Audio Accessories

The following audio accessories are supported on the RealPresence Group Series codecs:

- RealPresence Group Series microphone arrays
- SoundStation IP 7000
- SoundStructure
- HDX microphone arrays
- Ceiling microphone arrays.

More Interoperable Hardware and Accessory Options

Other accessories and hardware available for the RealPresence Group Series includes the Polycom RealPresence Touch, Polycom Touch Control, and a transport case. Replacement power supplies are available for RealPresence Group 300, 310, or 500 systems. In addition, a full line of RealPresence Group packaged solutions are available with options from 27" to 84" displays and tabletop, stand, and wall mounting.

System Performance

The RealPresence Group systems are cutting-edge visual collaboration tools that provide high quality video, audio, and data collaboration. The systems use the most up-to-date video communications technology to deliver the most natural video conferencing experience.

The RealPresence Group systems support up to 1080p60 performance for people and content. RealPresence Group 300, RealPresence Group 310, RealPresence Group 500 systems support 1080p60 performance for either people or for content. RealPresence Group 700 systems support 1080p60 performance for people and content at the same time.

You can pair all of the systems with the Polycom EagleEye Director, EagleEye Director II, or EagleEye Producer, RealPresence Touch, or Polycom Touch Control to turn them into even more powerful room-based video systems.

Language Support

The RealPresence Group Series web and local user interfaces provide support for the following languages:

- Arabic
- Chinese (Simplified)
- Chinese (Traditional)
- British English
- American English
- French
- German
- Hungarian
- Italian
- Japanese
- Korean
- Norwegian
- Polish
- Portuguese (Brazilian)
- Russian
- Spanish

Monitor Setup

Depending on the monitor you are using with the RealPresence Group system, you might want to change some default settings. Before setting up your system, review the following information to determine what changes might be necessary.



Note: When the USB interface is connected to a RealPresence Group Series system, a touch option appears on your touch monitor. If the USB interface is either disconnected or switched away from the Polycom RealPresence Group Series system, then the system will reconfigure automatically to not use the touch capability. This assures that the system is always available to a user.

Display All Pixels

Before attaching your RealPresence Group system to a TV monitor, ensure the monitor is configured to display all available pixels. This setting, also known as *fit to screen* or *dot by dot*, enables the entire HD image to be displayed. The specific name of the monitor setting varies by manufacturer.

Ensure Monitor Availability

By default, the RealPresence Group system sends no signal when it goes to sleep. This might result in some monitors turning off or entering standby mode. If your monitor does not wake up when the RealPresence Group system wakes up and reestablishes the signal, you have several options:

- Turn the monitor off and on again before using the RealPresence Group system.
- Configure the monitor to enter standby mode when it is not receiving a signal.

- Set up the RealPresence Group system to display black video when it goes to sleep instead of not sending a signal.

HDCP Content Sources

The High-bandwidth Digital Content Protection (HDCP) standard does not support the use of HDCP by a videoconferencing system. If you connect a content source that sends HDCP-encrypted content, the content displays as black video on the near and far-end sites. To ensure that content displays correctly, send content in a format other than HDCP.

HDCP on Apple Computers

Due to a policy established by Apple Computer, Inc., you cannot disable the HDCP encryption service on the DVI or HDMI outputs of a computer that is manufactured by Apple Computer, Inc.

Multipoint Layouts and System Type

When the host of a conference call is a RealPresence Group 500 system, the system displays all remote sites on a split screen with the speaker in a large window. On the RealPresence Group 700 system, up to eight sites display on the monitor based upon layout chosen. When the host has dual monitors, the layout can span both monitors. The far-end site sees four sites, with each quadrant displaying the last four speakers.

Supported USB Headsets

RealPresence Group Series supports wired and wireless USB headsets with the following sampling rates:

- 8 kHz
- 16 kHz
- 24 kHz
- 32 kHz
- 48 kHz

The following table includes the headsets supported with RealPresence Group Series systems:

Supported Headsets

Type	Model	Minimum Firmware Version
Wired	Microsoft LifeChat LX-3000	Not applicable
Wireless	Plantronics Voyager Focus UC	BT600 (USB adapter): v.1156 Headset: v.40

Supported Headsets

Type	Model	Minimum Firmware Version
Wireless	Plantronics Voyager Legend UC	BT300 (USB adapter): 107 Headset: 107
Wireless	Plantronics Voyager Pro UC	BT300M (USB adapter): Base: v.6108 USB: v.861 Headset: v.97

System Configuration and Setup

Administrator settings are available to configure in the system's web interface. Calling functions for users are available in the local interface.

For more information about setting up and using the RealPresence Group systems, refer to the documents on the product pages at support.polycom.com.



Note: Every time you power on a RealPresence Group 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.

Update to Account IDs

The text string `root` is no longer allowed when configuring the ID for the administrator or user account on a RealPresence Group Series system. Attempting to set either account to any variance of `root` results in an error.

If you upgrade to RealPresence Group Series 6.0.1 or higher on a system that is running software version 6.0.0 or earlier and the value of an account ID is set to any variance of `root`, the following modifications will be made automatically during the upgrade process:

- The Admin ID will be changed to the default Admin ID: `admin`.
- The User ID will be changed to the default User ID: `user`.

The existing password is not modified.

Install the Software

Procedures for installing and updating RealPresence Group Series system software vary. With your license key, you can update directly from software version 4.0.2 or higher to 6.1.5.

When updating the system software to version 4.1.x or later, make sure you are currently running version 4.0.2 or later.

- If you are running version 4.0.0, 4.0.0.1, or 4.0.1, download and install version 4.0.2 from support.polycom.com before you download and install a 4.1.x version.
- If you are already running version 4.0.2 or later, you can follow the procedures described in *Polycom RealPresence Group Series Administrator Guide* at support.polycom.com.

New Features in Version 6.1.5

RealPresence Group Series system software version 6.1.5 provides the functionality described in the following sections:

- [Video-based Screen Sharing for Skype for Business](#)
- [Managing Skype for Business Calls](#)
- [System Upgrade or Downgrade Through Skype for Business Server](#)
- [Org ID Authentication](#)
- [Conference Recording with RealPresence Touch](#)
- [Dialing through ISDN Gateway](#)
- [RealPresence Collaboration Server \(RMX\) Call Escalation](#)
- [Displaying Call Participant Names](#)
- [New and Modified API Commands](#)

Video-based Screen Sharing for Skype for Business

RealPresence Group Series systems now support Video-based Screen Sharing (VbSS), a Microsoft protocol for sharing content. In previous releases, systems supported only legacy Remote Desktop Protocol (RDP) for receiving content. Only systems registered to Skype for Business support VbSS content sharing.

RealPresence Group Series system can send up to 1080p 30fps VbSS content to the AVMCU meeting.

The advantages of VbSS content sharing over RDP are as follows:

- Enables RealPresence Group Series systems to send and receive content using H.264 SVC encoding; RealPresence Group Series systems using RDP can receive content only.
- Makes the session setup and video experience faster, with an improvement in the frames-per-second.
- Works better in low-bandwidth conditions, even when sharing high motion content, such as 3-D graphics.

Managing Skype for Business Calls

With your RealPresence Touch device, you can now manage multiple calls on a RealPresence Group Series system registered to Skype for Business. This call management applies to incoming calls only.

System Upgrade or Downgrade Through Skype for Business Server

When your RealPresence Group Series system is provisioned with a Skype for Business server, the system automatically detects software on the server. Software downgrades from version 6.1.5 to a version no earlier than 6.1.1 are supported. If the Automatic Software Updates setting is configured for a system registered to Skype for Business Online, the system will upgrade or downgrade to the version on the Skype for Business Online server.

“Update Software from Skype for Business Server” must be unchecked to automatically search for software upgrades from RealPresence Resource Manager.

Auto Update Enabled by User	RealPresence Group Series Provisioning	RealPresence Group Series Registered to SfB Server	Software Update Server
False	False	False	None
True	False	False	Polycom Server
True	False	True	SfB Server
True	True	False	Provisioning Server
False	True	False	Provisioning Server
True	False	True	SfB Server
True	True	True	SfB Server

Org ID Authentication

RealPresence Group Series systems support the Org ID service to authenticate users who log in to Office 365.

The system sends a request to validate user credentials through Org ID. Upon successful authentication, Org ID sends a service token in an encoded string format that the user is authenticated.

Conference Recording with RealPresence Touch

You can now start and stop conference recordings from your Polycom® RealPresence Touch™ device. The RealPresence Group Series system must first be configured for conference recording.

The feature is not available in the following scenarios:

- RealPresence Group Series system is registered to Skype for Business
- RealPresence Touch is in Skype for Business mode

Dialing through ISDN Gateway

The Simplified ISDN dialing feature provides seamless ISDN Gateway call dialing support on RealPresence Group Series systems through Polycom ISDN Gateway. You can now make calls by entering the ISDN number without entering a prefix of the ISDN Gateway IP address.

RealPresence Collaboration Server (RMX) Call Escalation

You can enable users to create an impromptu conference call during an active SIP call. You must configure RealPresence Group Series systems to escalate new calls to an RMX conference call.

Polycom recommends that you disable adhoc call escalation to make calls through an internal MCU.

Displaying Call Participant Names

In past releases, after participants joined a call, their names were displayed for 10 seconds on the local interface. In this release, administrators can configure a system to display participant names throughout the call. This setting is available on RealPresence Group Series 500, and 700 systems for internal MCU calls only.

M-Mode

This was previously known as Music Mode. This mode provides the highest possible bandwidth for audio. When M-Mode is enabled, even the faintest musical notes come through clearly.

New and Modified API Commands

The following commands have been added for this release:

- `sourcemandebugger`
- `systemsetting gatewayenable`
- `systemsetting gatewayh323extension`
- `systemsetting gatewayipaddress`
- `systemsetting gatewaynumbertype`

The following commands have been modified for this release:

- `enablelivemusicmode`
- `snmpsystemdescription`
- `snmptrapversion`
- `systemsetting telnetenabled`
- `whoami`

For detailed information regarding the new and changed commands, refer to the *Polycom RealPresence Group Series Integrator Reference Guide*.

Software Version History

Software Version	Release Date	Description
6.1.5	February 2018	Includes VbSS (Video-based Screen Sharing), Managing Skype for Business Calls, System downgrade through SfB server, Conference recording with RP Touch, Dialing through ISDN Gateway, RMX Call Escalation and Display Call Participants names.
6.1.4	November 2017	Includes escalation fixes for customer support.
6.1.3	September 2017	Includes escalation fixes for customer support, and support for EagleEye Producer version 1.2.1.5.

Software Version	Release Date	Description
6.1.2.1	August 2017	Includes software enhancements for future hardware revision compatibility.
6.1.2	July 2017	Includes RealPresence Group Series remote control support for systems registered to Skype for Business Online, support for EagleEye Director II version 1.1, support for new RealPresence Touch hardware version 7, and escalation fixes for customer support.
6.1.1	April 2017	Includes Microsoft certification for Skype for Business Online, a new automatic update feature for a RealPresence Group Series system from a Skype for Business Server, and escalation fixes for customer support.
6.1.0	February 2017	Includes the initial release of Polycom EagleEye Director II Camera System, Help Desk Option on RealPresence Touch, and Microsoft Office 365 qualification fixes.
6.0.1	November 2016	Includes escalation fixes and documentation updates. Provides support for EagleEye Producer software 1.2.1.
6.0.0	September 2016	Includes new Skype for Business and Microsoft Office 365 features; provides integration of Polycom RealPresence Media Suite recording controls; adds Polycom RealPresence Cloud service interoperability and new EagleEye Producer tracking modes; provides support for MusicMode on the G.719 codec, audio-only calls, custom backgrounds, USB headsets, additional multipoint layout views on RealPresence Group 700 systems, and Polycom SoundStructure system control using the RealPresence Touch device; provides enhanced DTMF dialing and updates to persistent video layout views; includes updates to the API and documentation.
5.1.2	June 2016	Includes escalation fixes for customer support.
5.1.1	May 2016	Includes support for the Polycom Concierge solution, 4-Way Symmetric 1080p in Full Screen Mode, API command audio3p5inputfaronly, and escalation fixes for customer support.
5.1.0	February 2016	Includes escalation fixes and support for the touch-enabled user interface, and updates the factory partition to version 5.1.0.
5.0.2	January 2016	Includes escalation fixes and documentation updates.
5.0.1	November 2015	Includes escalation fixes and documentation updates. Provides support for EagleEye Producer software 1.1.1.

Software Version	Release Date	Description
5.0.0	September 2015	Includes support for Microsoft Office 365 calendaring, first release of the RealPresence Touch device, adds support for viewing content from Microsoft Lync desktop clients, add provisioning capabilities, includes enhancements to security for SIP applications, adds support for Lync Response Group registrations, adds Native Support for RealConnect feature, support for Link Layer Discovery Protocol (LLDP) and Link Layer Discovery Protocol Media Endpoint Discovery (LLDP/MED), new API commands, adds improvements to import and directory interface, support for new EagleEye IV mounting option, includes Acoustic Fence technology, includes update to web interface to include 3.5mm audio input, includes support for EagleEye Producer software 1.1 that has automatic camera updates, and includes support for several experimental features.
4.3.2	August 2015	Includes escalation fixes and documentation updates.
4.3.1	June 2015	Provides support for EagleEye Producer software 1.0.1.17, and corrected issues from the previous RealPresence Group Series release.
4.3.0	May 2015	Includes support for the RealPresence Group Series 310 system, using SSH for secure API access, enabling and disabling Audio Add In, and Polycom EagleEye Producer version 1.0.0.
4.3.0	March 2015	Includes support for using SSH for secure API access, enabling and disabling Audio Add In, and Polycom EagleEye Producer version 1.0.0.
4.2.0	January 2015	Includes support for additional Microsoft Lync 2013 enhancements; adds CEC monitor controls; includes SVC updates; adds support for enhanced High Definition video resolution; includes updates to receiving software updates from the web interface, and adds accessible HTML help; adds support for a visual security classification feature; includes support for People+Content IP 1.3; provides updates to the API; includes support for Polycom EagleEye Producer.
4.1.3.2	April 2014	Correction for the Heartbleed OpenSSL Security Vulnerability in third-party software.
4.1.3	February 2014	Provides native Microsoft Lync 2013 interoperability; adds support for recording on RealPresence Group 700 systems; includes more robust and secure SNMP and system logging functionality; adds support for BroadSoft BroadWorks DMS provisioning; provides support for the Polycom VisualBoard application; includes updates of SVC functionality; includes support for a new version of the Polycom EagleEye Director which has a new tracking mode; provides updates to the API.
4.1.1.1	September 2013	Includes support for additional Lync 2013 enhancements; adds Cisco TIP interoperability; replaces version 4.1.1.
4.1.1	July 2013	Provides enhanced security; includes Scalable Video Codec (SVC) updates; adds compatibility for Microsoft Lync 2013; provides remote management of the Polycom Touch Control; supports Polycom Calendaring for Microsoft Outlook.

Software Version	Release Date	Description
4.0.2	March 2013	Added support for the SVC protocol and RealPresence Group 700 system; enabled Monitor Profiles for configuring viewing and recording preferences.
4.0.1	January 2013	Enabled Polycom® SmartPairing™ in automatic mode with the RealPresence Mobile application on an Apple iPad; added more diagnostic features; included API support for a broadcast beacon to an AMX® NetLinx™ central controller; added support for software downgrade via USB; added support for the EagleEye Acoustic camera; updated EagleEye Director software to version 2.1, which adds camera support for 1080p with 60 frames per second.
4.0.0.1	November 2012	Correction for an issue recently observed at the factory in which RealPresence Group systems restarted intermittently while in a call; replaces 4.0.0.
4.0.0	November 2012	First release of software to support the RealPresence Group 300 and 500 systems.

Polycom Labs Experimental Features

Polycom releases some experimental features during a release that administrators can enable and evaluate in non-production environments.

The following experimental features are available in this release:

- [Web Proxy](#)
- [VisualBoard Advanced Features](#)
- [Incoming NoiseBlock](#)
- [Acoustic Fence with Beam Shaping](#)
- [Auto Awake for Polycom EagleEye Producer Camera](#)
- [Content Stretch](#)
- [Dual Live-Stream](#)
- [Stamping Log Files](#)

For more information about experimental features or to provide feedback on your experience, visit the [Polycom Support Community](#).

Enable Experimental Features

You can enable experimental features and evaluate them in a non-production environment.

To enable the experimental features:

- 1 In the web interface, select **Admin Settings > General Settings > System Settings > Polycom Labs**.
- 2 Select the **Enable Polycom Labs Features** checkbox.

Web Proxy

The Web Proxy Auto-Discovery Protocol (WPAD) allows RealPresence Group Series systems to route network traffic to outside enterprise networks. In Skype for Business On-Premises deployments, systems are registered to the Skype for Business server directly. This is not the case with Skype for Business Online environments, but with a WPAD configuration, RealPresence Group Series systems can have a direct connection to Skype for Business servers. If an outside enterprise set network rules, WPAD-enabled RealPresence Group Series systems can overcome the restrictions and connect to a Skype for Business server on the cloud.

Ensure that you configure the following settings correctly while configuring the Web Proxy Settings:

- In the RealPresence Group Series system web interface, go to **Admin Settings > Network > IP Network > SIP**. Ensure that you entered the required Skype for Business credentials to connect to the correct network. Also make sure that the **Registration Status** displays **Registered**.
- At **Admin Settings > Servers > Directory Servers**, use the same network credentials as for the SIP server.
- At **Admin Settings > Servers > Calendaring Service**, use the same network credentials as in SIP and Directory Servers settings.

RealPresence Group Series system communicates the proxy server only through a Basic authentication. Digest and NTLM authentication to the proxy server are not applicable for this release.

The **Calendar Auto Discover** option is applicable for On-Premise and Hybrid On-Premise federated users only. For all the other account types, provide the Microsoft Exchange server address.

The following services are compatible with RealPresence Group Series system when configured with Web Proxy:

- Directory Servers
- Provisioning Service
- Calendaring Service
- Recording Service
- Software Updates
- Upload Logs

Configure Web Proxy Settings

To allow a RealPresence Group Series system to use the WPAD protocol to connect directly to a Skype for Business server, you must enable web proxy settings for the system.

- 1 In the system web interface, go to **Admin Settings > Network > Web Proxy Settings**.
- 2 Do one of the following:
 - Select **Auto configuration** checkbox and uncheck the **Enable WPAD** checkbox. Enter the **Proxy Username** and **Proxy password**, and enter the **PAC URL**.
 - Select **Auto configuration** and **Enable WPAD** checkbox. Enter the **Proxy Username** and **Proxy password**.
 - Uncheck **Auto configuration** checkbox. Enter the **Proxy Username**, **Proxy Password**, **Proxy Address**, and **Proxy Port**.
- 3 Click **Save**.

Update PAC File

When the PAC file is updated on the server, do one of the following to make the changes effective on RealPresence Group Series system:

- Reboot the RealPresence Group Series system.
- In the system web interface, go to **Admin Settings > Network > Web Proxy Settings**. Click on **UPDATE PAC FILE**.

Verify PAC File

To verify the PAC file:

- 1 In the system web interface, go to **Admin Settings > Network > Web Proxy Settings**.
- 2 Click on **DOWNLOAD PAC FILE** link to download the PAC file.

The Proxy auto-config (PAC) file is a configuration file executed by the system to determine the proxy for a specified URL

VisualBoard Advanced Features

You can enable the following experimental features for VisualBoard:

- **Enable PowerPoint Slide Conversion:** Show PowerPoint document files while working in VisualBoard.
- **Allow Slide Zoom:** Enlarge a slide by moving two fingers in opposite directions while in drawing mode.
- **Allow Swipe Navigation:** Move to the next slide by swiping, or fast dragging, while in pointer mode.

Incoming NoiseBlock

When the Incoming NoiseBlock feature is enabled, the RealPresence Group system automatically senses ambient noise in the far-end audio and mutes the loudspeaker. Ambient noise can include keyboard typing, paper shuffling, or any sounds other than human speech. As soon as the far-end meeting participant begins speaking, the system automatically unmutes the loudspeaker.



Note: If a RealPresence Group 500 or 310 system has Incoming NoiseBlock enabled and a computer is connected to its HDMI input port as its content source, the audio from the HDMI input may fade in and out at the local end.

Acoustic Fence with Beam Shaping

Acoustic Beam greatly reduces sounds outside a well-defined beam. The beam width can vary from +/- 10 degrees to +/- 60 degrees. A single tabletop microphone, a single ceiling microphone, or a single EagleEye Acoustic camera forms the beam using signal processing on the microphones contained in the unit.

For additional information configuration information for Acoustic Fence with Beam Shaping Technology, refer to the [Polycom Acoustic Fence and Acoustic Fence with Beam Shaping Technology Technical Bulletin](#).



Note: The Acoustic Fence with Beam Shaping and Acoustic Fence Technology features cannot be enabled at the same time. To disable Acoustic Fence, in the web interface, go to **Admin Settings > Audio/Video > Audio > General Audio Settings**. Clear the **Enable Acoustic Fence** checkbox.

The Acoustic Fence with Beam Shaping feature also includes Beam Mode. The default setting is automatic steering beam, which automatically steers the beam to the meeting participant who is talking. You can also set Beam Mode to fixed beam, which only picks up audio within a set beam.

To enable and configure Acoustic Fence with Beam Shaping:

- 1 In the web interface, select **Admin Settings > General Settings > System Settings > Polycom Labs**.
- 2 Under **Acoustic Fence with Beam Shaping**, select **Enable Acoustic Fence with Beam Shaping**.
- 3 Select a **Beam Mode** and save your settings.

Auto Awake for Polycom EagleEye Producer Camera

This feature enables an EagleEye Producer to automatically wake up when it detects the presence of people or faces.

Content Stretch

This feature allows RealPresence Group systems to stretch the content to fit the monitor. When this feature is enabled, content is shown full screen without the black bars even if the receiving content aspect ratio is not be 16:9.

Dual Live-Stream

This feature adds the ability to combine two cameras as a single camera source. The encoded stream sent to the far site consists of a single stream of encoded video that will include two camera views. The far end will notice two camera views from the far site. They will not notice a difference in call connection, negotiation, or quality. This feature is only supported on RealPresence Group 700 systems.

The following layouts are supported:

- Equal size
- Main camera only
- Room camera only
- Main camera in PIP
- Room camera in PIP
- Side by side 3D
- Top and bottom 3D

Stamping Log Files

A log file can contain a lot of information that you must sort through to troubleshoot an issue. You can speed up the process by adding a log stamp to identify a specific point in time that a system issue occurred. A log stamp is a numerical value that starts with the number 1 and increments each time you activate the feature. The log stamp value automatically restarts at number 1 when the system is restarted.

When you encounter a system issue, you can add a log stamp from the RealPresence Group system local interface or web interface, or from a RealPresence Touch that is paired with a RealPresence Group system.

To add a log stamp from the RealPresence Group system local interface:

- 1 Go to **Settings > System Information > Diagnostics > Log Stamp**.
- 2 Click **Log Stamp**.

To add a log stamp from the RealPresence Group system web interface:

- 1 Go to **Diagnostics > System > Logs > Log Stamp**.
- 2 Click **Log Stamp**.

To add a log stamp from the RealPresence Touch interface:

- 1 Go to **Settings > System Information > Log Stamp**.
- 2 Tap **Log Stamp**.

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 or Skype for Business Server integrations.

For additional information and details, refer to [professional_services/index.html](https://www.polycom.com/professional_services/index.html) or contact your local Polycom representative.

Hardware and Software Compatibility

The following table lists RealPresence Group system software versions that are compatible with RealPresence Group system hardware.



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://www.polycom.com/PolycomService/support/us/support/service_policies.html) to see the Current Polycom Interoperability Matrix.

Hardware Model	Part Number (or Serial Number)	Designation in User Interfaces	Compatible Software Versions
RealPresence Group 700	2201-84248-xxx	Hardware version 20	6.0.1 and higher
RealPresence Group 700	2201-08090-xxx	Hardware version 7 Hardware version 8	4.1.3 and higher 4.1.3 and higher
RealPresence Group 700	2201-09770-xxx	Hardware version 6 Hardware version 7	4.0.2 and higher 4.1.3 and higher
RealPresence Group 500	2201-61078-xxx	Hardware version 20	4.2.0 and higher
RealPresence Group 500	2201-68113-xxx	Hardware version 16 Hardware version 18	4.2.0 and higher 4.2.0 and higher
RealPresence Group 500	2201-09790-xxx	Hardware version 9 Hardware version 10 Hardware version 12 Hardware version 15 Hardware Version 17	4.0.0 and higher 4.1.3 and higher 4.1.3 and higher 4.1.3 and higher 4.2.0 and higher
RealPresence Group 310	2201-61079-xxx	Hardware version 20	4.3.0 and higher
RealPresence Group 310	2201-68113-xxx	Hardware version 16 Hardware version 18	4.3.0 and higher 4.3.0 and higher
RealPresence Group 300	2201-68108-xxx	Hardware version 16 Hardware version 18	4.2.0 and higher 4.2.0 and higher
RealPresence Group 300	2201-64752-xxx	Hardware version 9 Hardware version 10 Hardware version 12 Hardware version 15 Hardware version 17	4.0.0 and higher 4.1.3 and higher 4.1.3 and higher 4.1.3 and higher 4.2.0 and higher
RealPresence Touch	2200-84709-xxx	Hardware version 7	6.1.2 and higher

Supported Operating Systems and Web Browsers

The RealPresence Group Series system web interface is supported on the following web browsers and operating systems:

- Windows® Internet Explorer 10 or 11 on Windows 8
- Apple® Safari® 9.0.3 on Mac OS® X (Yosemite)
- Mozilla Firefox 44 on Windows 8

Supported Peripherals

RealPresence Group Series systems support the following peripherals:

- Polycom EagleEye Producer
- Polycom EagleEye Director II

- Polycom EagleEye Director
- Polycom RealPresence Touch
- Polycom Touch Control
- Polycom EagleEye Acoustic, EagleEye III, EagleEye II, EagleEye 1080, EagleEye View, EagleEye HD, and EagleEye IV cameras
- Polycom RealPresence Group Microphone Array
- Polycom® HDX® system table microphone arrays and ceiling microphone arrays
- Polycom® SoundStructure®
- Polycom Stereo Speaker Kit
- Polycom® SoundStation® IP 7000 phone

For specific version support information, see [Products Tested in this Release](#).

Supported Touch-Capable Monitors

The touch-enabled user interface and VisualBoard are compatible with the following touch-capable monitors.

Brand	Model	Size
Acer	T232HL	23"
Acer	T272HL	27"
HP Compaq	L2206tm	22"
LG	LG KT-T430 overlay on LG-43SL5B LG-43SE3B	43"
LG	LG KT-T490 overlay on LG-49SL5B LG-49SE3B	49"
LG	LG KT-T550 touch overlay on LG 55SL5B LG-55SE3B	55"
LG	LG KT-T650 touch overlay on LG 65LS33A	65"
NEC	V552TM	55"
Orion	Orion OLS-7010T6	70"
Planar	PCT2785	27"
Sharp	PN-L702B PN-L703B	70"

Security Updates

The RealPresence Group Series system web interface has been updated to fix a security vulnerability. Thank you to the following security researchers for bringing this defect to our attention in a responsible manner:

- Joan Hong
- Moses Ike
- Scott Heidbrink

The following table provides a list of security issues resolved in this release.

Category	Key	Description
Security	EN-42884	The TLS 1.0 can now be disabled under Global Security for RealPresence Group Series system.
Security	EN-10654	Updated the HTTP header to address the potential XSS vulnerability.
Security	EN-19594	Updated the remote execution to address CVE-2016-10229.

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

Resolved Issues in Version 6.1.5

The following table lists issues resolved in this version 6.1.5 release.

Resolved Issues in Version 6.1.5

Category	Key	Description
Alert Management	EN-25118	During a call, when SNMP walk commands are executed on a RealPresence Group Series system, the audio at the far-end system drops.
API	EN-54723	Polycom EagleEye Director II camera system executes EagleEye Producer API commands instead of EagleEye Director I camera API commands.
API	EN-16248	Double pressing the “#” character in the Telnet API does not display “@” character.
Audio	EN-73105	In a Skype for Business environment, when a PSTN endpoint places a call to another PSTN endpoint registered to RealPresence Group Series system, the caller receives a loud audio.

Resolved Issues in Version 6.1.5

Category	Key	Description
Call Management	EN-21191	RealPresence Group Series system automatically answers simultaneous multi point calls, even if "Auto Answer Multipoint Video" is set as "No".
Calling	EN-63828	When a sixth participant joins an internal MCU conference on RealPresence Group Series 700 system, all the participants in the conference disconnect.
Content	EN-59433	When RealPresence Group Series system joins an AVMCU conference, the Remote Desktop Protocol (RDP) content drops.
Content	EN-43172	While sharing content in a Skype for Business AVMCU call, the content loads very slow.
Content	EN-43056	In some cases, RealPresence Touch device does not display content when connected to a computer using USB cable.
Content	EN-35486	RealPresence Group Series 700 system restarts while attempting to send video content using HDMI source.
Content	EN-25795	In some cases, when Skype for Business participant shares content, the OTX monitors does not rise up.
Content	EN-20799	Content sharing between Polycom devices and CMS (CISCO Meeting Server) is transmitted through main channel instead of content channel when connected to a SIP call.
Content	EN-11124	The images are not properly saved to a USB drive when they are edited in Whiteboard.
Directories/Address Books	EN-25829	On a RealPresence Group Series system, the Extension and Call Quality fields do not appear when importing a favorite having missing IP Address information.
Directories/Address Books	EN-24647	Occasionally, the Web Configuration Utility for RealPresence Group Series system or RealPresence Touch device fail to perform search operation in the directory.
Interoperability	EN-64691	In a Skype for Business AVMCU meeting, RealPresence Group Series system fails to connect when the Advanced Encryption Standard (AES) is set to Off .
Interoperability	EN-61293	When RealPresence Group Series system dials in to a Skype for Business client for Mac in a point-to-point call, Skype for Business client crashes.
Interoperability	EN-60220	RealPresence Group Series system fails to dial in to Videxio VMR service when natively registered to Skype for Business server with Office 365 version 6.1.2 or later.
Interoperability	EN-35729	In an AVMCU call with Microsoft Lync 2011 client for Mac, the RealPresence Group Series 700 system occasionally crashes.

Resolved Issues in Version 6.1.5

Category	Key	Description
Interoperability	EN-26122	When RealPresence Group Series system boots up without a LAN connection, registration to a specified gatekeeper using FQDN fails.
Interoperability	EN-23576	Content is sent through the People channel in calls between a RealPresence Group Series system and a Blue Jeans client.
Interoperability	EN-16324	When RealPresence Group Series system registered to a DMA dials in to a WebEx, the call drops after 30 minutes.
Interoperability	EN-15510	WebEx does not recognize the DTMF tones from RealPresence Group Series system in encrypted SIP calls.
Logs	EN-12632	“no data for xx seconds” appear in the log file when RTPRxChan does not receive data from RealPresence Touch device.
Logs	EN-12581	The “Conference ID” column in Call Detail Report from Polycom HDX system always remains 0.
Network	EN-44532	The 802.1x registration fails on a RealPresence Group Series 700 rev 20 system.
Network	EN-17944	RealPresence Group Series 310 and 500 systems with rev 20 do not refresh the IP address through DHCP when the LAN is disconnected and reconnected.
Peripherals	EN-27115	The LED on the EagleEye IV camera connected to RealPresence Group Series system continuously blinks green even if the call is not answered.
Peripherals	EN-12762	The camera on HDCI port does not power up to the same location where the HDMI source was connected to the same input in sleep mode.
Peripherals	EN-10149	RealPresence Group Series 700 system wakes up from sleep mode when an audio only SIP call is received on the Polycom SoundStation IP7000 conference phone even if RealPresence Touch device is in sleep mode.
Peripherals	EN-12764	When an EagleEye 1080 camera is (outputs 1080p 50/60 based on time zone) connected to HDCI port and an HDMI source (1080i 50/60 based on time zone) is connected to the same camera port on RealPresence Group Series 700 system, the video quality becomes poor.
Peripherals, User Interface	EN-16678	On the RealPresence Touch device, HDMI with DVI input format configured as people video source does not appear as a source.
User Interface	EN-61354	In some cases, RealPresence Touch device paired with RealPresence Group Series system does not indicate while sending content and Stop Content button becomes unavailable.

Resolved Issues in Version 6.1.5

Category	Key	Description
User Interface	EN-56382	After performing a software update, Polycom RealPresence Touch does not display the time in 24 hour format.
User Interface	EN-52410	When RealPresence Group Series system is registered to Skype for Business server, a search with an "*" in the Skype for Business directory displays no result.
User Interface	EN-52404	Occasionally, the Web Configuration Utility for Group Series 700 system is not accessible.
User Interface	EN-42878	"Camera Exposure/White Balance Tools" do not work while adjusting the brightness on RealPresence Immersive Studio system.
User Interface	EN-23698	RealPresence Touch device continues to display meeting reminder to join even after joining the meeting.
User Interface	EN-21531	After configuring the "Remote Log Server Address" on a RealPresence Group Series system, the Save button becomes unavailable to save changes.
User Interface	EN-21148	RealPresence Group Series system does not allow user to change the camera settings after the admin password is set.
User Interface	EN-20269	The touch tones pad remains on the home screen even after the call is disconnected.
User Interface	EN-19977	RealPresence Touch displays an incorrect VisualBoard status as a content source.
User Interface	EN-17308	RealPresence Touch device with a static IP address displays "Auto" in Network properties page on user interface.
User Interface	EN-15560	Total call time in the web user interface does not match with the time in Call Detail Report.
User Interface	EN-15344	If a call is active at midnight, the system web interface might display an inaccurate value under System Usage for the total time in a call.
Video	EN-51700	When RealPresence Group Series system registered to Skype for Business server performs a Skype for Business call with other RealPresence Group Series system and SfB clients, far-end video drops and system restarts.
Video	EN-34790	During long duration AVMCU calls of 12 hours or more, RealPresence Group Series systems have been dropped from calls. In some cases, content is also dropped from calls.
Video	EN-26586	In an AVMCU call with Skype for Business client, the Group Series system does not receive video content occasionally.

Resolved Issues in Version 6.1.5

Category	Key	Description
Video	EN-19405	When the Lock Video spotlight is enabled, both monitors connected to the RealPresence Group Series system display near end videos.
Video	EN-16431	In an point to point call with HDX system, the aspect ratio is not maintained at RealPresence Group Series system.

Known Issues in Version 6.1.5

The following table lists the known issues for the version 6.1.5 release. If a workaround is available, it is noted in the table.

Known Issues in Version 6.1.5

Category	Issue ID	Description	Workaround
Audio	EN-12767	When M-Mode is enabled, the RealPresence Group Series system cannot receive audio from a Polycom QDX 6000 system.	Disable M-Mode on RealPresence Group Series system.
Calendering	EN-13505	The RealPresence Group Series system local interface and the RealPresence Touch device might display only nine participants, even though the Calendar invitation might include more attendees.	
Call Management	EN-14149	When initiating a multipoint call, you might not be able to include audio endpoints and video endpoints in the same call.	Dial audio endpoints separately from the video calls.
Calling	EN-15575	When a SoundStation IP 7000 phone is connected to a RealPresence Group Series system, blast dialing endpoints might fail.	Disconnect the SoundStation IP 7000 phone from the system before you attempt a blast dial call.
Calling	EN-16086	While in a call and receiving content, a RealPresence Immersive Studio system might intermittently stop responding, power off, and power back on.	
Calling	EN-68097	In a point-to-point call, when user tries to add another PSTN participant to the call, RealPresence Group Series system fails to escalate the call to AVMCU.	
Calling	EN-10812	RealPresence Group Series system connected to Polycom ISDN Gateway with stereo enabled is unable to connect to an audio-only call.	

Known Issues in Version 6.1.5

Category	Issue ID	Description	Workaround
Configuration	EN-12795	The Picture-In-Picture configuration option is only applicable when Tracking mode is set to Frame Speaker, but the option is available for all Tracking modes even though it is not applicable.	
Configuration	EN-10869	If the SIP registrar password includes a backslash character, RealPresence Group systems might have failed to register with the SIP server.	Do not use the "\" character in the SIP registrar password.
Configuration	EN-10678	If dual stack (IP v4 and IP v6) is enabled, the RealPresence Group Series system fails to navigate from an IP v4 address to an IP v6 address.	When dual stack is enabled, enter an IP v6 DNS server address as the first DNS entry.
Configuration	EN-68043	When the SIP server is down and the SIP failover server is configured with another domain, the RealPresence Group Series system fails to register the Skype for Business client to the failover server.	Username should be configured as "domain\username" to successfully register in the failover environment.
Content	EN-48589	In a point-to-point RealPresence Group Series conference call, content is shared using Polycom® Pano™. A user stops content using the RealPresence Touch device, and then starts content using the device. This results in the RealPresence Group Series system local interface displaying a dark screen instead of content.	Use Polycom Pano to share content again.
Content	EN-12332	In H.323 calls above 1472 kbps, the RealPresence Group Series system might receive black video when sharing content in a RealPresence Collaboration Server (RMX) call.	
Content	EN-14150	If monitor 2 is turned off, RDP content might be presented in PIP layout mode instead of full screen mode on monitor 1.	
Content	EN-25127	In some scenarios, Skype for Business desktop and window sharing might take up to 15 seconds to be received.	
Content	EN-19994	The Polycom Touch Control device might not be able to send content from a USB-connected local computer running Windows 10.	
Content	EN-10990	When a RealPresence Group system shares content in a long duration, multi-point call, the content may be sent over the people channel instead of the video channel.	Hang up the call, redial the call, and restart content.

Known Issues in Version 6.1.5

Category	Issue ID	Description	Workaround
Content	EN-64828	In a conference call, when a computer is sharing content to RealPresence Group Series using Polycom® People+Content® IP (PPCIP) and another computer tries to share content by entering an incorrect password, the content shared from the first computer disconnects.	Share content from second computer using correct password.
Directories/Address Books	EN-26786	On the home page Contacts tab of the RealPresence Group Series system web interface, the Global Entry link is displayed based upon client policy. The link is displayed when a user has a client policy with address book availability configured to WebSearchAndFileDownload. The link is not displayed when a user's client policy with address book availability is changed to WebSearchOnly.	
Documentation	EN-14260	The RealPresence Group Series system Frequently Used setting in the web interface displays a list of numbers that were dialed most frequently in the past week. The criteria of listing these numbers is not clearly mentioned in the Polycom RealPresence Group Series Administration Guide.	
Installation	EN-23562	When a RealPresence Touch device is not paired with a version 6.1.2 RealPresence Group Series system, a device software upgrade from version 2.1.1 to 2.1.2 using the Polycom software server might fail.	Before you upgrade the RealPresence Touch device software to version 2.1.2, pair the device with a version 6.1.2 RealPresence Group Series system.
Installation	EN-24249	Performing a platform software downgrade using a USB storage device might cause the RealPresence Touch device to stop the downgrade process and restart.	Do not use a USB storage device. Instead, perform a downgrade using RealPresence Resource Manager and an HTTP server.
Interoperability	EN-19586	On the RealPresence Group Series remote control, DTMF conference controls might not work in an AV MCU conference.	Use the RealPresence Touch device in Office 365 mode or use another Office 365 client to control the meeting.
Interoperability	EN-18207	The Office 365 environment does not support FIPS mode.	Disable FIPS mode in Office 365 environments.

Known Issues in Version 6.1.5

Category	Issue ID	Description	Workaround
Interoperability	EN-14154	When in a point-to-point SIP call using Microsoft remote desktop registered to the RealPresence DMA system, RealPresence Group Series systems registered to Lync disconnect after pressing Hold on RealPresence Group Series systems.	
Interoperability	EN-14151	In Unify server environments, you might not be able to resume held calls after the call was transferred on a RealPresence Group Series system.	Do not transfer held calls involving a RealPresence Group system in a Unify environment.
Interoperability	EN-63382	When RealPresence Group Series system places a 128 bit encrypted call to Avaya XT7000 or XT5000, there is no audio or video.	Set encryption key to 256 on all endpoints.
Interoperability	EN-12773	While in Skype for Business mode, you might not be able to place a video call from the RealPresence Group Series system to voice mail.	Select the audio toggle on the RealPresence Touch device to make an audio call to the voice mail.
Interoperability	EN-10837	After a DNS failure during a point-to-point call between a RealPresence Trio conference phone and a RealPresence Group Series system, the RealPresence Trio conference phone does not automatically disconnect from the call.	Manually disconnect the RealPresence Trio conference phone from the call.
Interoperability	EN-7517	When dialing multiple Skype for Business clients at the same time, the call connects as audio-only.	Set the dialing preference to SIP. In Office 365 environments, disable H.323.
Interoperability	EN-7514	The Lync Macintosh client displays jerky video in calls to a RealPresence Group Series system.	Place the call from the RealPresence Group Series system.
Peripherals	EN-68212	In a large Skype for Business AVMCU conference call with Remote Desktop Protocol (RDP) content, the RealPresence Touch device sometimes stops responding and loses pairing with Group Series system when having large number of participants.	
Peripherals	EN-14156	The USB 3.0 ports on the backpanel of RealPresence Group Series 700 systems do not support USB headsets.	
Peripherals	EN-14094	After the EagleEye Director II wakes from sleep, the EagleEye IV camera might not automatically move to the preset position.	Use the system local interface or the RealPresence Touch device to select the preset and the camera moves to selected preset position.

Known Issues in Version 6.1.5

Category	Issue ID	Description	Workaround
Peripherals, User Interface	EN-75157	The RealPresence Touch device Web interface displays the older software version after the software update.	Unpair and re-pair RealPresence Touch device with RealPresence Group Series system.
User Interface	EN-68030	In a point to point call, the TV user interface displays RealPresence Group Series system name instead of SIP username for the far-end system.	
User Interface	EN-23394	When you end a call, the RealPresence Touch device is intermittently slow to respond.	
User Interface	EN-20175	When a RealPresence Group Series system joins a CCCP conference as an audio-only PSTN endpoint, the call might be connected as audio/video. As a result, the PSTN party displays black video to the other participants.	
User Interface	EN-17594	If a RealPresence Group Series system has Automatic Self View and Self View disabled, with the monitor 1 profile set to Far, then Content, then Near, and monitor 2 profile set to Far, then Near, the following scenario might occur. Three identical layout choices might display on the local interface and on the RealPresence Touch device.	
User Interface	EN-17107	In a point-to-point call with monitor 1 set to Far, then Content, then Near, and monitor 2 set to Far, then Near with Automatic Self View Control enabled, the following scenario occurs. Far-end video displays full screen on monitor 2 and monitor 1 displays the background image in full screen (if configured) or black video (if not configured) with its local video in PIP.	
User Interface	EN-16260	When the Restrict to HTTPS setting is enabled on a RealPresence Group Series system, the paired RealPresence Touch device might not download device's application software.	
User Interface	EN-64672	In a Skype for Business call when all the attendees are in mute state, RealPresence Group Series system does not show attendee's video even after the organizer blocks and unblocks attendee's video.	Change the layout on Group Series system.
User Interface	EN-19922	Far-end site camera presets are not available on RealPresence Touch devices.	

Known Issues in Version 6.1.5

Category	Issue ID	Description	Workaround
User Interface	EN-19843	If you are logged out of the RealPresence Touch web interface, the device screen might not refresh automatically and might continue to display the same screen and the login dialog.	
User Interface	EN-15879	The Log Stamp feature might not display in the Polycom labs feature list in the system web interface.	Clear the Enable Polycom Labs Feature checkbox, then select it.
User Interface	EN-14153	System information and user settings are not available when the RealPresence Touch device is not paired.	Pair to a RealPresence Group Series system to view the information, or use the RealPresence Touch web interface to view the information (IP address is available in the unpaired screen).
User Interface	EN-14148	After completing the setup wizard, you might see the Hello screen flash and hear a welcome sound before the logon screen displays.	
User Interface	EN-11236	On RealPresence Touch devices, the Help Desk number might display as a regular PSTN call on the participant list.	
User Interface	EN-10984	If you enter an incorrect system password, then change the Lock Port After Failed Login setting in the web interface, the system is locked out after the third password attempt, regardless of the setting value.	
User Interface	EN-10956	On some touch monitors, the virtual keyboard might not display during a call on RealPresence Group Series 500, 700 systems.	End and redial the call.
Video	EN-59502	SmartPairing feature is not supported on RealPresence Group Series system.	

This document includes known issues for RealPresence Group systems deployed in Avaya, Broadsoft, IBM, Siemens, Microsoft, and Cisco environments. For more information about those environments, refer to the Polycom release notes for those solutions at http://support.polycom.com/PolycomService/support/us/support/strategic_partner_solutions/index.html.

Other Known Issues

Microsoft Office 365

When migrating an Office 365 on-premises account to online, the system's local or web interface may indicate that it is registered when the process has not yet completed on the server end. If a system is not able to make a call after migration, wait a few minutes and try again. The migration process can take 30 minutes or more to complete.

Prior to registering an Office 365 account with a RealPresence Group system that is set to auto configuration, you must make sure the server and proxy addresses have been cleared. If you have entered specific server addresses into the address fields Registrar server and Proxy server at **Admin Settings > Network > IP Network > SIP**, before you change the SIP Server Configuration setting from **Specify** to **Auto**, you must clear the address fields and then click Save. If the server fields are not cleared, SIP registration might fail.

Cn Attribute Searches

RealPresence Group systems do not support `cn` (common name) RealPresence Resource Manager attribute searches. When `cn` searches are performed, the system automatically uses `displayname` instead.

Samsung SyncMaster TA350 Monitor

When a Samsung SyncMaster TA350 monitor is connected to a RealPresence Group system as a second monitor and the **Dual Display** option is enabled in the web interface, the brightness controls on the second monitor do not work. As a workaround, disconnect the HDMI cable from the Samsung SyncMaster TA350 monitor and then reconnect it.

Wireless Mice

Wireless mice that are connected to RealPresence Group systems may not function properly with the VisualBoard application and are not recommended.

Camera 2 and VisualBoard CSC Usage

Camera 2 and the VisualBoard application share a single color space converter (CSC). If a CSC is used for VisualBoard, it cannot simultaneously be used for camera 2 as people.

Hardware and Software Requirements

The following sections list the supported hardware and software versions when integrating accessories and peripherals with RealPresence Group systems.

Integrating a Polycom SoundStation IP 7000 Conference Phone

To integrate a Polycom SoundStation IP 7000 conference phone with a RealPresence Group system, use the following software versions.

SoundStation IP 7000 Phone Software Version	RealPresence Group System Software Version
4.0.11 and Updater 5.0.11	5.1.2, 6.0.0, 6.0.1, 6.1.0, 6.1.1, 6.1.2, 6.1.2.1, 6.1.3, 6.1.4, 6.1.5
4.0.7 and Updater 5.0.5	4.3.0, 4.3.1, 4.3.2, 5.0.0, 5.0.1, 5.0.2, 5.1.0, 5.1.1
4.0.6 and Updater 5.0.x	4.2.0
4.0.4 and Updater 5.0.x	4.1.3, 4.1.3.2
4.0.4 and BootRom 5.0.1	4.1.1, 4.1.1.1
4.0.3F and BootRom 5.0.1	4.0.1, 4.0.2
4.0.2 Revision B and BootRom 5.0.1	4.0.0, 4.0.0.1

Integrating Polycom Touch Devices

To integrate a RealPresence Touch or Polycom Touch Control with a RealPresence Group system, you must use a compatible software version.

When you downgrade the RealPresence Group Series system software and pair with a Polycom RealPresence Touch system, the software on the RealPresence Touch device is automatically downgraded to a compatible version. However, the RealPresence Touch platform version 2.0 software may not be downgraded automatically to version 1.0. To downgrade from version 2.0 to version 1.0, you must use a USB storage device or manually initiate a downgrade from a server repository that includes version 1.0.

Polycom RealPresence Touch

The RealPresence Touch, after pairing with RealPresence Group Series, verifies the compatibility of the RealPresence Touch panel software and requests a software update. Polycom recommends that you update the software on RealPresence Touch to match the Group Series software. The RealPresence Touch operating system software version does not have to match the RealPresence Touch panel software version, however, Polycom recommends that you use the latest operating system software. The RealPresence Touch operating system software can be updated through the administration pages on the RealPresence Touch or through the RealPresence Touch web interface.

When you downgrade the RealPresence Group Series system software, the Polycom RealPresence Touch software is automatically downloaded to a compatible version after being paired. However, the RealPresence Touch platform version 2.0 might not automatically downgrade to version 1.0. In this case, to manually downgrade from version 2.0 to 1.0, you must use a USB storage device or initiate a downgrade from a server repository that includes version 1.0.

Polycom Touch Control

The first three numbers of the Polycom Touch Control software version must match the first three numbers of the RealPresence Group Series software version. For example, Polycom Touch Control software version 6.1.1 is compatible with RealPresence Group Series software versions 6.1.1 and 6.1.1.1.

Integrating EagleEye Producer

Updates to EagleEye Producer software are included with the RealPresence Group system software updates. To integrate your EagleEye Producer, connect it to the RealPresence Group system before you run a software update. The software update program detects the EagleEye Producer and updates it if necessary. No license number or key code is needed to update the EagleEye Producer.

EagleEye Producer must run a software version that is compatible with the software version on the RealPresence Group system to function properly. EagleEye Producer version 1.2 is compatible with version 6.0.0 and higher of RealPresence Group Series. For more information, refer to the current Polycom Supported Products matrix at Polycom Service Policies.

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: For more information about using Polycom RealPresence Group Systems as part of a Polycom-partner product solution, refer to the Polycom-partner product deployment guides available at support.polycom.com.

Products Tested in this Release

Polycom RealPresence Group 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. For Polycom peripherals that are compatible with the RealPresence Group systems, refer to [Hardware and Software Compatibility](#).

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 RSS™ 4000	8.5.4
Polycom® RealPresence® Access Director™	4.2.4
Polycom® RealPresence® Media Suite™	2.8.2
Polycom® RealPresence® Distributed Media Application™ 7000	6.4.X and 9.0.0
Polycom® RealPresence® Resource Manager	10.1.0
Gatekeeper, Gateways, External MCU, Bridges, Call Managers	
Avaya Aura® Communication Manager	R017x.00.0.441.0
Avaya Aura® Session Manager	7.0.0.0.0.700007
Cisco® TelePresence® Video Communication Server (VCS)	X8.10
BroadSoft Server	R21.sp1_1.551
Sonus SBC	05.00.02-R000
Cisco Unified Communications Manager	11.5.1
Codian 4505 MCU	4.5 (1.85)
Cisco 3241 ISDN Gateway	2.2 (1.27)
Cisco 5310 MCU	4.5 (1.85)
Cisco 8710 MCU	4.2 (4.18)
OpenScape Voice	V8 R1.47.1
OpenScape UC	V7 R3.0.11

Product	Interoperable Versions
OpenScape SBC	V8 R1.12.00
OpenScape Branch	V8 R1.02.00
Polycom® RealPresence® Collaboration Server 1500	8.5.12
Polycom® RealPresence® Collaboration Server 1800/4000	8.7.4
Polycom® RealPresence® Collaboration Server 800, Virtual Edition	8.7.4
Polycom® RealPresence® Collaboration Server Gateway	8.7.3
Radvision® Scopia® 100 P10 Gateway ¹	5.7.2.1.47
Avaya ECS Gatekeeper	8.3.0.103.0
Endpoints	
Avaya Scopia XT5000	9.1.0.37
Avaya Scopia XT7000	9.1.0.37
BroadSoft BroadTouch Business Communicator (BTBC) - Windows	21.5.1.1179
BroadSoft BTBC - iOS	22.0.1.5871
BroadSoft BTBC - Android	21.5.4.5513
Cisco 9971	sip9971.9-4-2sr2-2
Cisco C20, C40, C90	TC7.3.12
Cisco DX70/DX650	10-2-5-212
Cisco DX80	ce8.2.1
Cisco E20	4.1.7
Cisco EX90	TC7.3.12
Cisco SX10, SX20, SX80	TC7.3.12, CE8.2.2, CE9.2.3
Huawei TE40	2.0.600
Huawei TE30	2.0.600
LifeSize® Express 220	5.0.9 (2)
LifeSize® Team 220	5.0.9 (2)
LifeSize® ICON 600	2.9.0
Polycom HDX Systems	3.1.12
Polycom Concerige Solution	Phase 1
Polycom® RealPresence Centro™	6.1.5

Product	Interoperable Versions
Polycom® RealPresence® Debut™	1.3.1
Polycom® RealPresence® Mobile Android	3.8.0
Polycom RealPresence® Mobile IOS	3.8.0
Polycom® RealPresence® Desktop for Windows®	3.8.0
Polycom® RealPresence® Desktop for Mac®	3.8.0
Polycom® Immersive Telepresence (ITP) Series	3.1.4
Polycom® RealPresence Immersive Studio™	6.1.5
Polycom® RealPresence Immersive Studio™ Flex	6.1.5
Polycom® RealPresence® OTX® Studio	6.1.5
Polycom® SoundStructure®	1.7.5
Polycom® VVX® Business Media Phones	5.7.0
Polycom® Trio™	5.5.3
Sony PCS-XG80	2.46
Sony PCS-XG100	1.6
TANDBERG 1700 MXP	F9.3.4
TANDBERG Edge95 MXP	F9.3.4
TANDBERG T150	L6.1
Unify OpenStage 60/80	V3 R4.10.0 SIP 160728
OpenScape UC	V7 R1.46.18 (70.1.46.0018)
Peripherals	
Cisco ISDN TelePresence Link	IL1.1.6.a337554
LifeSize ICON 800i	LS_RM3_3.4.0 (2268)
LifeSize Room 220i	LS_RM2_5.0.9 (2)
LifeSize Networker	LS_NW1_3.1.3(2)
Polycom ISDN Gateway	1.0.0.77
Polycom EagleEye Producer	1.2.1.5
Polycom EagleEye Director	2.2
Polycom EagleEye Director II	1.1.0

Product	Interoperable Versions
Polycom RealPresence Touch	6.1.5 Panel software 2.1.5 Operating System software
Polycom Touch Control	6.1.5 Panel software 6.1.5 Operating System software
VisualBoard Application	4.1.3 software and later

¹ The RealPresence Group Series systems do not receive video from the Radvision Scopia 100 P10 gateway.

Microsoft Interoperability

The RealPresence Group systems support interoperability with the following Microsoft software versions.

Servers

Product Name	Version
Microsoft Skype for Business Server 2015 (Feb. 2017)	6.0.9319.277
Microsoft Lync Server 2013	5.0.8308.987
Microsoft Exchange Server 2013	15.00.1263.005 CU15
Microsoft Skype for Business Online	Versions updated regularly and hosted by Microsoft
Microsoft Exchange Server Online	Versions updated regularly and hosted by Microsoft

Clients

Product Name	Version
Microsoft Skype for Business 2015	15.0.4953.1000
Microsoft Lync 2013	15.0.4963.1000
Windows client	16.0.6925.1049, 16.0.7329.1047
Mac client	16.2.156, 16.2.240, 16.5.0.185
Polycom® Trio™ (with video)	5.5.2
Skype Room System v1 (Polycom CX8000)	1.00.11
Polycom® RealConnect™ Solution	Supported
Skype Room System v2	Not supported

Cisco and TIP Interoperability

The RealPresence Group systems support interoperability with the following Cisco equipment and TIP protocols:

- Cisco TelePresence System 1.10.15 (4) interoperability (People video 1080p resolution at 30 Hz; content frame rate for XGA at 5 fps)
- Cisco TelePresence System next generation interoperability with TIP Version 7
- Cisco TX Series Version 6.1.12
- Cisco IX5000 Version 8.1.2 (12)
- Cisco TelePresence Server 4.2 (4.18)

The following features are not supported in this release:

- Media encryption through Datagram Transport Layer Security (DTLS) or Standard SRTP (SDS)
- Secure registration to Cisco Unified Communications Manager.

VisualBoard Interoperability

The VisualBoard application is an integrated application that is supported on all Polycom® RealPresence® Group Series systems. If you have not yet enabled the VisualBoard application, refer to the *Polycom RealPresence Group Series Administrator Guide* at support.polycom.com.

Third Party Cameras

For Third-Party Cameras connected to a RealPresence Group Series system, Pan, Tilt, and Zoom are supported, however, the cameras may not accurately respond to and move into preset camera positions. Advanced camera functionalities such as Backlight Compensation, White Balance, and Brightness and Color Saturation are not supported.

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