Polycom® RealPresence® Group Series

RELEASE NOTES   6.0.0 | September 2016 | 3725-63711-034A

Contents

Overview

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

- Version 6.0.0 of the Polycom RealPresence Group system software
- Version 2.2 of the Polycom® EagleEye™ Director software
- Version 1.2 of the Polycom® EagleEye™ Producer software
- Version 6.0.0 of the Polycom® RealPresence Touch™ Panel software
- Version 2.0.0 of the Polycom RealPresence Touch Operating system software
- Version 6.0.0 of the Polycom® Touch Control™ Panel software
- Version 6.0.0 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.

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.

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 system has 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, or a 'bunk bed' for co-mounting with the EagleEye cameras using their mounting options. The RealPresence Group 700 system 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 IV-4x and the 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 and the EagleEye Producer camera accessories. 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 array, SoundStation IP 7000 integration, SoundStructure integration, the HDX microphone array, and the ceiling microphone arrays.

More Interoperable Hardware and Accessory Options

Other accessories and hardware available for the RealPresence Group Series includes the Polycom® UC Board™, 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 Media Centers are available with options from 27" to 84" displays and tabletop, stand, and wall mounting.

RealPresence Group System Bundles

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

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 300 and 310 system and accessories
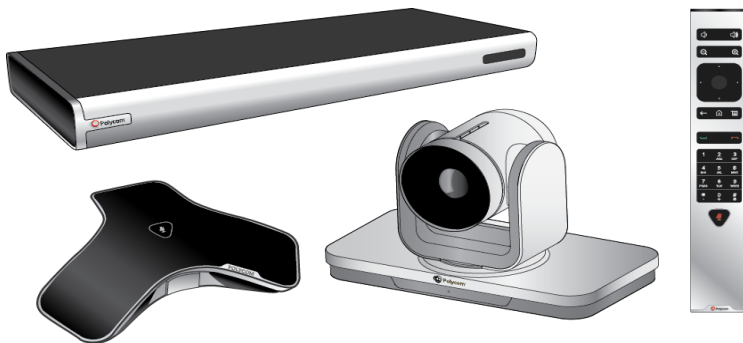
RealPresence Group 500 Systems

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.

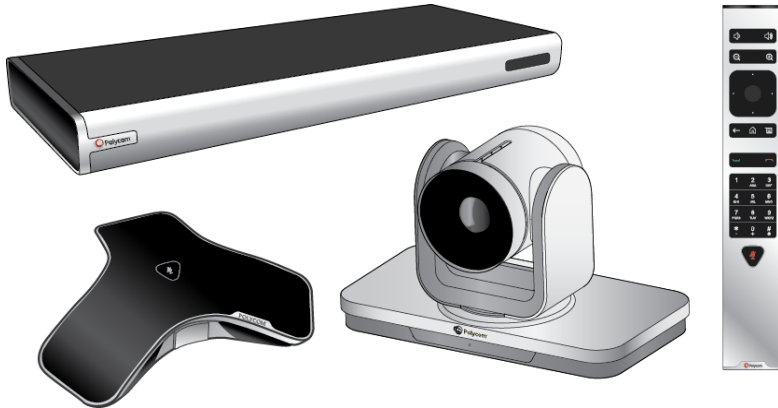**RealPresence Group 500 systems and accessories**

RealPresence Group 700 Systems

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.

RealPresence Group 700 system and accessories

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, for a new level of clarity and realism. 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 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.

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.

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` will result in an error.

If you upgrade to RealPresence Group Series version 6.0.0 or later 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.

Polycom Labs Experimental Features

You can now enable experimental features and evaluate them in a non-production environment. For more information about the experimental features or to provide feedback on your experience, visit the Polycom Support Community.

Note: Experimental features are neither tested nor supported. These features might, or might not, become official features in a future release.

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 to enable all experimental features.

These are the experimental features in this release:

VisualBoard Advanced Features

Incoming Noise Block

Acoustic Fence with Beam Shaping

Auto Wakeup Feature for Polycom EagleEye Producer

Content Stretch

Dual Live-Stream

VisualBoard Advanced Features

- **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 Noise Block

When the Incoming Noise Block 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 ball, or a single EagleEye Acoustic camera forms the beam by appropriate signal processing on the microphones contained in the unit.

If two tabletop microphones or two ceiling balls are connected to the system, only sounds inside the intersection of the beams formed by each of the two tabletop microphones or two ceiling balls is picked up. In addition, you can connect one tabletop microphone and one ceiling ball, and only sounds within the intersection of their two beams is picked up.

Try using two desktop microphone arrays to define a region of audio pickup through the beam intersection. It will take some experimentation to find the optimal rotation angle and position of each array to create the desired audio pickup region.

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.

In this release, the Acoustic Fence with Beam Shaping feature has been updated to include a new Beam Mode: **automatic steering beam**. This setting automatically steers the beam to the meeting participant who is talking. This setting is the default. You can also set Beam Mode to **fixed beam**.

To use the Acoustic Fence with Beam Shaping feature, you must enable it in the web interface.

To enable and configure Acoustic Fence with Beam Shaping:

1   In the web interface, go to **Admin Settings > General Settings > System Settings > Polycom Labs** and select the checkbox at **Enable Polycom Labs Features**.

2   Under the **Acoustic Fence with Beam Shaping** category, select **Enable Acoustic Fence with Beam Shaping**.

3   Select a **Beam Mode** and save your settings.

Auto Wakeup Feature for Polycom EagleEye Producer

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 though the receiving content aspect ratio might not be 16:9.

Dual Live-Stream

This feature adds the ability to combine two cameras as a single camera source. The encoded stream to be 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

Install the Software

Procedures for installing and updating RealPresence Group system software vary. With your license key, you can update directly from software version 4.0.2 or later to 6.0.0.

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.

Software Version History

RealPresence Group System Software

Software Version	Release Date	Description
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.
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.

Software Version	Release Date	Description
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 Calendering for Microsoft Outlook.
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.

New Features in Version 6.0.0

RealPresence Group Series system software version 6.0.0 provides the functionality described in the following sections:

New Microsoft Features

New RealPresence Group Series Microsoft features are supported when a RealPresence Group system is registered with Skype for Business Online, Skype for Business 2015, or Lync 2013 Server.

> **Note**: The Skype for Business and Microsoft Office 365 features included in this version of RealPresence Group Series version 6.0.0 are currently undergoing Microsoft interoperability testing. As required by Microsoft, the Office 365 online mode will not be available until Microsoft has completed their testing. Polycom will make an announcement once testing is complete and RealPresence Group Series is certified. At that time, you will be able to register with Skype for Business Online as part of Office 365. Note that the testing is not required for registration with the Skype for Business on-premises server.

Lync and Skype for Business Supported Versions

The following table shows supported Microsoft Skype for Business and Lync versions interoperable with RealPresence Group Series.

Lync and Skype for Business supported versions

Product Name	Version Number
Microsoft Skype for Business Server 2015	6.0.9319.235
Microsoft Lync Server 2013	5.0.8308.941

Lync and Skype for Business supported versions

Product Name	Version Number
Microsoft Exchange Server 2013	15.00.1130.007
Microsoft Skype for Business online	Versions updated regularly and hosted by Microsoft
Microsoft Exchange Server online	Versions updated regularly and hosted by Microsoft

Hybrid Deployment for Office 365 Suite

When deploying RealPresence Group Series systems with Office 365 Suite, you can choose to set up your Office 365 services on-premises, online, or choose a hybrid of online and on-premise services. For more information on Hybrid Deployment for Office 365 Suite refer to the *Polycom Unified Communications Deployment Guide for Microsoft Environments*.

The following table shows the Office 365 environments Polycom supports.

Office 365 Hybrid Environments

Topologies	Office 365 Services		
Office 365 Multi-tenant	*Active Directory*	*Skype for Business*	*Exchange*
Option 1	On-premises with Password Sync	Online	Online
Option 2	On-premises with Active Directory Federation Services (ADFS)	Online	Online
Option 3	Online	Online	Online
Option 4	On-premises	On-premises	Online
On-Premises	On-premises	On-premises	On-premises

New Skype Mode Interface for RealPresence Touch Device

When a RealPresence Group system is registered with Skype for Business Online, Skype for Business 2015 Server, or Lync 2013 Server, and is paired with a RealPresence Touch device, you can use the RealPresence Touch in Skype Mode user interface. Note that Skype Mode must be enabled before you can register with Skype for Business Online; see Enable Microsoft® Skype Mode.

In Skype Mode, the RealPresence Group system local interface has limited operations. The following limitations apply to RealPresence Group Series systems when Skype mode is enabled:

- Users cannot use the remote control, Polycom Touch Control, the touch interface, or keyboard and mouse to control the RealPresence Group Series system.
- Users can still use the Polycom® SoundStation® IP 7000 to control the system.
- You cannot configure the left and right elements of the address bar.
- You cannot configure the user login for system access.
- You cannot enable Speed Dials, and favorites do not display on the home screen.

The following table lists the RealPresence Group Series features that have a different workflow or level of support on the RealPresence Touch user interface when you are registered with Microsoft and Skype mode is enabled.

Skype Mode Feature Comparison

Feature	Skype Mode Disabled	Skype Mode Enabled
Contacts list	Displays all contacts.	Displays only Skype for Business contacts.
View the presence state of contacts	Displays presence status for all contacts.	Displays presence status for only Skype for Business contacts.
Add a participant	Use the slider bar to add a meeting participant as an audio or video participant. Change the type as needed.	Tap the video or phone toggle on the Skype Meeting screen to add a meeting participant as an audio or video participant. Change the type as needed.
Search for a contact	Supported: ▲ Scrolling list of contacts ▲ Speed dialing ▲ Browsing recent calls	Search for contacts using the Search feature in the user interface.
Select participant layout for H.323 calls	Select from PIP and participant layouts.	A contextual list of participant layouts is available.
Take control of and edit Remote Desktop Protocol (RDP) content from the far end	Supported	Not Supported
VisualBoard content annotation	Supported	Not Supported

For information on using the new Skype Mode user interface, refer to the P*olycom RealPresence Touch in Skype Mode Quick Tips* or the P*olycom RealPresence Group Series User Guide.*

Enable Microsoft® Skype Mode

After the RealPresence Group Series system is registered with the Skype for Business Server online or on-premises, you can enable Skype mode for the system to provide a consistent environment for all Office 365 products in your deployment. When the RealPresence Group Series system is signed into Skype for Business Online, Skype mode is required and enabled automatically. You cannot disable Skype Mode in Skype for Business Online deployments.

To enable Skype mode:

1   In the RealPresence Group system web interface, go to **Admin Settings** > **General Settings** > **Home Screen Settings** > **Skype Mode**.

2   Select **Enable Skype Mode**.

3   Click **Save**.

Support for Skype for Business Server Log Upload

You can upload diagnostic logs to the Skype for Business Server to provide the Skype for Business administrator access to RealPresence Group Series device logs that can help the administrator troubleshooting issues. The Skype for Business administrator can enable or disable support for this option from the Skype for Business Server.

To upload logs to the Skype for Business Server:

1   In the web interface, navigate to **Diagnostics** > **System** > **Logs**.

2   Click **Upload system log**.

For information on uploading logs from the RealPresence Touch user interface, refer to the *Polycom RealPresence Group Series User Guide.*

Enhanced Quality of Experience

The Quality of Experience feature enables RealPresence Group Series systems to contribute audio information into Microsoft diagnostic reports. This provides Skype for Business administrators with additional insight into call quality for regular RealPresence Group Series, Skype for Business, and Lync calls and meetings for SIP calls hosted on the Skype for Business Server. QoE reports contain audio-only metrics, but do not contain video or content-sharing metrics.

For more information on Quality of Experience, refer to the *Polycom Unified Communications Deployment Guide for Microsoft Environments*.

G.719 Audio Codec Support for MusicMode

With this release, the G.719 audio codec is now supported for SIP and H.323 calls when Polycom MusicMode™ is enabled. When MusicMode is enabled, G.719 audio codec is automatically enabled and is given higher priority regardless of previous MusicMode settings.

G.719 is also available for Polycom StereoSurround. When StereoSurround is enabled, the system uses two-channel G.719. When disabled, the system uses mono-channel G.719.

Support for Audio-Only Calls

You can now place SIP or H.323 audio-only calls on RealPresence Group systems through the web interface, local interface, a RealPresence Touch device, API, or a Polycom® SoundStation® IP 7000 conference phone. Keep the following in mind when placing audio-only calls:

● You can place audio and video calls in any order at any time during a conference call.

● You cannot view video or share content as an audio-only participant during a conference call.

For information on configuring the Audio Call settings, refer to the *Polycom RealPresence Group Series Administrator Guide.* For information on placing audio-only calls, refer to the *Polycom RealPresence Group Series User Guide.*

Enhanced Support for Generating Touch Tones

When you connect to a conference call, the RealPresence Touch device now offers a shortcut to a dual-tone multi-frequency (DTMF) dial pad. To access password-protected calls or to generate touch tones for other uses, use this dial pad.

Additional EagleEye Producer Tracking Modes

Two new tracking modes are introduced in EagleEye Producer version 1.2: Frame Speaker and Frame Group. During a conference, the Frame Speaker mode frames the active speaker, and when someone else starts speaking, the camera view will change to frame the new speaker. The Frame Group mode frames the group without displaying the camera motion between frames.

The **Group Framing** feature name has been changed to **Frame Group with Transition** in EagleEye Producer version 1.2.

For more information about EagleEye Producer tracking settings, refer to the *Polycom RealPresence Group Series Administrator Guide*.

Enhanced RealPresence Media Suite System Integration

RealPresence Group Series now supports recording and controlling the recordings of video calls using the Polycom® RealPresence® Media Suite recording controls on the room system. You can directly initiate a recording of a video call and pause and resume the recording from the room system. This feature is supported with RealPresence Media Suite version 2.5 or later. This feature is not supported in Microsoft environments.

You can perform the following tasks using RealPresence Media Suite on the system:

- Record the following types of video and media streams:
  - ➢ Point-to-point video calls
  - ➢ Internal server hosted conference calls
  - ➢ RealPresence Collaboration Server hosted conference calls
- Record a meeting when not in a call.
- Control a recording using the touch user interface or the remote control.

To browse and playback previous recordings, you must log into your RealPresence Media Suite user portal. You cannot browse or playback recordings from the room system.

To enable RealPresence Media Suite for a room system, you must enter the credentials of the user in the organization who has administrative rights to start recordings.

Persistent Video Layout Views

In previous releases, the RealPresence system remembered the user's last layout view selection, then used that same layout view in later calls. In this release, the system remembers layouts for two conditions, one with Content on, and one with Content off.

Support for Custom Backgrounds on RealPresence Group Series and RealPresence Touch Devices

The RealPresence Touch device allows you to upload a custom background image separate from the system monitor background. Without a custom image loaded, the image from the primary system monitor displays as the RealPresence Touch device background when paired with the system. When the default option is selected, the system background will display on the RealPresence Touch device.

To use a custom image on the RealPresence Touch device that is separate from the system background, use the following image guidelines:

- Less than 5 MB
- Pixel size of 1920 x 1280 or 1280 x 800 (width by height)
- JPEG file format

For information on enabling custom background, refer to the *Polycom RealPresence Group Series Administrator Guide.*

Control a Polycom® SoundStructure® System with a RealPresence Touch Device

You can use the RealPresence Touch device to control a Polycom® SoundStructure® system to initiate calls and configure the system settings. TEL1, TEL2, and VoIP interfaces are supported, though some features are not supported using all of the interfaces. With the RealPresence Touch paired to a SoundStructure system, you can do the following tasks:

- Pair and unpair a RealPresence Touch to a SoundStructure system
- Dial an audio call
- Mute and unmute SoundStructure microphones
- Adjust the SoundStructure microphone volume
- Execute a Flash Hook command
- Send DTMF touch tones using the keypad
- End an audio call

For information on administrator tasks, refer to the *Polycom® SoundStructure® C16, C12, C8, and SR12 Design Guide.*

8-Way Multipoint Layout Support on RealPresence Group 700 Systems

An 8-way multipoint layout is now supported on RealPresence Group 700 systems. Previously, you could connect up to 8 sites on a Group 700 system, but could only see up to four at once. Now, you can see all sites. For more details, refer to the *Polycom RealPresence Group Series Administrator Guide.*

Video Layout Naming Enhancements

RealPresence Group Series systems now include renamed video layout views that display in the local interface when the system is in a call.

Layout Terminology

Layout views are divided into the following basic categories:

● **Far** layout views include the remote speaker at the far-end site. These views do not include the local near-end camera.

● **Near** layout views include the local speaker and the local camera at the near-end site. These views do not include the remote far-end camera. Another name for this view is Self View. This local camera is impacted by whether Self View is set to **Self View on** or **Self View off**.

● **Content** layout views include content shown from the near-end or far-end site. Content can include content shared from a participant's computer, VisualBoard application, HDMI content, such as video, and other content sources.

● **Record** layout views (with or without Content), display the layout that is used by the system in a conference call recording.

Layout View Names for Supported Monitor Scenarios

The layout view names provide hints on the priority of the panels. So, for example in the **Content, then Far, then Near** layout view, the system displays the panels in this order: Content first, then any remote speakers (Far), then the local camera (Near). The panel that is listed first is the largest panel. In this example, the Content panel is larger than the far or the near panels.

The available options for Monitor 1, Monitor 2, and Monitor 3 are listed in the following table.

Available Layout Views

Layout View	Monitor 1	Monitor 2	Monitor 3 (RealPresence Group 700 only)
Far Only	Yes	Yes	Yes
Far, then Near	Yes	Yes	No
Content, then Far, then Near	Yes	Yes	No
Content, then Near	No	Yes	No
Content, then Far	Yes	Yes	No
Content Only	No	Yes	Yes
Near Only	No	Yes	Yes
Record Mode	No	No	Yes
Record Mode With Content	No	No	Yes

Interoperability with Polycom® RealPresence® Cloud Service

The Polycom® RealPresence® Cloud service enables service providers to configure RealPresence Group Series systems with a provisioning service. During the first-time system setup, the RealPresence Cloud service might be automatically configured and provisioned according to the service provider's parameters. If needed, you can enable and configure RealPresence Cloud mode in the system web interface.

For configuration information, refer to the *Polycom RealPresence Group Series Administrator Guide.*

Support for USB Headsets

USB headsets, referred to as Bluetooth headsets with USB adapters, are supported as audio input/output devices with RealPresence Group Series systems. The headset functions automatically without any required configuration or intervention. After verifying the headset hardware and software is supported, plug in the headset to an available USB port on the system, or enable pairing mode and plug in the USB adapter.

You can hear and control audio on your device while your headset is connected to the system. The USB headset audio controls do not change the RealPresence Group Series system audio functions such as mute or volume control.

Only a single headset can connect to the system at one time. Once connected, the headset is used as the primary audio input and output device for the system. Headsets with these sampling rates are supported: 8 kHz, 16 kHz, 24 kHz, 32 kHz or 48 kHz.

> **Note:** RealPresence Group Series 700 systems include a USB 3.0 port, which does not support USB headsets.

The following headsets are supported.

Supported Headsets

Type	Vendor/Model Number	Minimum Required Firmware Version
Wireless	Plantronics Voyager Focus UC	BT600 (USB adapter): v.1156 Headset: v.40
Wireless	Plantronics Voyager Legend UC	BT300 (USB adapter): 107 Headset: 107
Wired USB	Microsoft LifeChat LX-3000	Not Applicable
Wireless	Plantronics Voyager PRO UC	BT300M (USB adapter): Base: v.6108 USB: v.861 Headset: v.97

Update the Firmware on the Headset and USB Adapter

The Plantronics headsets and USB adapters require a firmware update. You can get the updates and instructions for updating at http://www.plantronics.com/us/support/myheadset/updater/.

Documentation Update

As of this release, the content in the *Polycom RealPresence Group Series Software, Options, and Accessories Installation Guide* has been moved to the *Polycom RealPresence Group Series Administrator Guide.* There will be no future updates to the installation guide.

New and Changed API Commands

The following commands have been added for this release:

- calendarprotocol
- echo
- enableacousticfence
- enableaudioadd
- enablesipka
- enablevisualsecurity
- gdsdirectory
- gdspassword
- gdsserverip
- h323authenticate enable
- h323authenticate name
- h323authenticate password
- localdir
- lyncdirectory
- ntpmode
- ntpsecondaryserver
- ntpserver
- provisionserveraddress
- provisionserverdomain
- provisionserverenable
- provisionserverpassword
- provisionserverstats
- provisionservertype
- provisionserverupdate
- provisionserveruser
- recentcalls
- rs232login
- snmpnotification legacy
- snmpnotification new
- status
- systemsetting siptransportprotocol
- visualboard
- visualboardppt
- visualboardswipe
- visualboardzoom

The following commands have been modified for this release:

- advnetstats
- button
- button help (removed)
- camera near
- camera near tracking
- configdisplay
- configpresentation
- dial
- netstats
- sleep

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

Polycom Solution Support

Polycom Implementation and Maintenance services provide support for Polycom solution components only. Additional services for supported third-party Unified Communications (UC) environments integrated with Polycom solutions are available from Polycom Global Services, and its certified Partners, to help customers successfully design, deploy, optimize, and manage Polycom visual communication within their third-party UC environments. UC Professional Services for Microsoft® Integration is mandatory for Polycom Conferencing for Microsoft Outlook and Microsoft Office Communications Server or Microsoft Lync™ Server integrations.

For additional information and details, refer to 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 to see the Current Polycom Interoperability Matrix.

Hardware Model	Part Number (or Serial Number)	Designation in User Interfaces	Compatible Software Versions
RealPresence Group 700	2201-08090-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	2201-68113-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	2201-68113-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

Supported Operating Systems, Web Browsers, and Peripherals

The RealPresence Group system web interface requires Windows® Internet Explorer 10 or 11 on Windows 8, Apple® Safari® 9.0.3 on Mac OS® X (Yosemite), or Mozilla Firefox 44 on Windows 8.

RealPresence Group systems support the following components:

- Polycom EagleEye Producer
- 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 overlay on LG 55SL5B LG-55SE3B	55"
LG	LG KT-T650 overlay on LG 65LS33A	65"
NEC	V552TM	55"
Orion	Orion OLS-7010T6	70"

Brand	Model	Size
Planar	PCT2785	27"
Sharp	PN-L702B PN-L703B	70"

Security Updates

For information about known and resolved security vulnerabilities, refer to the Polycom Security Center.

Resolved Issues in Version 6.0.0

The following table lists issues resolved in version 6.0.0.

Category	Key	Description
API	GS-28080	Calendar events passed without any API notification although the `notify calendarmeetings` API command was set. This issue has been resolved.
API	GS-30224	The `basicmode off` API command did not disable Diagnostic Mode on a RealPresence Group system. This issue has been resolved.
API	GS-30295	Using the API button command followed by an asterisk or period gave incorrect results. This issue has been resolved.
API	GS-31844	If a RealPresence Group system is registered with Microsoft Exchange Server, the `calendarmeetings info` API command didn't return the Conference ID information for RealConnect meetings. This issue has been resolved.
Audio	GS-30085	No audio was heard from an EagleEye Acoustic camera when a RealPresence VideoProtect 500 system was in hands-free mode. This issue has been resolved.
Calendar	GS-26175	Attempts to dial into a Skype for Business conference call by selecting Join on the calendar failed on a RealPresence Group system. This issue has been resolved.
Calendar	GS-28319	Occasionally, a RealPresence Group Series system could not join a meeting from the Calendar. This issue has been resolved.
Calendar	GS-29673	The API command `calendarmeetings info` didn't return a Skype for Business 2016 conference ID for Skype conferences. This issue has been resolved.
Calendar	GS-30029	When the RealPresence Desktop application is paired with a RealPresence Group system, the calendar list might have displayed invalid details for the RealPresence Group system's current call. This issue has been resolved.
Calling	GS-24638	In a UNIFY environment, content sharing and Far End Camera Control (FECC) sometimes would not be transmitted in a RealPresence Group system to a DMA VMR call if the Fixed Ports setting was enabled. This issue has been resolved.

Category	Key	Description
Calling	GS-25208	In a UNIFY OpenScape Video (OSV) environment, audio and video sometimes would not work on a RealPresence Group system after resuming a call that was on hold for more than two and a half minutes. This issue has been resolved.
Calling	GS-26035	Sometimes, RealPresence Group Series systems would show a black home screen after startup and could not place or receive calls. This issue has been resolved.
Calling	GS-26053	If a SIP audio call was placed first and then an H.323 video call, the H.323 call connected audio only. This issue has been resolved.
Calling	GS-26154	After unplugging or plugging a LAN cable from a RealPresence Group Series system, the first call may have taken over a minute to connect. This issue has been resolved.
Calling	GS-26545	If a RealPresence Group system booted up without a LAN cable attached, after a LAN cable was inserted, calls could not be placed for about 60 seconds. This issue has been resolved.
Calling	GS-28295	When placing a SIP call from a RealPresence Group system, a portion of the SIP URI was stripped. This issue has been resolved.
Calling	GS-28429	RealPresence Group Series systems were unable to add a public switched telephone network (PSTN) gateway call to an existing conference on Microsoft Lync Server. This issue has been resolved.
Calling	GS-28478	RealPresence Group Series systems sent meeting invitations with Session Expires timers of 90, which was too small. It has been modified to 1800. This issue has been resolved.
Calling	GS-28823	When a RealPresence Group system is in a call with a Cisco 8710 and an audio-only call, the video and audio dropped from the video call after the audio-only call disconnected. This issue has been resolved.
Calling	GS-28984	A RealPresence Group system connected at 64kbps to DMA VMR calls when the call rate was equal to the endpoints preferred speed. This issue has been resolved.
Calling	GS-29851	Occasionally, RealPresence Group Series systems would not dial out SIP calls but could accept SIP calls after a reboot. This issue has been resolved.
Calling	GS-30373	When placing a multi-point call from the RealPresence Touch directory, there was no option to cancel a call that was in the process of being connected. This issue has been resolved.
Camera	GS-27192	A RealPresence Group system might have incorrectly shown multiple camera statuses when controlling remote endpoint cameras. This has been resolved.
Camera	GS-27678	RealPresence OTX Studio cameras would take nearly 8-16 seconds before they adjusted into proper zoomed in mode when awakening. This issue has been resolved.
Camera	GS-29112	An HDMI preset on camera 2 could not be recalled after a reboot. This issue has been resolved.

Category	Key	Description
Camera	GS-30760	The EagleEye IV camera orientation setting was not stored in system profiles. This issue has been resolved.
Content	GS-26688	If a RealPresence Group Series system hosted an internal multipoint conference with a Sony XG80 or VSX7000, the content shared by a participant extended horizontally on the monitor. This issue has been resolved.
Content	GS-27832	RealPresence Group Series systems did not receive content in SIP calls with a Webex participant. This issue has been resolved.
Content	GS-28120	When a RealPresence Group system was paired to a RealPresence Touch device and sent content, the welcome and analog clock image overlaid the video if the Camera menu was accessed from the RealPresence Touch. This issue has been resolved.
Content	GS-32296	In a multipoint call hosted by a RealPresence Group Series codec while sharing content, the Call Statistics screen may take up to 20-second to refresh.
Directory	GS-25512	A RealPresence Group Series system LDAP address book showed only one device per user even when a user had several devices registered. This issue has been resolved.
Directory	GS-26740	A RealPresence Group Series system directory was still grayed out even after the directory was no longer provisioned by RealPresence Resource Manager. This issue has been resolved.
Directory	GS-30298	Polycom Touch Control might have incorrectly displayed multi-tier directory (MTD) entries from RealPresence Resource Manager. This issue has been resolved.
Gatekeepers	GS-28371	A RealPresence system stopped attempting to register to a gatekeeper after rejecting an unregistration request received from a gatekeeper to which it was not registered. This issue has been resolved.
Gatekeepers	GS-30092	A RealPresence Group Series system would not display the gatekeeper down alert when it lost connection to the gatekeeper. This issue has been resolved.
General	GS-27432	Occasionally, a RealPresence Group system unexpectedly rebooted in the middle of a call. This issue has been resolved.
General	GS-29911	Sometimes, a RealPresence Group 310 system showed a black Home screen and no near video after it was restarted. This issue has been resolved.
Interop Cisco	GS-23624	When a RealPresence Group system was registered on OpenScape Video (OSV) and a Cisco C60 system was registered on a Cisco Video Communications Server (VCS), a call from the RealPresence Group system to the Cisco C60 system established successfully, and then in five seconds the video on the Cisco C60 system disappeared. This issue has been resolved.
Interop Cisco	GS-25097	When TIP is enabled, calls between a RealPresence Group system and a Cisco endpoint might have failed the first time. This issue has been resolved.

Category	Key	Description
Interop Cisco	GS-28430	Sometimes, a RealPresence Group system didn't change call bandwidth when it received a re-invite from a Cisco MCU. This issue has been resolved.
Interop Microsoft	GS-24602	RealPresence Group systems may have disconnected a remote desktop call when an external user on Lync 2013 shared content. This issue has been resolved.
Interop Microsoft	GS-25431	A point-to-point call between two RealPresence Group systems that were registered with Lync may not have remained active for more than 24 hours. This issue has been resolved.
Interop Microsoft	GS-25692	A point-to-point call between a RealPresence Group system and Lync may have disconnected when video from a Lync Client with a Polycom CX5500 Unified Conference Station was started or stopped. This issues has been resolved.
Interop Microsoft	GS-27480	RealPresence Group systems didn't escalate point-to-point Microsoft Lync Server calls to AVMCU if the invitee had both SIP and H323 addresses in the directory. This issue has been resolved.
Interop Microsoft	GS-28060	If the Directory Server type was set to Microsoft on the system web interface, the list of local contacts, local groups, and the global directory did not appear on the Contacts tab on the RealPresence Touch device. This issues has been resolved.
Interop Microsoft	GS-29928	During a point-to-point call between a RealPresence Group system and a Polycom® CX8000 Skype for Business system, the RealPresence Group system might have displayed pixelated, low resolution video, while the video on the Polycom CX8000 system had no resolution issues. This issue has been resolved.
Interop Microsoft	GS-30053	Calls might not have connected in a TCP-only federated environment when a Lync-registered RealPresence Group system was in one domain and a VMR was in a different domain. This issue has been resolved.
Interop Microsoft	GS-31089	RealPresence Group Series systems were unable to make AVMCU calls if the Skype for Business server PSTN callers bypass lobby setting was set to False. This issue has been resolved.
Interop Microsoft	GS-31278	When a RealPresence Group system was in a Skype for Business AVMCU call, active speaker results in screen layout rearrangement causing participant squares to flicker and move around the screen. This issue has been resolved.
Interop Polycom SoundStation IP 7000	GS-26394	Audio-only SIP calls from a Sound Station IP 7000 would wake a connected RealPresence Group system from sleep mode. This issue has been resolved
Interop Polycom Touch Control	GS-23726	Rarely, if a RealPresence Group system was paired with a Polycom Touch Control and a remote control with a low battery was used, a message that the battery power was low displayed and would not go away. This issue has been resolved.

Category	Key	Description
Interop Polycom VisualBoard	GS-28837	When creating a new whiteboard or blackboard in the Polycom VisualBoard application, annotations were not automatically saved. This issue has been resolved.
Interop RP Collaboration Server (RMX)	GS-29031	Occasionally, a RealPresence Group system crashed and rebooted while in a RMX-hosted conference. This issue has been resolved.
Interop RP Collaboration Server (RMX)	GS-29987	Occasionally, a RealPresence Group 700 system crashed during an RMX-hosted call. This issue has been resolved.
Interop RP Distributed Media Application	GS-30025	A RealPresence Group system didn't register to a secondary DMA if the primary DMA of a supercluster failed while the RealPresence Group system was powered off. This issue has been resolved.
Interop RP Resource Manager	GS-29401	The language displayed for a RealPresence Group system didn't reflect the language configured in RealPresence Resource Manager provisioning profiles. This issue has been resolved.
Interop RP Resource Manager	GS-29850	Software upgrades through RealPresence Resource Manager caused the 3.5 mm mic port on a RealPresence Group system to be disabled. This issue has been resolved.
Interop RP Resource Manager	GS-30294	RealPresence Resource Manager did not receive any Battery low alerts from RealPresence Group systems. This issue has been resolved.
Interop RP Touch	GS-26431	A Polycom Touch Control device was incorrectly displayed in the web interface of a RealPresence Touch device. This issue has been resolved.
Interop RP Touch	GS-26702	A RealPresence Touch device always showed Stream Quality with 5 green bars on the Call Statistics page although the actual stream quality is different. This issue has been resolved.
Interop RP Touch	GS-26703	The Call Statistics page for a RealPresence Touch device did not update as expected. This issue has been resolved.
Interop RP Touch	GS-26788	The Place a Call screen on the RealPresence Touch displayed the Keypad sub menu, even when a different sub menu was selected from the Select Preferred Sub Menu list in the web interface. This issue has been resolved.
Interop RP Touch	GS-26920	A RealPresence Touch device did not list all participant statistics in an internal multipoint call. This issue has been resolved.
Interop RP Touch	GS-26923	Selecting **Next Stream** on the Call Statistics page on a RealPresence Touch device would not always go into the next stream. This issue has been resolved.
Interop RP Touch	GS-27311	If you selected the **Admin Settings > Servers > Directory Server Type** as **Microsoft** in the web interface, the RealPresence Touch device might not have displayed all local groups that existed on a corporate Lync account. This issue has been resolved.

Category	Key	Description
Interop RP Touch	GS-27549	A RealPresence Touch device was not able to view XML uploaded Local entries until after a reboot. This issue has been resolved.
Interop RP Touch	GS-28059	If you set the Directory Server type to Polycom GDS on the system web interface, the list of local contacts, local groups and the global directory did not appear on the Contacts tab on the RealPresence Touch device. This issue has been resolved.
Interop RP Touch	GS-28142	A RealPresence Touch device did not display more than 20 characters on the Place a Call screen when it arrived at the screen from the dial pad. This issue has been resolved.
Interop RP Touch	GS-28163	The RealPresence Touch occasionally stopped working after connecting a call, which required a reboot. This issue has been resolved.
Interop RP Touch	GS-28188	The RealPresence Touch device was slow to respond when in a call or right after hanging up a call. This issue has been resolved.
Interop RP Touch	GS-28290	A RealPresence Touch device would occasionally be slow to respond and might miss the user pressing the delete button. This issue has been resolved.
Interop RP Touch	GS-28929	When the RealPresence Touch filter list was created from the Add Participants field, the keyboard remains after a user attempts to scroll through the filter list. This issue has been resolved.
Interop RP Touch	GS-29065	The RealPresence Touch Add Participants operation would occasionally open the onscreen keyboard. Selecting the keypad would not remove the keyboard, and it would overlap the new keypad. This issue has been resolved.
Interop RP Touch	GS-29067	The RealPresence Touch Place a Call screen buttons occasionally did not respond the first time they were pressed. This issue has been resolved.
Interop RP Touch	GS-29068	The directory entries for a RealPresence Touch might not select, add, or remove participants when the corresponding buttons were pressed. This issue has been resolved.
Interop RP Touch	GS-29111	A user was unable to select an HDMI source on camera 2 using a RealPresence Touch device. This issue has been resolved.
Interop RP Touch	GS-29176	HDMI camera 2 input could not be selected on the RealPresence Touch. This issue has been resolved.
Interop RP Touch	GS-29272	On the RealPresence Touch, the Calendar displayed the Join button when the system was in a meeting. This issue has been resolved.
Interop RP Touch	GS-29861	On a RealPresence Touch device, a "No records found" message that displayed on the Contacts screen was not translated correctly in Japanese. This issue has been resolved.
Interop RP Touch	GS-29970	A RealPresence Touch screen occasionally froze when placing a call. This issue has been resolved.
Interop RP Touch	GS-30664	After upgrading a RealPresence Group system and a RealPresence Touch, the RealPresence Group system failed to reconnect to the RealPresence Touch, but the RealPresence Touch retained the RealPresence Group system's information. This issue has been resolved.

Category	Key	Description
Interop RP Touch	GS-30999	Occasionally during a call, the RealPresence Touch becomes unresponsive but the codec, web interface, and RealPresence Touch web interface were functional. This issue has been resolved.
Interop RP Touch	GS-31103	When a meeting invite is forwarded, three dots are displayed instead of a Join button on the RealPresence Touch. This issue has been resolved.
Interop RP Touch	GS-31279	RealPresence Touch would not dynamically update contact presence status. This issue has been resolved.
Interop RP Touch	GS-31371	Occasionally, a RealPresence Touch froze when it dialed or shared content. This issue has been resolved.
Localization	GS-26411	The "Free Until" calendar message translation in Japanese did not match the local interface of the RealPresence Touch. This issue has been resolved.
Localization	GS-28816	Self View On and Self View Off on the local interface of a RealPresence Group system were missing a character when displayed in Japanese. This issue has been resolved.
Localization	GS-29302	The error message for a call failure was not correctly translated in Japanese on RealPresence Group systems. This issue has been resolved.
Localization	GS-29350	The RealPresence Group system home screen showed a dot instead of an expected comma in the date/time field when set to German. This issue has been resolved.
Localization	GS-31682	When using the Wildcard tool to install languages on a RealPresence Group system, some strings in the local interface did not update correctly, which resulted in a mix of English strings and the new language being displayed on the system. This issue has been resolved.
Multipoint	GS-30712	In a 4-way multipoint call, a RealPresence Group 700 system could not show content when Multipoint Mode was set to Full Screen and the 1080p option was enabled. This issue has been resolved.
Network	GS-24166	After a failed registration attempt due to an invalid DNS, SIP registration might have failed when you entered the correct DNS address. This issue has been resolved.
Network	GS-30564	A RealPresence Group system displayed its WAN address when configured for NAT even when the Address Displayed in Global Directory option is set to Private. This issue has been resolved.
Remote Control	GS-30849	Occasionally, the local time on RealPresence Group systems change to 1970 and the system did not respond to an IR remote until it was rebooted. This issue has been resolved.
Security	GS-29609	The provisioning service password displayed in RealPresence Group system logs as clear text. This issue has been resolved.
SIP	GS-27571	A RealPresence Group system sent a 404 not found message after receiving OPTIONS from the Blue Jeans Network (BJN). This issue has been resolved.
SNMP	GS-28635	SNMP version 3 was not working on RealPresence Group systems. This issue has been resolved.

Category	Key	Description
SNMP	GS-29113	A RealPresence Group system reported its software version instead of system name from SNMP. This issue has been resolved.
SNMP	GS-29281	RealPresence Group systems reported incorrect packet loss values from SNMP. This issue has been resolved.
USB	GS-25054	When in MSM mode, the remote control might have sometimes stopped working when you attached and then disconnected a USB keyboard. This issue has been resolved.
User Interface	GS-25482	Occasionally, a RealPresence Group system stopped responding to control from an AMX controller, remote, or web interface after it was idle for several hours. This issue has been resolved.
User Interface	GS-26435	If a composite video source was used on Camera Port 4 of a RealPresence Group 700 system, black borders were seen on the left and bottom of the display. This issue has been resolved.
User Interface	GS-26555	When RealPresence Touch lost connection to a RealPresence Group system, an error message mistakenly displayed regarding the Polycom Touch Control. This issue has been resolved.
User Interface	GS-28033	RealPresence Group systems showed a distorted layout when in an AVMCU call with other endpoints. This issue has been resolved.
User Interface	GS-28139	If a RealPresence Group system requested you reset an expired administrator password, and Reject Previous Passwords was set to 1 or more, when you entered the existing password using the touch user interface or a mouse, no error message displayed requesting a new password. This issue has been resolved.
User Interface	GS-28262	RealPresence Group systems displayed the wrong time zone settings for GMT +5 (Ekaterinburg). This issue has been resolved.
User Interface	GS-28469	Occasionally RealPresence Group systems crashed while idle. This issue has been resolved.
User Interface	GS-28795	A RealPresence Group system occasionally displayed a clock on the home screen when Calendaring was enabled and paired with the RealPresence Touch. This issue has been resolved.
User Interface	GS-28899	When a RealPresence Group system's time server was set to Auto or Manual mode, it would use an incorrect time zone for Moscow. This issue has been resolved.
User Interface	GS-28934	The default highlighted icon was not consistent on the local interface. This issue has been resolved.
User Interface	GS-29299	After a software upgrade, an administrator was unable to disable gatekeeper settings, load system status on the Diagnostics page, or place or receive calls. This issue has been resolved.
User Interface	GS-29670	A user was unable to access the RealPresence Group system web user interface when using an IP address supported by 128/28 in the RealPresence Group system whitelist. This issue has been resolved.

Category	Key	Description
User Interface	GS-29927	The System Status for a RealPresence Group system incorrectly reported that the IP Network was down and displayed 0.0.0.0 as the IP address on the home screen although everything was functional. This issue has been resolved.
User Interface	GS-30394	Occasionally, RealPresence Group 700 systems rebooted during a conference. This issue has been resolved.
User Interface	GS-30291	On a RealPresence Group system, if the H.323 Name setting is blank, the H323 ID defaults to Polycom GroupSeries instead of the system name. This issue has been resolved.
User Interface	GS-30637	If a user attempted to change from **Obtain IP address automatically** to **enter manually** for IP address and Subnet Mask settings, a RealPresence Group system showed a 'not authorized' error. This issue has been resolved.
User Interface	GS-30723	A RealPresence Group system defaulted to Host Name and the system serial number if it was configured with System Name and the value included a space when it was setup during out-of-box (OOB). This issue has been resolved.
User Interface	GS-30752	Occasionally, RealPresence Group 700 systems rebooted in out-of-box (OOB) mode. This issue has been resolved.
User Interface	GS-30797	Occasionally, RealPresence Group 700 systems rebooted. This issue has been resolved.
User Interface	GS-30997	Occasionally, a RealPresence Group system stopped responding after booting up. This issue has been resolved.
User Interface	GS-31006	A user was unable to access a RealPresence Group system web user interface when using an IP address supported by 128/16 in the RealPresence Group system whitelist. This issue has been resolved.
Video	GS-28261	If Monitor Profile was set to Speaker Only and Automatic Self View was enabled, local video was not displayed when 4+ sites were hosted in a multipoint call on a RealPresence Group system. This issue has been resolved.
Video	GS-29170	Occasionally, far end video from a RealPresence Group system would freeze. This issue has been resolved.
Video	GS-29802	A RealPresence Group system's PIP (local video) position differed from the PIP layout template in a RealPresence Group system's multipoint conference. This issue has been resolved.
Video	GS-30211	When the VisualBoard/RDP setting was disabled on the web interface, after you upgraded from version 5.1.0 to 5.1.1 on a RealPresence Group 550 system, the HDMI monitor 2 displayed only black video. This issue has been resolved.
Video	GS-30554	When calling into a RealPresence Collaboration Server, a RealPresence Group system would sometimes only obtain standard definition (SD) video in a 720 call. This issue has been resolved.

Category	Key	Description
Video	GS-31076	Occasionally, video resolution between a RealPresence Debut system and a RealPresence Group system was not 720p when the call rate was 512kbps. This issue has been resolved.
Web Interface	GS-24432	If content was repeatedly started and stopped between multiple call participants, the call statistics might not have accurately reflected the number of participants in the call. This issue has been resolved.

Known Issues in Version 6.0.0

The following table lists the known issues for the version 6.0.0 release. If a workaround is available, it is noted in the table.

Category	Issue ID	Description	Workaround
API	GS-25980	The API `calendarmeetings` command might not send notifications.	
Calling	GS-9293	When placing calls through an ISDN gateway, the system cannot dial line rates that are multiples of 56 kbps. RealPresence Group systems only support call rates that are multiples of 64 kbps.	
Calling	GS-13144	If the call rate is high when placing a call to a remote endpoint through a FW/NAT device, the video might become degraded due to reduced video rate.	
Calling	GS-16896	If a RealPresence Group system is in an SVC conference and the downlink bandwidth is 256k or less, the SVC call might be disconnected after a few minutes.	
Calling	GS-24637	If two RealPresence Group systems are registered with OpenScape Video (OSV), and encrypted calls are made through the UNIFY session border controller (SBC), calls might sometimes connect over audio.	
Cameras	GS-7098	When a RealPresence Group system is not in a call, the Mute button cannot be used to enable or disable EagleEye Director tracking.	Enable or disable camera tracking from the Menu screen in the local interface.
Cameras	GS-8418	When changing the Country setting from a PAL to NTSC country, or vice versa, on a RealPresence Group system that is attached to an EagleEye 1080 camera, the system must be restarted before the change takes effect on the camera.	
Cameras	GS-9822	If you replace one of the cameras in the EagleEye Director automatic camera positioning system while it is in use, the RealPresence Group system might not be able to detect the EagleEye Director.	Power off the EagleEye Director, then power it back on and ensure that the RealPresence Group system properly detects the EagleEye Director.

Category	Issue ID	Description	Workaround
Cameras	GS-12308	If the name of a camera connected to a RealPresence Group system is longer than 32 characters, the following error message displays in the web interface: One or more errors occurred. Please try again.	Make sure the camera name is no longer than 32 characters.
Cameras	GS-17535	If a RealPresence Group system is running a software version earlier than 4.1.3 and is connected to an EagleEye IV camera, the system might continuously restart.	Before connecting an EagleEye IV camera, update the RealPresence Group system to version 4.1.3 or later.
Cameras	GS-25946	RealPresence OTX Studio only: After you calibrate the cameras, each camera will independently adjust based on objects in the camera's field of view.	Refer to the OTX Studio Installation Guide for more information.
Cameras	GS-30625	The PTZ camera control functions for the Near-End Loop diagnostic test no longer work.	
Cameras	VHD-1509	On rare occasions, an EagleEye IV camera or EagleEye Acoustic camera connected to a RealPresence Group 310 or 500 system with hardware version 18 and above will not display video when booting up.	Power off the RealPresence Group system and then power it back on.
Content	GS-9043	Sharing content on a RealPresence Group system by using a 1280 x 1024 resolution with a 85 Hz refresh rate is not supported.	Use a refresh rate of 60 Hz or 75 Hz.
Content	GS-10151	The RealPresence Group series does not support HDCP (high-bandwidth digital content protection). If you connect a content source that sends HDCP-encrypted content, the content is not shown (on the local or far side) and the screen displays black video.	When sending content, do not use a content source using HDCP. See the note about HDCP earlier in this document.
Content	GS-15020	When a RealPresence Group Series system is configured with TIP enabled and joins a TIP-aware RealPresence Collaboration Server conference, content sent from the RealPresence Group system is played on the People channel.	On the web interface, go to Admin Settings > Network > Dialing Preference > Dialing Option and disable the TIP setting.

Category	Issue ID	Description	Workaround
Content	GS-15320	On a RealPresence Group 700 system, VGA content might take a few seconds to start. During this time, the system might intermittently display Sending Content. When the content begins, the resolution might be incorrect.	
Content	GS-23968	In an RMX call, if you switch content from People+Content IP to VisualBoard, content might not launch on the first try.	Relaunch VisualBoard to show content.
Content	GS-24508	RealPresence Group systems do not support reloading shared content when a VMR call with multiple participants is placed on hold and then resumed.	
Content	GS-28276	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, re-establish the connection, and restart the content.
Content	GS-31807	Sending content from a RealPresence Debut system to a RealPresence Group system with BFCP set to TCP may fail if the RealPresence Debut system initiates the call.	Initiate the call from the RealPresence Group system.
Content	GS-32296	In a multipoint call hosted by a RealPresence Group Series codec while sharing content, the Call Statistics screen may take up to 20-second to refresh.	
Directory	GS-20379	Directory entries imported from RealPresence HDX systems to RealPresence Group systems using the Directory Import/Export feature do not maintain the RealPresence HDX Directory grouping structure.	
Directory	GS-25910	The focus may disappear when you add a contact to favorites by searching the directory on the local interface.	
Gatekeepers	GS-11469	Polycom RealPresence Group systems cannot be configured to use Avaya gatekeepers.	
Hardware	GS-22016	Factory restore might not work correctly when you unplug the power cord, press the factory restore button, and plug the power cable back in.	For the correct factory restore procedure, refer to the *Polycom RealPresence Group Series Administrator Guide.*

Category	Issue ID	Description	Workaround
Interop Broadsoft	GS-24812	When a RealPresence Group system is registered to Broadsoft BroadWorks using Sonus SBC with the TLS transport protocol, and a call is made from the RealPresence Group system to a RealPresence Distributed Media Application (DMA) VMR, the call might disconnect if after 30 minutes into the call the call is placed on hold.	
Interop Cisco	GS-21507	When Immersive Studio systems, registered to CUCM, are in a point-to-point SIP call, call statistics show the call connecting at lower than set preferred speeds and do not match between SUT and EP1.	Register to Polycom DMA trunked to CUCM.
Interop Cisco	GS-21963	When a RealPresence Group 500 or 550 system is in an encrypted SIP call registered over TLS to a Cisco VCS, and the system places a SIP call to a RealPresence Group 700 system, the RealPresence Group 700 system may not receive video from the RealPresence Group 500 or 550 system.	On the web interface of the RealPresence Group 500 or 550 system, go to **Admin Settings > Network > IP Network > SIP** and enable the **Force Connection Reuse** setting.
Interop Cisco	GS-24645	When a RealPresence Group system connects to a Cisco C-Series system in a H.323 encrypted conference call, loud screeching audio may be heard when the Cisco C-series encryption KeySize is set to Min1024bit.	On the Cisco C-series system, set Encryption KeySize to Max1024bit (the default).
Interop EagleEye Producer	EEP-376	When an EagleEye Producer hardware version E camera with an EagleEye IV camera is connected to a RealPresence Group system and the cameras and the system are in sleep mode for less than five seconds, sometimes the EagleEye Producer camera does not wake up.	Reboot the EagleEye Producer or place the RealPresence Group system in sleep mode, wait five seconds or longer, then wake the system up using the remote control. Both EagleEye Producer and the RealPresence Group system will wake up at the same time.
Interop LifeSize	GS-12496	If a LifeSize Team 220 system is the first system called in a SIP conference call, video is not received from the LifeSize system.	Either do not dial the LifeSize system first, or dial the system at a very low call rate, such as 384 kbps.
Interop LifeSize	GS-13316	A call between a RealPresence Group system and a LifeSize desktop client that uses an unregistered IP address might not have video.	Register both systems to a SIP proxy.

Category	Issue ID	Description	Workaround
Interop LifeSize	GS-20717	When a RealPresence Group system is in a multipoint call with a LifeSize ICON 600 endpoint using SIP protocol at a 1920k rate, the RealPresence Group system does not receive content.	
Interop Microsoft	GS-12982	When a RealPresence Group system is in a multipoint call hosted by a Microsoft Lync AV MCU, the RealPresence Group system participant name, number, and system values on the **Settings > System Information > Call Statistics** screen might be incorrect.	
Interop Microsoft	GS-16065	When recording is paused on a Lync 2013 client, the red recording icon still displays in the local interface.	
Interop Microsoft	GS-18630	RealPresence Group systems currently do not support Lync mobility clients.	
Interop Microsoft	GS-21208	A RealPresence Group system cannot join a consultative transfer from the Lync Client 2013.	
Interop Microsoft	GS-21207	Blind transfers from an internal RealPresence Group Series system to a federated external RealPresence Group Series system over Lync Attendant Console do not work.	
Interop Microsoft	GS-21088	RealPresence Group systems do not register with the SIP protocol to the backup Lync server in failover tests.	
Interop Microsoft	GS-20919	RealPresence Group Series endpoints might take more than 30 seconds to connect to a federated Lync online meeting that requires media over TCP.	
Interop Microsoft	GS-21450	When a RealPresence Group Series system becomes the active speaker in conference calls with a Lync client and an HDX system, the RealPresence Group Series system video delays and freezes on the HDX.	
Interop Microsoft	GS-23632	If the presenter in a MeetNow call mutes the conference and the RealPresence Group system participant tries to unmute, the RealPresence Group system participant will not receive a notification that they cannot unmute the call.	Request the presenter unmute the call.

Category	Issue ID	Description	Workaround
Interop Microsoft	GS-24545	RealPresence Group systems do not display scroll bars when scrolling through Microsoft Lync or Skype for Business content.	
Interop Microsoft	GS-26430	The RealPresence Group system does not register with the SIP protocol to the backup Lync server in failover tests.	
Interop Polycom SoundStation IP 7000	GS-12543	If a SoundStation IP 7000 conference phone is disconnected and then reconnected to a RealPresence Group system during a multipoint mixed-mode call, the video from the system might freeze.	Restart the RealPresence Group system.
Interop Polycom SoundStation IP 7000	GS-13406	When using a SoundStation IP 7000 conference phone attached to a RealPresence Group system for an audio call, an incoming video call to the RealPresence Group system might result in the audio call being put on hold with no way of retrieving or hanging up the call.	
Interop Polycom SoundStation IP 7000	GS-21059	When a RealPresence Group system is in a call with a SoundStation IP 7000 conference phone and places the call on hold, only the video is held. The audio is still active.	
Interop Polycom SoundStation IP 7000	GS-25764	When using a SoundStation IP 7000 conference phone connected to a RealPresence Group system to make a video call and an then audio call, if the video call is disconnected, the local interface shows no active calls. You must disconnect the active audio call using the SoundStation IP 7000 phone.	
Interop Polycom Touch Control	GS-14978	If you attempt to pair a Polycom Touch Control and a RealPresence Group system before finishing the setup wizard, a login failed error message might display on the Polycom Touch Control.	Finish the setup wizard on the RealPresence Group system before attempting to pair it with a Polycom Touch Control.
Interop Polycom Touch Control	GS-15219	A Polycom Touch Control might not automatically get a new IP address when switching to a different DHCP server.	Turn the Polycom Touch Control off and back on.

Category	Issue ID	Description	Workaround
Interop Polycom Touch Control	GS-25908	The Download and Install Software button on the Polycom Touch Control web interface might be grayed out and cannot be selected.	On the Polycom Touch Control screen, touch the Download and Install Software button.
Interop Polycom Touch Control	GS-25992	If during the setup wizard for Polycom Touch Control you skip the pairing screen, you receive an error message about a failure in Directory Provider. You can dismiss the message and continue the setup process, but you will continue to see the error message after each system restart until the Polycom Touch Control is paired.	Do not skip the pairing screen or dismiss the error message. Pair the Polycom Touch Control with a RealPresence Group system.
Interop Polycom VisualBoard	GS-14553	When using the VisualBoard application, monitor 2 shows black video if the resolution is set to 1080i60.	Configure monitor 2 to use 1080p60.
Interop Polycom VisualBoard	GS-15621	NTFS formatted USB flash drives are not supported with VisualBoard.	Use FAT or FAT32 formatted USB flash drives.
Interop Polycom VisualBoard	GS-15734	When VisualBoard content is shared between endpoints in a call and one endpoint is using a 1080p monitor while the other endpoint is using a 720p monitor, the border around the content window will display multiple times.	Ensure both endpoints are using a 1080p monitor.
Interop Polycom VisualBoard	GS-23505	While using the VisualBoard application, you may occasionally see an unexpected Save icon in the toolbar area.	
Interop Polycom VisualBoard	GS-23510	You may occasionally see arrows on the right-bottom corner of the VisualBoard application toolbar.	Reconnect the USB storage device.
Interop Polycom VisualBoard	GS-22879	Tapping a single point while the VisualBoard application is calibrating may occasionally end the calibration process.	Restart the calibration process.
Interop Radvision	GS-2160	When in a mixed H.323/SIP call with a Radvision Scopia XT1000 as the MCU, the RealPresence Group system that connected as a H.323 endpoint does not transmit video.	Make the call using either H.323 or SIP.
Interop Radvision	GS-13522	The RealPresence Group Series systems do not receive video from the Radvision Scopia 100 P10 gateway.	

Category	Issue ID	Description	Workaround
Interop Radvision	GS-13892	When a RealPresence Group Series system is configured for UDP/BFCP and dials into a Radvision Scopia Elite bridge, the content stream is not always negotiated. Instead, content is sent over the people channel.	Use TCP/BFCP in this environment.
Interop Radvision	GS-17405	When a RealPresence Group system and a Radvision Scopia XT1000 are registered to a DMA, and the RealPresence Group system starts sending content before the Radvision system does, the Radvision system cannot send content.	Stop sending content from the RealPresence Group system, and then start sending content from the Radvision Scopia XT1000 system.
Interop RP Resource Manager	GS-24332	If a RealPresence Group system is dynamically managed by RealPresence Resource Manager and the host name of the RealPresence Group system is longer that 64 bytes, logging in through the web interface may fail.	Make sure the host name of the RealPresence Group system, including the domain, is less than 64 bytes.
Interop RP Touch	GS-24738	An error message is not displayed when a USB storage device is removed from a RealPresence Touch before logs are completely transferred to the USB storage device. However, when the USB storage device is removed, the RealPresence Touch displays a message that log transfer was successfully completed.	Wait until the "Log transferred successfully" message is displayed on the RealPresence Touch screen before removing the USB storage device.
Interop RP Touch	GS-24781	A RealPresence Touch paired with a RealPresence Group system sometimes becomes unpaired and is unable to automatically repair.	On the system web interface, go to **Admin Settings > General Settings > Pairing > Polycom Touch Device** and click **Forget this Device**. Then on the RealPresence Touch device, repair the system.
Interop RP Touch	GS-22650	Logging out of the RealPresence Touch web interface does not function properly in a Firefox or Chrome browser.	Clear the browser cache or use a different browser, such as Internet Explorer.
Interop RP Touch	GS-23570	You cannot download RealPresence Group system logs from the embedded RealPresence Touch administration page.	Open a web browser and navigate to the RealPresence Group system web interface to download system logs.
Interop RP Touch	GS-29091	A RealPresence Touch device may not present content status on monitors connected to a RealPresence Group system.	

Category	Issue ID	Description	Workaround
Interop RP Touch	GS-30630	When a RealPresence OTX Studio video call is hung up, but the system is still in an audio call with an RMX bridge, the People and Content Virtual Monitor icon disappears from the RealPresence Touch user interface.	
Interop RP Touch	GS-31873	After upgrading a RealPresence Group system that has an admin password enabled, a RealPresence Touch device does not automatically pair with the system.	
Interop TANDBERG	GS-601	Content does not work when a RealPresence Group system is in a SIP call with a Tandberg MXP system.	Instead of using the SIP protocol, use H.323.
Interop Tely Labs	GS-25617	BFCP negotiation fails when a RealPresence Group 300 system receives SIP calls from a Tely HD system.	
Logging	GS-21913	Users can enter special characters into a CSR field and receive no notification of an invalid entry on RealPresence Group systems. This results in a certificate request failure.	
Monitors	GS-8188	On the RealPresence Group 700 system, the output display is always black when Monitor 1 is a VGA monitor with a Sleep setting of No Signal. If Monitor 2 and Monitor 3 are VGA monitors and the Sleep setting is No Signal, the system does not send a signal to those monitors when it goes to sleep.	
Monitors	GS-23998	Some Philips VGA monitors may display distorted images on RealPresence Group systems.	
Monitors	GS-25845	After a softupdate, displays might remain on if the sleep timer is set to less than three minutes.	Do not set the codec sleep timer to less than three minutes.
Monitors	GS-27260	After enabling the VGA monitor on the web interface, a connected HDMI monitor might display a black screen. This issue occurs only on RealPresence Group 550 systems with hardware version 3 and later.	After changing the monitor setting, remove the VGA cable, power off the system, then power it back on. Reconnect the VGA cable.

Category	Issue ID	Description	Workaround
Monitors	GS-28171	On RealPresence Group 300 and 310 systems, the touch user interface is not enabled by default.	In the system's web interface, activate the dual monitor option.
Monitors	GS-28149	On some touch monitors, the USB connection is disabled when the display goes into sleep mode. This results in the touch monitor not being recognized by the RealPresence Group system when it comes out of sleep mode, or when it is powered up. To fix this issue, disconnect the monitor from the RealPresence Group system and then reconnect it. Alternately, power off and on the touch monitor.	If possible, deactivate the USB sleep configuration on the touch monitor.
Multipoint	GS-452	RealPresence Group systems do not support Conference on Demand.	
Network	GS-25875	In a call between two RealPresence Group systems in a UNIFY environment with IPV6, BFCP negotiation might fail if the call exceeds two and a half minutes.	
Remote Control	GS-15678	These 6 buttons found on the HDX remote control do not function with a RealPresence Group system: - Play - Stop - Pause - Record - Forward - Rewind	Use the API button command.
Security	GS-21618	When SSH is disabled on the RealPresence Group system, connection is still allowed to enter username and password. This is not consistent with Telnet operation. Entering a password does give the correct Access Denied notification with SSH disabled.	
Setup Wizard	GS-8140	When enabling 802.1x authentication using the setup wizard, the only indication that invalid credentials were entered is that the RealPresence Group system has no IP address.	Verify that the credentials you enter are correct.
Setup Wizard	GS-13961	When running the setup wizard on a RealPresence Group system, a VGA component monitor is not detected automatically.	

Category	Issue ID	Description	Workaround
SIP	GS-11823	In some multipoint SIP calls, the RealPresence Group system might not display video.	Make sure H.239 (dual-stream content) is enabled.
Software Update	GS-16450	The RealPresence Group 700 system with hardware version 7 supports software versions 4.1.3 and higher. However, if a previous version of software is installed using the factory restore method, the conference link no longer works.	Install software version 4.1.3 or higher.
Software Update	GS-25821	When the RealPresence Touch platform software is downgraded using a USB device or using the Polycom link, the downgraded software version is installed with the factory restore image.	
USB	GS-8186	The RealPresence Group 700 system only supports USB factory restore or downgrade from the front panel USB. Restoring or downgrading the system from the rear panel USB port is not supported.	Use the front panel USB port to perform a factory restore or downgrade.
USB	GS-24467	Only one USB storage device can be connected to one host port on a RealPresence Group system, whether it is connected directly or through a hub.	
USB	GS-25071	If you have accessed content from a USB storage device while in MSM mode, and then start a new VisualBoard application session, you may sometimes see the content from the USB storage device from the previous session although the USB storage device is no longer connected.	
User Interface	GS-14652	The Recent Calls list might show multiple entries for a failed call to a directory entry.	
User Interface	GS-15307	If an admin password entry is added and then removed, the Admin Settings screen in the local interface displays the lock icon and prompts for credentials.	Enter a user name, but leave the password field empty.
User Interface	GS-22702	On a Lync client, you might see incorrect presence information.	

Category	Issue ID	Description	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.	
User Interface	GS-23231	The layout screen on the local interface of RealPresence Group systems may take a few seconds to open during a call.	
User Interface	GS-23744	After completing the setup wizard, you might see the Hello screen flash with hear sound before the logon screen appears.	
User Interface	GS-23862	If the monitor display is set to No Signal and the RealPresence Group system is set to go to sleep by pressing and holding the hangup button, and you manually put the system to sleep using the remote control, you will not see a notification that the system is going to sleep.	
User Interface	GS-25718	When you change the software update server address and then click the Cancel button on the Polycom Touch Control web interface, you may not always receive a response.	
User Interface	GS-25740	Occasionally when RealPresence Group 500 systems terminate a call, you may see the user's system name and extension as separate headline messages.	
User Interface	GS-25816	Sometimes, a RealPresence Group system microphone may not display a green indicator when the system is in a multipoint call and the call is placed on hold or resumed.	
User Interface	GS-25894	You cannot update the Auto Answer Point-to-Point Video and Auto Answer Multipoint Video settings on the Polycom Touch Control web interface.	Use the RealPresence Group system web interface to update the **Auto Answer Point-to-Point Video and** Auto Answer Multipoint Video settings.
User Interface	GS-25896	You may sometimes receive an error message about login failure when you try to connect to a RealPresence Group 550 system with an administrator account and do not use the correct password.	

Category	Issue ID	Description	Workaround
User Interface	GS-28148	On some touch monitors, the virtual keyboard may not display during a call on RealPresence Group 500and 700 systems.	Hang up and redial the call.
Video	GS-24169	An EagleEye Producer with an EagleEye III camera and a RealPresence Group 300 or 500 system does not display video after running the setup wizard and changing NTSC to PAL in the RealPresence Group system user interface.	Power down the codec, disconnect and reconnect the EagleEye Producer HDCI cable, and then power up codec up.
Video	GS-22113	When people move around in the room, you may experience stuttering video.	On the web interface, go to **Admin Settings > Network > IP Network > Network Quality**. Uncheck **Automatically Adjust People/Content Bandwidth** and set the **Quality Preference** to **Both**.
Video	GS-22112	Jagged diagonal lines might appear on the far end's center and right displays.	On the web interface, set the Power Frequency to match the regional setting. For example, for countries with power frequency 50, set the Power Frequency to 50. Go to **Admin Settings > Audio/Video > Video Inputs > General Camera Settings > Power Frequency**.
Video	GS-22127	The video aspect ratio for a Polycom HDX system is different from the other participants when a Sony XG80 participates in a multipoint call hosted by a RealPresence Group system.	
Video	GS-22794	If the network cable is unplugged and the RealPresence Group system is rebooted, you may see black video for about 20 seconds while the RealPresence Group system looks for the network.	
Video	GS-24574	If you terminated a just initiated call and promptly dialed another call, the far end system might not see the secondary and tertiary video from the near end system.	
Video	GS-25694	In a UNIFY environment with a RealPresence Group system as MCU and a Polycom VVX phone is one of the participants, the RealPresence Group system may send black and white video.	

Category	Issue ID	Description	Workaround
Video	GS-25738	If the RealPresence Group system participant in an internally hosted multipoint call switches between held calls, erratic video behavior may occur.	
Video	GS-25899	In a UNIFY environment, you may sometimes experience pixelated video on RealPresence Group systems when the RealPresence Group system acts as MCU.	
Web Interface	GS-17048	When the RealPresence Mobile application is paired with a RealPresence Group system using SmartPairing, the web interface might not connect to the RealPresence Group system.	
Web Interface	GS-21047	After the initial setup, the RealPresence Group Series system does not display the EagleEye Producer camera type on the system status page.	Close and re-open the RealPresence Group Series system status page.
Web Interface	GS-21532	On the RealPresence Group Series web interface status page, the VisualBoard status is still shown as active after the monitor USB connection is removed from the system.	
Web Interface	GS-24975	The list of participants for a mixed endpoint call with an internal MCU may differ from the Hangup list.	
Web Interface	GS-27829	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.	

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

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
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

SoundStation IP 7000 Phone Software Version	RealPresence Group System Software Version
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 4.1.1 is compatible with RealPresence Group Series software versions 4.1.1 and 4.1.1.1.

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™	4.2.2
Polycom® RealPresence® Media Suite™	2.7
Polycom® RealPresence® Distributed Media Application™ 7000	6.3.2.2
Polycom® RealPresence® Resource Manager	10.0.0
Gatekeeper, Gateways, External MCU, Bridges, Call Managers	
Avaya Aura® Communication Manager	R016x.03.0.124.0
Cisco® TelePresence® Video Communication Server (VCS)	X8.6.1
Cisco Unified Communications Manager	11.5.1

Product	Interoperable Versions
Codian 4505 MCU	4.5 (1.72)
Cisco 3241 Gateway	2.2 (1.106)
Cisco 5310 MCU	4.5 (1.72)
Cisco 8710 MCU	4.2 (4.18)
Polycom® RealPresence® Collaboration Server 1500	8.5
Polycom® RealPresence® Collaboration Server 1800/4000	8.7.1
Polycom® RealPresence® Collaboration Server Gateway	8.6.3.6
Radvision® Scopia® 100 P10 Gateway	5.7.2.1.47
Radvision® ECS Gatekeeper	7.7.0.0.27
Endpoints	
Avaya Aura® Communication Manager	R016x.03.0.124.0
Avaya Aura® Session Manager	6.3.4.0.634014
Avaya Scopia XT5000	8.3.2.534
Avaya Scopia XT7000	8.3.2.225
Cisco 9971	sip9971.9-4-2sr2-2
Cisco C20, C40	7.3.3
Cisco C90	7.3.5
Cisco DX70/DX80/DX650	10-2-4-99
Cisco E20	4.1.7
Cisco EX90	7.3.3
Cisco SX10, SX20	8.0.1
Cisco SX80	8.1.1
Huawei TE40	1.10.100
Huawei TE30	1.2.100
LifeSize® SoftPhone	8.1.12
LifeSize® Express 220	5.0.9
LifeSize® Team 220	5.0.9
LifeSize® ICON 600	2.9.0
LifeSize® Passport	4.12.0

Product	Interoperable Versions
Polycom® HDX® Systems	3.1.11
	3.1.11
Polycom Concerige Solution	Phase 1
Polycom ® RealPresence Centro™	6.0.0
Polycom® RealPresence® Debut™	1.1.0
Polycom® RealPresence® Mobile Android	3.5.1
Polycom RealPresence® Mobile IOS	3.5.1
Polycom® RealPresence® Desktop for Windows®	3.5.1
Polycom® RealPresence® Desktop for Mac®	3.5.1
Polycom® Immersive Telepresence (ITP) Series	3.1.4
Polycom® RealPresence Immersive Studio™	6.0.0
Polycom® RealPresence® OTX® Studio	6.0.0
Polycom® SoundPoint® IP 650	4.0.7
Polycom® SoundStructure®	1.7.2
Polycom® VVX® 300/400/500/600/1500	5.5.0
Radvision Scopia XT1000	2.5.416
Sony PCS-1	3.42
Sony PCS-G50	2.72
Sony PCS-TL50	2.42
Sony PCS-XG80	2.45
Sony PCS-XG100	1.50.20
TANDBERG 1700 MXP	F9.4
TANDBERG Edge95 MXP	F9.4
TANDBERG T150	L6.1
Peripherals	
Polycom EagleEye Producer	1.2
Polycom EagleEye Director	2.2

Product	Interoperable Versions
Polycom® RealPresence Touch™	6.0.0 Panel software 2.0.0 Operating System software
Polycom® Touch Control	6.0.0
VisualBoard Application	4.1.3 software and later

Microsoft Interoperability

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

Product Name	Version
Microsoft Skype for Business Server 2015	6.0.9319.235
Microsoft Lync Server 2013	5.0.8308.941
Microsoft Exchange Server 2013	15.00.1130.007
Microsoft Skype for Business online	Versions updated regularly and hosted by Microsoft
Microsoft Exchange Server Online	Versions updated regularly and hosted by Microsoft

Note: RealPresence Group Series does not support interoperability with Lync 2010 clients in Internal MCU and AVMCU calls.

Cisco and TIP Interoperability

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

- Cisco TelePresence System 1.10.13 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 6.1.10
- Cisco IX5000 Version 8.0.6
- Cisco TelePresence Server 4.2

The following features are not supported in this release:

- Media encryption through Datagram Transport Layer Security (DTLS) or Standard SRTP (SDES)
- 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 Administration Guide* at support.polycom.com.

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