# Release Notes

## Polycom® HDX® Systems, Version 3.1.10

Polycom announces the latest release of Polycom® HDX® system software. This document provides the latest information about the following Polycom software:

- Version 3.1.10 of the Polycom HDX system software

- Version 2.2 of the Polycom® EagleEye™ Director software

- Version 1.16.0-32 of the Polycom® Touch Control operating system software

- Version 1.16.0-47 of the Polycom Touch Control Panel software

For more information about using the features described in this document, refer to the product documentation available for each Polycom HDX system at Polycom Support.

## Contents

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# Installing the Software

Procedures for installing Polycom HDX system software are different depending on whether the system is covered by warranty or a service plan. For more information about installing software updates, refer to *Installing Software and Options for Polycom HDX Systems and Accessories* at Polycom Support.

## Installation Scenarios

How you perform a software update depends upon what software version you currently have or if you have a service contract.

- If you have an HDX system version prior to version 2.6.1, you must install version 2.6.1 before you can upgrade to later versions such as 3.1.x.

- If your HDX system version is earlier than 3.0, you must purchase a software upgrade or purchase a service contract that entitles you to upgrades. See the important Heartbleed advisory at the Polycom Security Center.

- If you have entitlement to a software upgrade, you can install version 3.1.10.

- If you have HDX system version 3.1.x, you can install version 3.1.10.

# Installing the Hardware

When attaching the Clink devices, ensure that the plugs are correctly oriented. If you feel undue pressure or the need to force the cable, it is likely that you are inserting the cable in such a way that will cause the current to flow in reverse polarity. This situation leads to a high current flow.

# Software Version History

## Polycom HDX System Software

| Software Version | Release Date | Description |
|---|---|---|
| 3.1.10 | April 2016 | Security updates and corrections for customer-related issues. |
| 3.1.9 | January 2016 | Features include the Lighttpd Web Server update and corrections for customer-reported issues. |
| 3.1.8 | September 2015 | Features include the OpenSSL library update to version 1.0.1p; Polycom Network Monitoring Tool support for immersive telepresence-based HDX systems; and corrections for customer-reported issues. |
| 3.1.7 | May 2015 | Features include addressing the GHOST vulnerability; OpenSSL 1.0.1m library update; TLS 1.2 support; embedded network monitoring tool client; and corrections for customer-reported issues. |
| 3.1.6 | January 2015 | Features include the Open SSL 1.0.1j library update and corrections for customer-reported issues. |
| 3.1.5 | September 2014 | Features include OpenSSL Library updates; Lighttpd Web Server updates; and corrections for customer-reported issues. |
| 3.1.4 | May 2014 | Features include Polycom® SmartPairing™ support on the web and local interfaces; system temperature threshold alert; automatic download of Certificate Revocation Lists; and the ability to disable KPML using Telnet commands. |
| 3.1.3.2 | April 2014 | Correction for the Heartbleed OpenSSL Security Vulnerability in third party software. |
| 3.1.3 | January 2014 | Features include Multitiered Directory support for non-provisioned HDX systems; and corrections for customer-reported issues. |
| 3.1.2<br>3.1.2_SP | August 2013 | Features include Microsoft Lync 2013 compatibility; support for EagleEye Director 2.1; Multidomain Microsoft Active Directory authentication; Polycom VisualBoard™ Technology; People+Content IP compatibility with Apple Macintosh computers; incoming call alert for hearing-impaired users; corrections for customer-reported issues. |
| 3.1.1.4_SP | April 2013 | Features include Polycom® SmartPairing™ technology in automatic mode; multi-tiered directory navigation; Polycom Touch Control remote management; Cisco and TIP interoperability; correction for customer-reported issues |
| 3.1.1.3 | April 2013 | Correction for a customer-reported issue where incoming calls had the default setting of **Do Not Disturb** mode |

| Software Version | Release Date | Description |
|---|---|---|
| 3.1.1.2 | March 2013 | Features include Polycom® SmartPairing™ technology in automatic mode; multitiered directory navigation; Polycom Touch Control remote management; Cisco and TIP interoperability; correction for customer-reported issues. |
| 3.1.0 | December 2012 | Enhancements include Active Touch content annotation capabilities with touch panels; SmartPairing in manual mode; audit trail for configuration settings; setup wizard security enhancement; correction for customer-reported issues. |
| 3.0.6 | May 2013 | Security update for HDX system version 3.0.5. |
| 3.0.5 | August 2012 | Features added to obtain Microsoft® Lync® 2010 client qualification; support for connecting to Polycom SIP-based RealPresence solutions using Acme Packet Session Border Control (SBC); inclusion of software that supports a future release of HDX 7000 system hardware version D; introduction of the Polycom RealPresence® Resource Manager system. |
| 3.0.4 | March 2012 | Correction for issues related to gatekeeper registration, and to HDX system interoperability with Cisco, Microsoft, and Polycom Touch Control; correction for customer-reported issues; enhancements to the Polycom UC Board application, which now allows you to save and retrieve content on a USB storage device. |
| 3.0.3.1 | November 2011 | Correction for issues related to Polycom RealPresence Distributed Media Application™ (DMA®) failover support and to Brazilian conformance failures for Session Initiation Protocol (SIP) and H.323 |
| 3.0.3 | October 2011 | Improved integration with Microsoft Lync Server, which includes Call Admission Control; SIP Director and Failover support; RTV B-Frames encoding and Centralized Conferencing Control Protocol (CCCP); improved SIP interoperability with POCN partners; Cisco TIP improvements; stronger media encryption keys in SIP & H.323; support for IPv6 Gatekeeper registration and calling; Bundled Provisioning; POST tests during boot-up; support for the UC Board annotation application; and security enhancements |
| 3.0.2.1 | August 2011 | Correction for issues related to the HDX 4000 system privacy shutter, HDX system camera start up, Camera 2 video on Polycom® HDX® 6000 systems, and HDX systems registered to a SIP server |
| 3.0.2 | June 2011 | Support for TelePresence Interoperability Protocol (TIP) |
| 3.0.1 | May 2011 | Support for new EagleEye III and EagleEye Director, new HDX 4500 system; updated HDX system software |
| 3.0.0.2 | February 2011 | Maintenance release that includes updates from software testing with Microsoft® Lync™ Server 2010 |

## Polycom Touch Control Software

| Software Version | Description |
| --- | --- |
| 1.16 Panel Software<br>1.16 Operating Software | Corrections for customer-reported issues |
| 1.15 Panel Software<br>1.15 Operating Software | Corrections for customer-reported issues |
| 1.14 Panel Software<br>1.14 Operating Software | Corrections for customer-reported issues |
| 1.13 Panel Software<br>1.13 Operating Software | Corrections for customer-reported issues |
| 1.12 Panel Software<br>1.12 Operating System | Corrections for customer-reported issues |
| 1.11 Panel Software<br>1.11 Operating System | Corrections for customer-reported issues |
| 1.10 Panel Software<br>1.10 Operating System | Corrections for customer-reported issues |
| 1.9.0 Panel Software<br>1.9.0 Operating System | Features include managing PIP outside of a call using the Polycom Touch Control; softupdate synchronization with HDX systems; and corrections for customer-reported issues |
| 1.8.0 Panel Software<br>1.8.0 Operating System | Correction for the Polycom Touch Control operating in a Microsoft Lync environment |
| 1.7.0 Panel Software<br>1.7.0 Operating System | Support for remote management of the Polycom Touch Control using a web interface |
| 1.6.0 Panel Software<br>1.6.0 Operating System | Support for Macintosh OS X through USB content input and corrections for customer-reported issues |
| 1.5.0 Panel Software<br>1.5.0 Operating System | Support for a user to unpair from an HDX system |
| 1.4.0 Panel Software<br>1.4.0 Operating System | Correction for displaying private meeting information on HDX systems |
| 1.3.0 Panel Software<br>1.3.0 Operating System | Support for the Conference Composer feature in CCCP and additional file types when showing USB content |
| 1.2.0 Panel Software<br>1.2.0 Operating System | Support for USB content with the Polycom Touch Control (Experimental feature) |
| 1.1.0 Panel Software | Support for EagleEye Director and Centralized Conferencing Control Protocol (CCCP) |

| Software Version | Description |
|---|---|
| 1.0.3 Panel Software<br>1.0.3 Operating System | Support for Hardware Version 5 of the Polycom Touch Control and corrections for pairing issues |
| 1.0.1 Panel Software | Corrections for pairing issues |
| 1.0.0 Panel Software<br>1.0.0 Operating System | Initial release |

## Polycom EagleEye™ Director Software

| Software Version | Description |
|---|---|
| 2.2 | Corrections for various EagleEye Director issues |
| 2.1 | Corrections for various EagleEye Director issues |
| 2.0 | You can now detach the establishing shot camera from the EagleEye Director base |
| 1.0 | Initial release of the software |

# Polycom Touch Control Update

## Performing an Upgrade to a Polycom Touch Control Paired with an HDX System

If you have a Polycom® Touch Control paired with an HDX system, please read the following update before upgrading your Polycom Touch Control.

Polycom is aware of specific conditions that could prevent the Polycom Touch Control from upgrading successfully.

- If the Polycom Touch Control reports no software version number, the upgrade procedure can fail.

- If the Polycom Touch Control reports one of two specific versions (as explained below), you must update the Polycom Touch Control incrementally before upgrading to the latest build.

### Determine the software version of the Polycom Touch Control

Use one of the following methods to determine the version number of the Polycom Touch Control.

- View the software version on the Polycom Touch Control panel.

- View the software version via the web interface.

- If you use RealPresence Resource Manager, view all dynamically-managed Polycom Touch Control software version numbers via the RealPresence Resource Manager user interface.

### Select the appropriate procedure to upgrade the Polycom Touch Control software

After determining the software version of the Polycom Touch Control, choose one of the following procedures to upgrade the software.

- If the Polycom Touch Control reports no version number, contact Technical Support before performing an upgrade.

- If the Polycom Touch Control reports version 1.7, upgrade first to version 1.7HF. The software is available at http://support.polycom.com/PolycomService/support/us/support/video/hdx _series/hdx_previous.html

- If the Polycom Touch Control reports version 1.8, upgrade first to version 1.8HF. The software is available at http://support.polycom.com/PolycomService/support/us/support/video/hdx _series/hdx_previous.html

- If the Polycom Touch Control reports a software version other than 1.7 or 1.8, proceed with the upgrade as normal.

# What's New in Version  3.1.10

The HDX system version 3.1.10 software includes the features and functionality of version 3.1.9, the following security updates, and corrections for customer-reported issues.

## Security Information

### Security Advisory Updates

The OpenSSL library was updated to version 1.0.1r to address the following reported vulnerabilities in that library:

- The multiple cURL and libcurl vulnerabilities — CVE-2015-3236, CVE-2015-3237, CVE-2015-3143, CVE-2015-3144, and CVE-2015-3145.

- Open SSL security advisory vulnerabilities — CVE-2016-0701 and CVE-2015-3197

For the latest security information, refer to the Polycom Security Center.

# Hardware and Software Compatibility

The following table lists HDX system software versions that are compatible with Polycom hardware.

| Hardware Model | Designation in User Interface | Part Number (or Serial Number) | Compatible Software Versions (see Notes) | Real-Time Clock |
|---|---|---|---|---|
| Polycom HDX 4000 | — | 2201-24657-XXX 2215-24647-XXX | 2.0.1 or later (but not 2.0.3.2 or 2.5) | No |
| Polycom HDX 4000 HD | — | 2201-24176-XXX 2215-24646-XXX | 2.0.1 or later (but not 2.0.3.2 or 2.5) | No |
| Polycom HDX 4000 HD | Rev C | 2201-12698-XXX 2215-12699-XXX | 2.7.0J, 3.0 or later | Yes |
| Polycom HDX 4500 | — | 2201-61845-XXX 2215-09830-XXX | 3.0.1 or later | Yes |
| Polycom HDX 6000 HD | — | 2201-28619-XXX 2215-28711-XXX | 2.5.0.6 or later | Yes |
| Polycom HDX 7000 | — | 2201-27285-XXX 2215-27427-XXX | 2.0.2 or later (but not 2.5) | No |
| Polycom HDX 7000 | — | 2201-28629-XXX 2215-28632-XXX | 2.5.0.1 or later | Yes |
| Polycom HDX 7000 HD | Hardware Version A (running 2.5.x or later versions of software, blank with earlier versions) | 2201-27284-XXX 2215-27426-XXX | 2.0.2 or later (but not 2.0.3.2 or 2.5) | No |
| Polycom HDX 7000 HD | Hardware Version B | 2201-28128-XXX 2215-28127-XXX | 2.5.0.1 or later | Yes |
| Polycom HDX 7000 | Hardware Version C | 2201-26773-XXX 2215-26771-XXX | 2.5.0.7_G or later | Yes |
| Polycom HDX 7000 | Hardware Version D | 2201-64679-XXX 2215-64681-XXX | 3.1.2 or later | Yes |
| Polycom HDX 8000 HD | Hardware Version A (2.5.x or later versions of software, blank with earlier versions) | 2201-24506-XXX 2215-24614-XXX | 2.0 or later (but not 2.0.0J, 2.0.3.2, or 2.5) | No |

| Hardware Model | Designation in User Interface | Part Number (or Serial Number) | Compatible Software Versions (see Notes) | Real-Time Clock |
|---|---|---|---|---|
| Polycom HDX 8000 HD | Hardware Version B | 2201-27951-XXX<br>2215-27952-XXX | 2.5.0.1 or later | Yes |
| Polycom HDX 9001 | — | 2201-23784-XXX<br>2201-23795-XXX<br>2215-23796-XXX<br>2201-28218-XXX | 2.0.0J, 2.0.2 or later (but not 2.0.3.2 or 2.5) | Yes |
| Polycom HDX 9002 | — | 2201-23783-XXX<br>2201-23782-XXX<br>2215-23788-XXX<br>2201-28217-XXX<br>2215-23788-XXX<br>2201-29004-XXX | 2.0.5J or later (but not 2.5 or 2.5.0.1) | Yes |
| Polycom HDX 9004 | — | 2201-23722-XXX<br>2201-23283-XXX<br>2215-23358-XXX<br>2201-28216-XXX<br>2215-23358-XXX<br>2201-29006-XXX | 2.0.0J and 2.0.2 or later (but not 2.0.3.2, 2.5, or 2.5.0.1) | Yes |
| Polycom HDX 9006 | Hardware Version B | 2201-32806-XXX<br>2215-61826-XXX | 2.6 or later | Yes |

**Notes:**

- The column "Compatible Software Versions" shows the approved/qualified software versions. Software Update enforces most of these rules.
- Systems that do not have a real-time clock will not retain the time of day across reboots. They should be configured to use an NTP server.

## HDX 7000 System Hardware Version D

Starting with HDX system version 3.1.2, Polycom is shipping Hardware Version D on all HDX 7000 systems. Hardware Version D replaces HDX 7000 system hardware version C. The main difference between the versions is that Hardware Version D does not have the output labeled **VCR**. This output included dual RCA jacks and an S-Video jack.

# Corrected Issues in Version 3.1.10

The following table lists issues that are corrected in version 3.1.10.

| Category | Issue ID | Description |
|---|---|---|
| Calling | VIDEO-112071 | When you manually dial a number from the Polycom Touch Control keypad in the format `NNNN@IP_Address`, the call connects. However, the Polycom Touch Control showed the call as "connecting" instead of "connected". This issue has been corrected. |
| Directory | VIDEO-112467 | LDAP configuration occasionally failed. This issue has been corrected. |
| Hardware | VIDEO-112410 | When the HDX system is provisioned by the Converged Management Application (CMA), several endpoints went into a reboot loop and then a setup wizard launched. This issue has been corrected. |
| Interoperability Polycom Touch Control | VIDEO-112481 | When a user entered the login credentials in the web interface, the Polycom Touch Control displayed an internal server error. This issue has been corrected. |
| Interoperability Polycom Touch Control | VIDEO-112534 | The **Stop Content Sharing** button on the Polycom Touch Control was not translated to Russian and showed the English spelling. This issue has been corrected. |
| Interoperability Polycom Touch Control | VIDEO-112614 | The user was not able to launch the embedded Polycom® People+Content™ IP (PPCIP) technology when connected to the PC with German display language since the Polycom Touch Control version 1.15 is missing the PPCIP.dll file. This issue has been corrected. |
| Monitors | VIDEO-112243 | After placing a call successfully and trying to connect the Video Graphics Array (VGA) cable to HDX 6000 system for sharing content, the HDX 6000 system automatically rebooted. This issue has been corrected. |
| Registration | VIDEO-112233 | Users were unable to register an IPv6 HDX system to a Polycom® RealPresence® DMA® system over SIP. This issue has been corrected. |
| Security | VIDEO-112407 | In the **Minimum** security profile, the default value for **AES Encryption** has been changed to **When Available**. |
| Software | VIDEO-112573 | The primary HDX system codec was unable to process video to and from the Polycom® RealPresence® Collaboration Server (RMX®) causing encode and decode errors. These issues persistently affected the call until the reboot of the codec. This issue has been corrected. |
| Software | VIDEO-112602 | The HDX system codec 1 rebooted three hours into a RealPresence Collaboration Server (RMX) call. This issue has been corrected. |
| System | VIDEO-112443 | The HDX system freezes after hanging up a point-to-point SIP call when the system is registered using Transport Layer Security (TLS) using Cisco SBC. This issue has been corrected. |

| System | VIDEO-112456 | When a call was initiated from the local OTX system, the primary codec became disconnected and out of sync with other codecs in the VMR. This issue has been corrected. |
|--------|--------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| System | VIDEO-112468 | The HDX system powers off after writing %-encoded uniform resource identifiers (URIs) to the Call Detail Record (CDR) table. This issue has been corrected. |
| System | VIDEO-112482 | The HDX 6000 systems were unexpectedly restoring the factory settings. This issue has been corrected. |
| System | VIDEO-112553 | The HDX system failed to restore the backup profile and displayed the error message "Profile load was unsuccessful" when the 1st to 3rd rows of the profile contained Japanese double-byte characters. This issue has been corrected. |
| Web Interface | VIDEO-112409 | The web interface was potentially vulnerable to a clickjacking attack. This issue has been corrected. |
| Web Interface | VIDEO-112478 | A Cross-Site Scripting (XSS) vulnerability in the web interface involving CDR retrieval has been corrected. |
| Web Interface | VIDEO-112490 | Security Fixes to prevent XSS vulnerability. |
| Web Interface | VIDEO-112491 | Security Fixes to prevent XML External Entity (XXE) vulnerability. |

# Known Issues

The following table lists the known issues for the version 3.1.10 release. Available workarounds are noted in the table.

| Category | Issue ID | Found in Release | Description | Workaround |
|---|---|---|---|---|
| Active Directory Server | VIDEO-85246 | 3.0 | Setting the Security Profile to Maximum during the Setup Wizard causes External Authentication to be enabled. If External Authentication is not actually needed, then although administrators can create a local user ID and password, the local user account cannot be used to access the HDX system as long as External Authentication is enabled. | After you complete the Setup Wizard, go to **System** > **Admin Settings** > **General Settings** > **Security** > **External Authentication** and disable the **Enable Active Directory Authentication** setting to enable the local user account to access the system. |
| API | VIDEO-110761 | 3.0 | The HDX system does not support the use of the API command `importprofile` while in the setup wizard when the **Security Profile** has been set to **Maximum**. | None |
| API | VIDEO-110760 | 3.0 | The `exportprofile` command may not export the configured static IP address of the system if the HDX system does not have an active network connection. Instead the system reports the configured address as "0.0.0.0." | Use the API command `getconfiguredipaddress` to get the address, which should always return the correct address. |
| API | VIDEO-97893 | 3.0.5 | When using Telnet API commands on port 24, you might encounter this scenario. From the first IP address, type a command to dial a phone number, then on the second IP address, type a command to answer the call. The call might not be answered within the required 20 seconds. | |
| API | VIDEO-51280 | 1.0 | The `remotecontrol enable all` command does not work after disabling the remote. Use `remotecontrol disable none` to enable the remote control buttons. | |

| Category | Issue ID | Found in Release | Description | Workaround |
|---|---|---|---|---|
| API | VIDEO-55286 | 1.0.2 | API sessions that are registered for call state notifications using the callstate register command will receive a notification with the word BONDING for IP calls. Example from 1.0.2 API session:<br><br>`-> dial manual`<br>`512 172.26.48.42`<br>`h323`<br>`dialing manual`<br>`cs: call[38] chan[0]`<br>`dialstr[172.26.48.42]`<br>`state[ALLOCATED]`<br>`cs: call[38] chan[0]`<br>`dialstr[172.26.48.42]`<br>`state[RINGING]`<br>**`cs: call[38] chan[0]`**<br>**`dialstr[172.26.48.42]`**<br>**`state[BONDING]`**<br>`cs: call[38] chan[0]`<br>`dialstr[172.26.48.42]`<br>`state[COMPLETE]`<br>`active: call[38]`<br>`speed[512]`<br><br>The following notification is not applicable to calls made to and received from IP endpoints:<br><br>**`cs: call[38] chan[0]`**<br>**`dialstr[172.26.48.42]`**<br>**`state[BONDING]`** | |
| API | VIDEO-97277 | 3.0.5 | API command: unexpected successful response for "`vcraudioout`" commands on Polycom® HDX® 7000 system hardware version D. | |
| Audio | VIDEO-55634 | 1.0.1 | If you establish multiple calls between the two systems, you may experience audio feedback. | |
| Audio | VIDEO-60669 | 2.0 | Incoming voice calls do not work in a password-protected conference. | |

| Category | Issue ID | Found in Release | Description | Workaround |
|----------|----------|------------------|-------------|------------|
| Audio | VIDEO-70543 | 2.5 | When you plug a headset into the Polycom® HDX® 4000 series system panel, the system's built-in microphones and any attached microphones are automatically muted even though the **Enable Polycom Microphones** and **Enable Built-In Microphones** configuration settings remain selected. | |
| Audio | VIDEO-69705 | 2.5 | Starting with the release 2.5, HDX systems do not play music while restarting. HDX systems running software version 2.6 play an announcement tone once the system has been successfully restarted. | |
| Audio | VIDEO-69796 | 2.5 | You cannot enable or disable Stereo while in a call. | |
| Audio | VIDEO-69797 | 2.5 | Do not connect or disconnect a Polycom SoundStation IP 7000 conference phone or HDX system digital microphones while in a call. Doing so may result in some anomalous behavior such as audio coming out both the conference phone and HDX system. To restore normal operation, hang up the call. | |
| Audio | VIDEO-71505 | 2.5.0.1 | Volume changes made during the setup wizard are lost when the system restarts. | |

| Category | Issue ID | Found in Release | Description | Workaround |
|----------|----------|------------------|-------------|------------|
| Audio | VIDEO-97677 | — | When the Polycom StereoSurround setting is enabled on HDX 4000 series systems, audio might drop during a call that connects to a Virtual Meeting Room (VMR) through the Polycom Halo H.323 Meet-Me Service. Polycom Halo H.323 Meet-Me Service users must disable the Enable Polycom StereoSurround setting in HDX 4000 series systems by navigating to Admin Settings > Audio Settings. | |
| Calling | VIDEO-112366 | 3.1.8 | When an HDX system dials an invalid IP address with more than three digits in the last octet, the system sends the ARQ to the gatekeeper with the destination call signaling address as 255.255.255.255. This is a known limitation. | |
| Calling | VIDEO-111143 | 3.1.3 | During ISDN calls, a ghost participant might appear as an unknown participant. This occurs when a non-provisioned HDX system calls an HDX system in provisioned mode. An unknown participant string displays, but that participant is not on the call. | |
| Calling | VIDEO-110675 | 3.1.3 | When the last 3 digits of an HDX system to RealPresence Collaboration Server (RMX) system virtual meeting room (VMR) dial string contains "888" the call might fail. When the dial string contains 888** and a passcode is entered, an incorrect VMR ID might result. In such cases, you might be asked to enter the VMR ID again. | |

| Category | Issue ID | Found in Release | Description | Workaround |
|---|---|---|---|---|
| Calling | VIDEO-110472 | 3.1.2 | After powering your HDX system off and on and setting it to configured for SIP Transport = TLS, the HDX system logs an error when it begins the SIP registration process: SIPNIC[0]: Client couldn't bind to local address. err 98. | Change the SIP Transport setting from TLS to TCP, and then back to TLS. This causes the HDX system to use port 5061 for SIP/TLS traffic. |
| Calling | VIDEO-109342 | 3.1.2 | During calls when the Admin setting for **Auto Answer Point-to-Point Video** is set to **Yes** and the setting for **Auto Answer Multipoint** is set to **Do Not Disturb**, your HDX system might show incorrect Status (Presence) in some scenarios. | |
| Calling | VIDEO-109314 | 3.1.2 | During H.323 calls between two HDX systems, you might receive a Login Failed message although you never tried to log in.<br><br>The far-end system might receive a login window alert of an incoming call after the call is disconnected.<br><br>This might occur when one endpoint has **AES Encryption** set to Required and the other endpoint has **AES Encryption** set to Off and Auto Answer enabled. | |
| Calling | VIDEO-91639 | 3.0.2 | During multipoint video conference calls using the Lync Server, the video conference session might not completely disconnect when the Organizer disconnects from the conference. This behavior depends upon how Meeting Policies are configured on the Lync Server, and might be observed when the Lync Client is the organizer or when the HDX system is the organizer. | |
| Calling | VIDEO-78158 | 2.6 | Meeting passwords are not supported in SIP calls. | Use H.323 for calls that require meeting passwords. |

| Category | Issue ID | Found in Release | Description | Workaround |
|---|---|---|---|---|
| Calling | VIDEO-51286 | 1.0 | Calls dialed using analog voice lines will not roll over to other call types if the call is busy or otherwise fails. | |
| Calling | VIDEO-51323 | 1.0 | Do not mix unrestricted (speeds that are a multiple of 64 kbps) and restricted (multiple of 56 kbps) participants in an internal multipoint conference. | |
| Calling | VIDEO-70792 | 2.5 | Do not use H.323 names that include a comma. | |
| Calling | VIDEO-76492 | 2.5.0.6 | Calls do not connect if the HDX system is not restarted after changing ISDN settings. | To avoid this issue, restart the HDX system any time an ISDN parameter is changed. |
| Calling | VIDEO-80193 | 2.6 | When an HDX system hosting a multipoint call is connected to the maximum number of video endpoints, the **Place A Call** screen displays **Add Video Call** instead of **Add Audio Call**. The HDX system will be able to connect to an additional audio endpoint, but will not be able to connect to another video endpoint. | |
| Calling | VIDEO-88199 | 3.0 | HDX systems using call rates of 2x56 kbps or 2x64 kbps might fail to connect V.35 calls. | Use a call rate of 1x112 kbps or 1x128 kbps. |
| Calling | VIDEO-111881 | 3.1.5 | After Hold-Resume is performed during a multipoint call, HDX system participants may join in "Audio Only" mode. | |
| Cameras | VIDEO-108184 | 3.1.1.2 | When EagleEye Director cameras are asleep, they do not point at the same location. | |
| Cameras | VIDEO-95512 | 3.0.3.1 | An EagleEye III camera on an HDX system is compared unfavorably to a EagleEye II camera because of video noise. | EagleEye II cameras provide higher quality video than EagleEye III cameras. |

| Category | Issue ID | Found in Release | Description | Workaround |
|---|---|---|---|---|
| Cameras | VIDEO-80258 | 2.6 | The only supported camera for the HDX 4000 series system is part of the video screen that is shipped with the HDX 4000 series system. If a different camera is connected to the HDX 4000 system, the HDX 4000 system will turn off (if powered on) or will not power on if in a powered off state. | Remove the unsupported camera and reconnect the video screen that was shipped with the HDX 4000 series base system. |
| Cameras | VIDEO-80077 | 2.5 | The HDX system enables you to select a 4:3 aspect ratio when an EagleEye Director is selected, even though it is not a supported aspect ratio. The HDX system will automatically default to the supported 16:9 aspect ratio without informing the user that the 4:3 aspect ratio was not a supported resolution. | |
| Cameras | VIDEO-80255 | 2.6 | When an HDX 4000 series system is in a call, pressing the 0 button does not move the HDX 4000 series system camera to the default camera preset 0. | Manually adjust the camera to the desired position. |
| Cameras | VIDEO-80582 | 2.6 | Far-end camera control may not work as expected in a mixed multipoint call hosted by an HDX system when there are ISDN, SIP, and H.323 participants in the call. | |
| Cameras | VIDEO-51830 VIDEO-52304 VIDEO-80196 | 1.0 | You may see blue video for a few seconds while the HDX system camera wakes up. The camera may also take a few seconds to focus after waking up. | |
| Cameras | VIDEO-59339 | 2.0 | If you downgrade the software to a version earlier than 2.0, you may need to reconfigure white balance on the EagleEye HD camera. | Select the detect camera command in the user interface or web interface, and then configure the white balance. |
| Cameras | VIDEO-97527 | 3.0.5 | The HDX 8000 system only shows second camera information under System Information in the web interface and the local interface. | |

| Category | Issue ID | Found in Release | Description | Workaround |
|---|---|---|---|---|
| Cameras | VIDEO-71003 | 2.5 | If you have an external power supply attached to a camera and you want to move that camera from one port to another, you must follow these steps:<br>1. Power off the camera.<br>2. Connect the camera to the new port.<br>3. Power on the camera.<br>4. Select **Detect Camera** in the system's user interface. | |
| Cameras | VIDEO-81290 | 2.5 | When an EagleEye 1080 camera is attached to an HDX system, you can select a 4:3 aspect ratio, which will result in video stretched vertically with black bars on the side of the video. | Select an aspect ratio of 16:9. |
| Cameras | VIDEO-84040 | 2.6.1 | When an EagleEye View camera is connected to an HDX system, the **Power Frequency** drop-down menu is shown on the Cameras Settings page. The **Power Frequency** drop-down menu is not applicable for the EagleEye View camera. | |
| Cameras | VIDEO-84272 | 2.6.1 | The **Backlight Compensation** setting is not applicable when an EagleEye 1080 camera is connected as the main camera and the **Power Frequency** setting is set to 50Hz, even though the **Backlight Compensation** check box is not grayed out. | |
| Cameras | VIDEO-84274 | 2.6.1 | When an EagleEye View camera is connected to an HDX system, the Camera Settings page displays the **Backlight Compensation** setting. As backlight compensation is not applicable to a EagleEye View camera, this setting should not be displayed. | |

| Category | Issue ID | Found in Release | Description | Workaround |
|---|---|---|---|---|
| Cameras | VIDEO-90460 | 3.0.1 | Depending on where people are sitting in relation to the EagleEye Director, two people who sit close together and take turns talking over a period of time might not be correctly framed together by the camera. | |
| Cameras | VIDEO-90462 | 3.0.1 | When the EagleEye Director is in a point-to-point or multipoint call with a RealPresence Collaboration Server (RMX) 2000/4000 series system, version 7.2, the switch between People View and Room View causes flashes of white video on the far side. | Turn off the **Auto Brightness** setting on the RealPresence Collaboration Server (RMX) 2000/4000 series system. |
| Cameras | VIDEO-90465 | 3.0.1 | If the EagleEye Director is focused on a speaker with another person in the frame, in either foreground or background, EagleEye Director will not focus on the second person if he or she begins speaking immediately after the first speaker. | Ensure that adequate spacing exists between people in the room, or have speakers who are close together wait until EagleEye Director refocuses on the room before having the second person begin talking. |
| Cameras | VIDEO-90467 | 3.0.1 | The EagleEye Director has a range of approximately 10 feet, or 3 meters, when it has panned to a 90-degree angle. People located at the extreme of this range might not always be recognized by the tracking feature, and therefore the camera may not focus on them as they speak. | Ensure that all speakers are located well within the camera's range. |
| Cameras | VIDEO-90468 | 3.0.1 | If a factory restore function is performed on the EagleEye Director, the version of software shown will be the same as before the factory restore was done, even though the camera has returned to the software load with which it was provisioned. | Have the HDX system redetect the EagleEye Director, and check the software version from the HDX system. Both the EagleEye Director and the HDX system will now report the correct software version. |
| Cameras | VIDEO-90470 | 3.0.1 | An EagleEye Director close-up shot may appear off-center when displayed in 4:3 aspect ratio. | Set the HDX system **People Video Adjustment** to **None** or **Stretch** on all HDX systems in the call. |

| Category | Issue ID | Found in Release | Description | Workaround |
|---|---|---|---|---|
| Certificates | VIDEO-86209 | 3.0 | If certificates are installed, you might get a `Page Cannot Be Displayed` message after manually changing the date or time. | Restart the HDX system after you manually change the date or time. |
| Chair Control | VIDEO-80896 | 2.6 | When a system acting as chair control selects an endpoint and selects the **View Site** icon, the endpoint's video will be shown but the web interface will provide a status of `denied`. | |
| Chair Control | VIDEO-80895 | 2.6 | When a system acting as chair control selects an endpoint and selects the **View Site** icon, the endpoint's video will be shown. When the system with chair control selects the **Stop Viewing Site** icon, the web interface provides a status of `denied` but the endpoints video is no longer displayed. | |
| Chair Control | VIDEO-80897 | 2.6 | When a system acting as chair control selects the **Disconnect Site** icon to disconnect an endpoint from a conference, the web interface returns a status of `denied`, even though the endpoint was disconnected from the conference. | |
| Chair Control | VIDEO-74353 | 2.5.0.4 | When selecting a system to have chair control, the endpoint does not stay highlighted as being the chair control. To release chair control, highlight all the participants in the Meeting Participants window and select **Release Chair**. | |
| Closed Captions | VIDEO-59615 | 2.0 | When providing closed captions over a serial connection, you must manually go to near video before entering text. | |
| Closed Captions | VIDEO-60912 | 2.0 | Closed captioning (sent through either the serial port or the web interface) is limited to 31 characters per line. | |

| Category | Issue ID | Found in Release | Description | Workaround |
|---|---|---|---|---|
| Contacts | VIDEO-70317 | 2.5 | HDX systems can share presence information with up to 200 Contacts. If a remote site attempts to invite the HDX system as a Contact after it has reached its limit of 200 Contacts, the HDX system rejects the invitation but does not display a warning message to the local user. | |
| Contacts | VIDEO-68749 | 2.5 | You cannot delete Contacts using the web interface. | Instead, delete them in the system's local interface. |
| Content | VIDEO-112328 | 3.1.8 | HDX systems face conflict in sharing content in a point-to-point call (SIP, H.323, ISDN) when content is shared from Polycom People+Content IP to an endpoint. | One user must stop sharing content to enable another user to share content. |
| Content | VIDEO-111585 | 3.1.3.2 | During calls between HDX systems that are all registered to a RealPresence DMA SIP server, some users might receive 720p content even though 1080p content was sent from the PC source. This issue is not observed during H.323 calls between endpoints. | |
| Content | VIDEO-111526 | 3.1.4 | In a multipoint call after setting Call Hold and Resume on an HDX system, users might be unable to share content on certain mobile devices. | |
| Content | VIDEO-112057 | 3.1.7 | HDX system is unable to display content on Monitor 1 output when Monitor 2 is configured as Monitor 1. | |
| Content | VIDEO-109273 | 3.1.2 | In a multipoint call involving HDX systems sharing content, the systems might restart unexpectedly. This might also occur with ITP systems that have TIP (SIP) enabled. | |

| Category | Issue ID | Found in Release | Description | Workaround |
|---|---|---|---|---|
| Content | VIDEO-108157 | 3.1.1.2 | Content video appears to be superimposed over People video. This only occurs when you dial out from a RealPresence Collaboration Server (RMX) system at 1920 kbps and set your HDX system monitor setting to Monitor 1: 16:9; HDMI: 1080p; and PIP: on. | |
| Content | VIDEO-107219 | 3.1.1.2 | The HDX 6000 system reports an incorrect receive frame rate when sending content in a call with a RealPresence Collaboration Server (RMX) system. This occurs when both the camera and content sources are set for motion. In this scenario, the web interface and local interface both report that the HDX system video receives over 60 fps. | |
| Content | VIDEO-105298 | 3.1.0 | During SIP calls, the HDX system only receives 1024 x 576 resolution on content sent by RealPresence mobile devices. | |
| Content | VIDEO-105483 | 3.1.0 | During a multipoint call with HDX systems and Radvision systems, the HDX systems receive content, but Radvision systems do not. However, the Radvision systems do receive content during point-to-point calls between the HDX and Radvision systems. | |
| Content | VIDEO-51633 | 1.0 | Some DVI video sources (such as certain laptops) do not correctly support the hot plug detect pin (HPD). This can result in the source sending video in the wrong format for HDX system video input ports 4 and 5.<br><br>Please consult your equipment manuals to find out the behavior of the HPD pin. | |

| Category | Issue ID | Found in Release | Description | Workaround |
|---|---|---|---|---|
| Content | VIDEO-55041 | 1.0.2 | Presets support switching from one People source to another. Presets do not support switching from a People source to a Content source or from one Content source to another. | |
| Content | VIDEO-58577 | 2.0.5.4 | Content at a resolution of 1280 x 1024 is scaled and sent to the far site in 1024 x 768 format unless the far site can display it at 1280 x 1024. | |
| Content | VIDEO-59132 | 2.0 | You cannot send content from an HDX 4000 series system using the **Content** button on an HDX system remote control. | You must use the built-in keypad button. |
| Content | VIDEO-70799 | 2.5 | When hosting a multipoint call, HDX systems typically stop showing content when a new participant joins the call. It may fail to do so when the fourth participant joins. | |
| Content | VIDEO-81293 | 2.5.0.5 | If the Quality Preference setting on the Cameras screen is configured for content and a call is placed at 6 Mbps, the allocated bandwidth for content is only 1.5 Mbps. | |
| Content | VIDEO-75994 | 2.5.0.6 | Occasionally, an HDX 9000 series system will not show content when a computer connected directly to the HDX system is coming out of sleep mode. | Stop the content and resend it. |

| Category | Issue ID | Found in Release | Description | Workaround |
|---|---|---|---|---|
| Directory | VIDEO-111642 | 3.0.x, 3.1.x | Some directories become corrupted after upgrading the HDX system software version from HDX system version 3.0.x to HDX system version 3.1.x. This typically occurs when users had previously imported the directory to an HDX system with HDX system 3.0.x installed. After upgrading the software to HDX system 3.1.x, the user might observe that some of the directories have become corrupted. | To avoid this issue, make sure that your directory names do not have the following characteristics:<br>• Multiple directories (contact groups) which have the same name except for the last character.<br>• Last character in the directory name is a number.<br>• Second to the last character in the directory name is not a number. |
| Directory | VIDEO-111609 | 3.1.5 | When Global Directory Server searches are performed with RealPresence Resource Manager version 8.2 provisioning on directories with large numbers of contacts, the searches might stop working. RealPresence Resource Manager version 8.2.1 directory searches have been restructured to improve search capabilities for large directories. | Update your RealPresence Resource Manager software to version 8.2.1. |
| Directory | VIDEO-110569 | 3.1.3 | You might not be able to delete contacts, such as Polycom RealPresence Desktop Client contacts, from dynamically-managed HDX system directories. This typically occurs when the HDX system is registered with the RealPresence Resource Manager provisioning server. Contacts can be added, but not deleted. | |

| Category | Issue ID | Found in Release | Description | Workaround |
|---|---|---|---|---|
| Directory | VIDEO-110570 | 3.0.5 | You might observe that dynamically-managed HDX systems cannot see non-dynamically managed HDX systems in their Global Address Book. This occurs when at least one HDX system is registered with a RealPresence Resource Manager provisioning server (and one HDX system is not registered with a provisioning server). | |
| Directory | VIDEO-109300 | 3.1.2 | After you select **Browse** and use the Export Directory/ Import Directory function, you might be unable to add or save the specific directory to Favorites. | |
| Directory | VIDEO-104129 | 3.1.0 | Search strings enclosed in double quotes do not return results in directory address searches. | Do not use double quotes when performing directory address searches. |
| Directory | VIDEO-61245 | 2.0.1.1 | When a directory entry has both an ISDN and IP address, calls placed as IP connect at the designated call rate for ISDN. | |
| Directory | VIDEO-65729 | 2.0.5_J | An entry in a custom directory group may be removed from the group if you edit the entry. The entry is still available in the Contacts group. | |
| Directory | VIDEO-70647 | 2.5 | From time to time a directory query may not return a full list of matching entries. | Reissue the request. |
| Directory | VIDEO-76896 | 2.5.0.7 | If the HDX system is downgraded to a version earlier than 2.5.0.x and new directory groups are created, the groups will not be retained in subsequent upgrades. | |

| Category | Issue ID | Found in Release | Description | Workaround |
|---|---|---|---|---|
| Documentation | VIDEO-111327 | 3.1.4 | In the *Integrator's Reference Manual for Polycom HDX Systems*, descriptions in the API command netstats topic for "pktloss" and "%pktloss" output are incomplete. In addition to the information given, the following statements are true:<br><br>• Both `pktloss` and `%pktloss` report only numbers related to packet loss on the transmit. These numbers are not affected by packet loss on the Real-time Transport Protocol (RTP) that is received.<br><br>• The number listed for `%pktloss` is not cumulative and is calculated every 5 seconds. The number listed for `pktloss` is calculated every 5 seconds and is cumulative. | |
| Documentation | VIDEO-91812 | 3.0.4 | The *User's Guide for HDX Systems* incorrectly states the special character limitations and maximum number of characters for speed dial entries. Any special characters entered after the @ symbol are truncated. | Do not enter special characters after the @ symbol. On the web interface, a maximum of 34 characters can be displayed on the Home screen. On the local interface, the maximum limit depends upon the button image width. |
| Encryption | VIDEO-77204 | 2.5.0.7 | When an unencrypted HDX system calls into an encrypted call between a Cisco MXP system and a Sony PCS-G50 system, the HDX system will connect but the Sony system will hear loud, distorted audio. | Enable encryption on the HDX system. |
| Encryption | VIDEO-111943 | 3.1.5 | During encrypted HDX system conferences, users might observe that one of the OTX slave systems connects with problems. | |

| Category | Issue ID | Found in Release | Description | Workaround |
|---|---|---|---|---|
| Encryption | VIDEO-112017 | 3.1.6 | AES encryption turns off when a user toggles security mode from On to Off after bootup. | |
| Factory Restore | VIDEO-80175 | 2.6 | When performing a factory restore on an HDX 9000 series system, green video is displayed for a few seconds before the system restarts. This is normal behavior and the system will boot to the setup wizard. | |
| Gatekeepers | VIDEO-95510 | 3.0.3 | Due to a missing `refresher` parameter, HDX systems do not respond to 200 OK messages from a System Architecture Evolution (SAE) media gateway. | |
| Gatekeepers | VIDEO-60344 | 2.0 | Registering to a gatekeeper may change the dialing order configured on the system. | |
| Hardware | VIDEO-111594 | 3.1.5 | When AC power is removed from the HDX system in an uncontrolled manner, the system's memory might become corrupt. An uncontrolled power off occurs when a user pulls the power cord from the outlet or when the outlet loses power. In this scenario, you might observe that the HDX system becomes unresponsive at the logo screen and continues to power off and on. In other scenarios, the HDX system might not display an image at all on the connected monitors and the power LED might not be lit. When this occurs, the HDX system codec must be replaced, because no in-field fix exists for this issue. | Polycom recommends that the HDX system codec be powered down using the power button only. Do not attempt any other method to power off the system. |

| Category | Issue ID | Found in Release | Description | Workaround |
|----------|----------|------------------|-------------|------------|
| Hardware | VIDEO-93328 | 3.0.1 | Field-upgraded hardware does not function correctly if restored to a factory partition with software that is not recent enough to support it. For example, upgrade kits for HDX 7000 and 8000 series systems require software version 2.5.0.7 or later. HDX 4000 series system upgrade kits require version 3.0 or later. | Contact your Polycom representative or customer support to ensure that the factory partition contains a software version that supports the upgraded hardware. |
| Hardware | VIDEO-80075 | 2.5.0.5 | HDX systems with a QBRI card installed do not issue an SNMP alert when the QBRI card is replaced with a PRI card. | |
| Hardware | VIDEO-80072 | 2.5.0.5 | HDX systems do not issue an SNMP alert when a V.35 card is installed or uninstalled | |
| Hardware | VIDEO-82738 | 2.6 | HDX systems restart when the HDX system microphone cable is connected incorrectly. | Connect the HDX system microphone cable correctly. |
| Hardware | VIDEO-98155 | 3.0.2 | Intermittently, HDX systems customers may experience an HDX 7000 series system rebooting automatically during a conference, When this occurs, all configurations of the HDX 7000 series system are lost. However, after reconfiguring the HDX system, the conference continues. | |
| ICMP | VIDEO-86436 | 3.0 | The ICMP Transmission Rate Setting on the LAN Properties screen applies only to "error" ICMP packets. This setting has no effect on "informational" ICMP packets, such as echo requests/replies. | |
| Interoperability Cisco | VIDEO-112321 | 3.1.7 | HDX systems are unable to receive content when calling into Cisco telepresence servers. This feature works as designed. | |

| Category | Issue ID | Found in Release | Description | Workaround |
|----------|----------|------------------|-------------|------------|
| Interoperability Cisco | VIDEO-108849 | 3.1.2 | During multipoint HDX system SIP calls using non-secure CUCM registration, the first HDX system that joins the call switches to **SIP audio-only** after the second HDX system dials in as type H.323. For the second call, no **Video Protocol** or **Video Format** statistics display on the Call Statistics Page. | |
| Interoperability Cisco | VIDEO-108736 VIDEO-105559 VIDEO- | 3.1.0 | HDX systems connected to a Cisco 4505 bridge over SIP might receive H.263 4CIF resolution in SIP calls. This occurs in both dial-in and dial-out conferences. | |
| Interoperability Cisco | VIDEO-104842 | 3.1.1.2 | In an internal multipoint call hosted by a Cisco C90 system, the HDX system connected through SIP might display a black screen on its content monitor after another HDX system connected through SIP stops sending content. | |
| Interoperability Cisco | VIDEO-105293 | 3.1.0 | During point-to-point calls between the HDX system and Cisco TelePresence System (CTS) with the call speed at 384 kbps, your call may become audio-only after performing the Hold/Resume function. | |
| Interoperability Cisco | VIDEO-105486 | 3.1.0 | During point-to-point calls between Cisco TelePresence System (CTS) and ITP rooms when registered to CUCM at line rates 2.5 MB and above, you may experience 720p resolution instead of 1080p resolution. | |
| Interoperability Cisco | VIDEO-105449 | 3.1.0 | You may intermittently hear an echo on the Polycom® OpenTelePresence Experience™ (OTX) system within five minutes of the call. | Mute and then unmute the OTX system to correct the echo. |

| Category | Issue ID | Found in Release | Description | Workaround |
|---|---|---|---|---|
| Interoperability Cisco | VIDEO-104467 | 3.1.0 | When an HDX system and a Cisco Jabber client are in a call, the HDX system cannot display content sent from Jabber. A gray screen is displayed on the HDX system. However, The HDX system can send content to Jabber. | |
| Interoperability Cisco | VIDEO-95620 | 3.0.4 | When connecting to a Cisco TelePresence 3010 system, Polycom OpenTelePresence Experience (OTX) systems might take 90 seconds or more before showing video on the center screen. | |
| Interoperability Cisco | VIDEO-94999 | 3.0.4 | When an HDX system dials into Cisco Unified Videoconferencing (CUVC) through H.323, it does not receive content from Cisco TelePresence System (CTS). | |
| Interoperability Cisco | VIDEO-87667 | 3.0 | Encrypted calls between HDX systems and Cisco systems using 2x56 K ISDN have poor audio and video quality. | |
| Interoperability DMA | VIDEO-93525 | 3.0.3 | When a VVX 1500 business media phone and two HDX system endpoints are registered to a RealPresence DMA system's SIP server, a video call initiated from the VVX 1500 phone to the first HDX system gets disconnected after the VVX 1500 phone tries to transfer the call to the second HDX system, which also gets disconnected. | |
| Interoperability LifeSize | VIDEO-86789 | 3.0 | Calls between HDX systems and Lifesize Room Systems over IPv6 do not connect when both systems are configured for maximum security. | |

| Category | Issue ID | Found in Release | Description | Workaround |
|---|---|---|---|---|
| Interoperability LifeSize | VIDEO-112124 | 3.1.6 | The HDX system reboots when attempting to receive content from LifeSize Icon 600 at a call rate of 768 kbps.<br>This function works as designed. | |
| Interoperability Microsoft | VIDEO-110571 | 3.1.2 | HDX systems cannot register IPv6 addresses in a Microsoft Lync 2013 environment. This occurs because Lync 2013 does not support IPv6 addresses. | Disable the IPv6 setting on the HDX system. |
| Interoperability Microsoft | VIDEO-110609 | 3.1.3 | During a Microsoft Lync audio or video point-to-point call from a mobile device to an HDX system, you might experience blurry video on the HDX system. | |
| Interoperability Microsoft | VIDEO-110741 | 3.1.3 | If an HDX system is used in an Lync 2013 environment where the CAC policies are defined, the CAC policies are not imposed on the HDX system. This occurs even if the HDX system belongs to sites where CAC policies are defined. CAC policies work correctly with HDX systems in Lync 2010 environments. | |
| Interoperability Microsoft | VIDEO-109332 | 3.1.2 | During CCCP calls from Microsoft Lync clients to an HDX system, no pop-up message displays when you attempt to unmute your system. The following message should display: "You cannot unmute yourself because you have been muted by the host." | |

| Category | Issue ID | Found in Release | Description | Workaround |
|---|---|---|---|---|
| Interoperability Microsoft | VIDEO-108554 | 3.1.2 | Microsoft Lync 2013 does not support H.263 (previously available in Microsoft Lync 2010) for the following HDX systems:<br>• HDX 9006<br>• HDX 8000 HD (Hardware Version B)<br>• HDX 7000 HD (Hardware Versions C and D)<br>• HDX 4500 HD<br>• HDX 4000 HD (Hardware Version C)<br>Calls made in the Microsoft Lync 2013 environment without RTV keys might receive audio only. | If you previously purchased an RTV license for Microsoft Lync 2010, you can request a free RTV license supported for Microsoft Lync 2013 from your sales representative. |

| Interoperability Microsoft | VIDEO-109120 | 3.1.2 | HDX systems support the Microsoft Internet Explorer version 8 browser. | For Internet Explorer versions later than version 8, run the browser in Compatibility mode.<br><br>**To run the browser in Compatibility mode**:<br><br>1. Enter the HDX system URL in the address bar.<br>2. Navigate to the top-right corner of the IE11 browser and click the **Settings** icon.<br>3. In the drop-down menu displayed, select the **Compatibility View Settings** option.<br>4. In the **Compatibility View Settings** dialog box displayed, in the **Add this website** field, enter the HDX system URL.<br>5. Click the **Add** button and then click the **Close** button to close the **Compatibility View Settings** dialog box.<br>6. Now access the HDX system URL on the IE11 browser. |
|---|---|---|---|---|
| Interoperability Microsoft | VIDEO-109202 | 3.1.0 | HDX systems currently support only NTLM Version 1 on the Microsoft Exchange Server calendaring connection and the Microsoft Lync Directory Server connection. If these servers are configured to support NTLM Version 2 and not NTLM Version 1, you might be unable to connect to these servers. | |
| Interoperability Microsoft | VIDEO-108221 VIDEO-104360 | 3.1.1.2 | An HDX system registered to Microsoft Lync Server 2013 displays garbled video when connected to a Lync 2013 client registered to the same Microsoft Lync server. | |

| Category | Issue ID | Found in Release | Description | Workaround |
|---|---|---|---|---|
| Interoperability Microsoft | VIDEO-104815 | 3.1.0 | Video from the HDX system does not start on Microsoft Lync on a transfer from Lync Attendant. The Lync client receives no video from the HDX system. However, if the Lync client calls to Lync Attendant and the call is transferred to the HDX system, both sides display video. | To restore video, perform a **Hold/ Resume** on either the HDX system or on Microsoft Lync. |
| Interoperability Microsoft | VIDEO-95478 | 3.0.3.1 | The Polycom Touch Control cannot retrieve the Favorites list or directory entries from the OCS 2007 R1 Edge server because OCS 2007 R1 is no longer supported. | |
| Interoperability Microsoft | VIDEO-94943 | 3.0.1 | When using external authentication such as Active Directory, ensure that the local admin account is password protected. You should also enable **Require Login for System Access** and set a user password. | |
| Interoperability Microsoft | VIDEO-93528 | 3.0.3 | When using Microsoft Office Communications Server 2007 or Microsoft Lync Server 2010 as your global directory, if you search for a common last name, the HDX system might return the first 200 matches without giving any warning that there might be more matches. | |
| Interoperability Microsoft | VIDEO-91317 | 3.0.1 | HDX systems do not support public switched telephone network (PSTN) calls on the Mediation Server Gateway in a Microsoft OCS or Microsoft Lync Environment. | To make a PSTN call, append "+" before the number to dial. |
| Interoperability Microsoft | VIDEO-91540 | 3.0.1 | During a Lync client call to an HDX system, video pixelation or blurriness might result when the Lync client disables and then restarts video. | Use the **Pause Video** function instead of the **End Video** function. |

| Category | Issue ID | Found in Release | Description | Workaround |
|---|---|---|---|---|
| Interoperability Microsoft | VIDEO-90594 | 3.0.2 | When the Microsoft Lync client places a call on hold, the HDX system incorrectly indicates that the call was muted. | |
| Interoperability Microsoft | VIDEO-86180 | 3.0 | Internet Explorer version 8 shares cookies among all active sessions. If you manage multiple HDX systems within the same Internet Explorer 8 browser session, you might encounter unexpected behavior. | When using Internet Explorer 8, do one of the following: <br>• Manage only one HDX system at a time. <br>• Use the `-noframemerging` option in each new instance of Internet Explorer for each system. |
| Interoperability Microsoft | VIDEO-86859 | 3.0 | Calls using the ICE protocol support call rates of up to 1564 kbps. | |
| Interoperability Microsoft | VIDEO-90607 | 3.0.1 | For Microsoft qualification configuration, enable **Security Mode** in the Admin Settings and select the **Medium** security profile to ensure secure web (https) access to the HDX system. | |
| Interoperability Polycom® RealPresence® Group systems | VIDEO-111549 | 3.1.5 | You might experience black video on a RealPresence Group Series system during a multipoint call hosted by a local MCU on an HDX system. This issue might occur in the following conditions: <br>• When RealPresence Group systems connect to the hosting HDX system first, and then connect to a VSX™7000, also with the hosting HDX system <br>• When the call rate is 1024 kbps or higher <br>• After all three systems have been powered off and back on | Change the dialing sequence to dial the VSX7000 first, then add the RealPresence Group system. |

| Category | Issue ID | Found in Release | Description | Workaround |
|---|---|---|---|---|
| Interoperability Polycom RealPresence Collaboration Server (RMX) | VIDEO-111679 | 3.1.5 | In calls held on a RealPresence Collaboration Server (RMX) solution, Polycom HDX systems display no video after a held call is resumed. | |
| Interoperability Polycom RealPresence Collaboration Server (RMX) | VIDEO-95511 | 3.0.3 | In a call with a RealPresence Collaboration Server (RMX) server HDX systems paired with the Polycom Touch Control display an incorrect number of participants. | |
| Interoperability Polycom RealPresence Collaboration Server (RMX) | VIDEO-95449 | 3.0.3 | When HDX systems dial into a RealPresence Collaboration Server (RMX) conference, audio might fail during the call. | Upgrade the RealPresence Collaboration Server (RMX) system to version 7.6.1. |
| Interoperability Polycom RealPresence Collaboration Server (RMX) | VIDEO-88649 | 3.0 | An HDX system cannot dial into a password-protected call on a RealPresence Collaboration Server (RMX) using a dial string in the format `<conference ID>##<password>` (for example, 1111##2222). | Dial into the conference and then provide the password using DTMF tones when prompted. |
| Interoperability Polycom RealPresence Collaboration Server (RMX) | VIDEO-88800 | 3.0 | An HDX system might receive Siren14 audio rather than Siren 22 Stereo audio when it is in a 6 Mbps H.323 call on a RealPresence Collaboration Server (RMX). | Configure the HDX system's preferred call rate as 4096 kbps. |
| Interoperability Polycom RPX Immersive Telepresence Solution | VIDEO-111919 | 3.1.5 | During conferences with RPX systems, some users might observe that the primary codec reboots several minutes after the conferences have started. | |
| Interoperability Polycom Touch Control | VIDEO-112502 | 3.1.9 | The Polycom People+Content IP Windows application on the USB backing file works only when the PC language is English. | |
| Interoperability Polycom Touch Control | VIDEO-111576 | 3.1.4 | Some HDX system users might experience signs of slow response from a paired Polycom Touch Control after few hours of continuous use. | Manually power off the Polycom Touch Control by removing the LAN cable from the outlet and replugging the cable after a few seconds. |

| Category | Issue ID | Found in Release | Description | Workaround |
|---|---|---|---|---|
| Interoperability Polycom Touch Control | VIDEO-111473 | 3.1.4 | When using either the FireFox or the Internet Explorer browser to access the Polycom Touch Control web interface, you might not see Network Settings on the Network Setting tab or on the Network configuration tab. This usually occurs when you use Polycom Touch Control hardware versions 5 or 6. Network Settings are visible when using Polycom Touch Control hardware version 4. | |
| Interoperability Polycom Touch Control | VIDEO-110822 | 3.1.3 | The Polycom Touch Control, when not paired with an HDX system, cannot perform a softupgrade from the RealPresence Resource Manager. This issue occurs when **Automatically Check for Software Updates** is selected in the Polycom Touch Control Admin settings. | You must pair the Polycom Touch Control with a HDX system prior to scheduling the software update provisioned by the RealPresence Resource Manager. |
| Interoperability Polycom Touch Control | VIDEO-110558 | 3.1.3 | When the Polycom Touch Control is paired with an HDX system, content from the USB drive fails to display when content from the People+Content IP application is displayed first. The USB content is not displayed because the Polycom Touch Control cannot establish a connection to the content. | Share the USB content first. Then when the People+Content IP content is started, the USB content is overridden and the People+Content IP content displays correctly. |
| Interoperability Polycom Touch Control | VIDEO-110783 | 3.1.3 | During a point-to-point call, if you attempt a call to an HDX system that has the multipoint key disabled, the Polycom Touch Control might stop responding, or you might not be able to hang up the call. | Disconnect the Polycom Touch Control cable, then power off the Polycom Touch Control, reconnect the cable, and power it back on. |
| Interoperability Polycom Touch Control | VIDEO-110574 | 3.1.3 | The Polycom Touch Control displays the auto upgrade option when it is in an unpaired state, but auto upgrade is not supported in the unpaired state. | Pair the Polycom Touch Control with the HDX system before you select the option to Automatically Check for Software Updates. |

| Category | Issue ID | Found in Release | Description | Workaround |
|----------|----------|------------------|-------------|------------|
| Interoperability Polycom Touch Control | VIDEO-104924 | 3.1.0 | When the HDX system is paired with the Polycom Touch Control, the UC Board thumb drive view disappears after the subfolder number reaches the maximum number of 10. | In the thumb drive view, limit the maximum number of subfolders to 9. |
| Interoperability Polycom Touch Control | VIDEO-104534 | 3.1.0 | When the Admin setting **Display Time in Call** is set to **Elapsed Time**, the Polycom Touch Control does not display elapsed time in format (mm:ss). | |
| Interoperability Polycom Touch Control | VIDEO-105291 | 3.1.0 | Intermittently, the Polycom Touch Control might not display content from a USB device source. | |
| Interoperability Polycom Touch Control | VIDEO-111779 | 3.1.5 | Attempts to use USB to update the Polycom Touch Control can fail and sometimes cause the system to reboot. When this occurs, attempts to update the factory restore partition can fail; the softupdate indicates that a file could not be copied. | Possible workarounds are documented in *Polycom HDX Series Hardware and Software Compatibility.* |
| Interoperability Polycom Touch Control | VIDEO-95369 | 3.0.4 | The Polycom Touch Control cannot perform a Detect Camera function. | Use the web interface to detect newly installed cameras. |
| Interoperability Polycom Touch Control | VIDEO-88161 | 3.0 | Do not touch or hold the Polycom Touch Control device by the black border outside the visible screen. Doing so may interfere with the Polycom Touch Control device's ability to detect touches. | |
| Interoperability Polycom Touch Control | VIDEO-88304 | 3.0 | When an HDX system is paired with a Polycom Touch Control device and using a Global Directory Server (GDS), the HDX system downloads directory information only from the server configured in the first entry in the directory configuration page. | |

| Category | Issue ID | Found in Release | Description | Workaround |
|---|---|---|---|---|
| Interoperability Polycom Touch Control | VIDEO-88331 | 3.0 | If you place a call from the HDX system's web interface and subsequently attempt to dial that site from the Polycom Touch Control device's recent calls list, the call will not connect and will remain in the calling state indefinitely. | Restart the HDX system. |
| Interoperability Polycom Touch Control | VIDEO-88850 | 3.0.0.1 | The Polycom Touch Control might display the status of offline HDX systems as **Available**. | |
| Interoperability Polycom Touch Control | VIDEO-88862 | 3.0 | When the Polycom Touch Control is paired with an HDX 6000 series system that is configured for a content source but not receiving video on that source, the Polycom Touch Control incorrectly reports that the source is playing. | |
| Interoperability Polycom Touch Control | VIDEO-91751 | 3.0.2 | After you disconnect the Polycom Touch Control and press a button on the remote, the HDX system home screen returns after 30 seconds. Also, if you unpair the device through the web interface using the **Forget This Device** button, the home screen reappears. | |
| Interoperability Polycom Touch Control | VIDEO-91743 | 3.0.2 | When upgrading from a previous software release to the current software release, the Android 2.2 operating system might encounter an open application and the Android 2.2 "Force Close" message is displayed. | Press Enter to close the associated open application and the upgrade process will continue as designed. |
| Interoperability Polycom Touch Control | VIDEO-89551 | 3.0.0.2 | On occasion when adjusting the volume or brightness slider, the slider does not respond. | Try again. |

| Category | Issue ID | Found in Release | Description | Workaround |
|---|---|---|---|---|
| Interoperability Polycom Touch Control | VIDEO-97968 | 3.0.5 | When using the Polycom Touch Control and when registered to a Microsoft Lync server for directory services, the Contacts group is sent to the Polycom Touch Control with a group name of "~" instead of "Contacts. | |
| Interoperability Polycom Touch Control | VIDEO-98103 | 3.0.5 | When an OTX system customer puts a call on Hold from Polycom Touch Control, the primary caller goes on Hold and the remote site remains active. | |
| Interoperability Polycom Touch Control | VIDEO-98159 | 3.0.5 | During H.323 point-to-point calls, OTX 300 system customers may experience a frozen Venus audio page after increasing the volume to Maximum on a Polycom Touch Control system. When this condition occurs, the Polycom Touch Control system freezes and customers cannot lower the volume. | |
| Interoperability Polycom RMX System | VIDEO-110572 | 3.1.2 | During RealPresence Collaboration Server (RMX) Gateway system calls, you might observe that the HDX system SIP site is unable to control the HDX system H.323 site's camera. When the you place a HDX system H.323 to a SIP gateway call, the far-end site's camera control fails at the H.323 site. | |
| Interoperability Sony | VIDEO-105491 | 3.1.0 | During HDX system 384 kbps H.320 calls with a Sony PCS-XG80 system, video might not be received on the Sony system. However, video is seen on the HDX system. | |
| Interoperability Sony | VIDEO-88119 | 3.0 | HDX systems are unable to send content in H.320 conferences hosted by the Sony PCS-G50 MCU. | |

| Category | Issue ID | Found in Release | Description | Workaround |
|---|---|---|---|---|
| Interoperability SoundStation IP 7000 | VIDEO-88170 | 3.0 | When an HDX system is paired with a Polycom® SoundStation IP 7000, the HDX system and the SoundStation IP 7000 might occasionally play audio same time. | Do one of the following:<br>• Lower the volume on one of the two units.<br>• Hang up the call and reconnect. |
| Localization | VIDEO-71092 | 2.5 | Directory entries with localized names longer than 21 characters are truncated on the Edit Entry screen. | Limit localized names to 20 or fewer characters on the Edit Entry screen. |
| Localization | VIDEO-70798 | 2.5 | Localized system names longer than 13 characters are truncated on some of the system's local interface screens. | Limit localized system names to 13 or fewer characters. |
| Localization | VIDEO-70797 | 2.5 | Localized meeting names longer than 14 characters are truncated on some of the system's local interface screens. | Limit localized meetings names to 14 or fewer characters. |
| Localization | VIDEO-70796 | 2.5 | Localized Names in the directory longer than 17 characters are truncated on some of the system's local interface screens. | Limit localized names in the directory to 17 or fewer characters. |
| Localization | VIDEO-80894 | 2.6 | The tilde "~" and minus "-" symbols display as a box on the Calendar and Meeting Details screen when a user is using a Japanese version of Outlook running on the Japanese version of Windows and the HDX system language is configured for Japanese. | |
| Logging | VIDEO-112531 | 3.1.5 | The explanation in admin guide version 3.1.5 of different log levels is inaccurate. | **DEBUG** logs all debugging messages, **INFO** logs info, warning, error, and critical messages but does not log any debug messages. **WARNING** logs warning, error, and critical messages but not debug and info messages. |

| Category | Issue ID | Found in Release | Description | Workaround |
|----------|----------|------------------|-------------|------------|
| Logging | VIDEO-112341 | 3.1.7 | With H.323 Trace enabled, many H.245 messages are not being logged when the HDX system is hosting a multipoint call. | |
| Logging | VIDEO-111290 | 3.1.1.3 | The HDX system syslog might stop storing logs when **Remote Logging** is enabled and DNS cannot resolve the server **Fully Qualified Domain Name**. | |
| Logging | VIDEO-66818 VIDEO-66119 | 2.0.5_J | By default, both system and error logs downloaded from an HDX system are named log.txt. | Download the full System Support Package, which contains both system and error logs. |
| Monitors | VIDEO-109274 | 3.1.2 | When your OTX 300 and RPX 400 systems are attached to a laptop HDMI through a DisplayPort in extended display mode, you might see green dots or speckles in the center of the screen. This issue is more visible on PowerPoint slides, especially those with dark backgrounds. | Remove the combiner connected to the system to improve the display problem. (VGA/DVI splitter, part number 1457-61827-001) |
| Monitors | VIDEO-51308 | 1.0 | User interface distortion might occur if a monitor is configured with a 4:3 aspect ratio for a resolution of 1280 x 720. | |
| Monitors | VIDEO-53390 | 1.0 | Distorted video may occur in a multipoint call between PAL and NTSC systems if **Zoom People Video to Fit Screen** is enabled. | |
| Monitors | VIDEO-58841 | 2.0 | When Dual Monitor Emulation is enabled, the composite video in multipoint calls with five or more sites is clipped on the left and right sides. | |
| Monitors | VIDEO-82953 | 2.6 | The only supported display for the HDX 4000 series system is the Polycom display. If a third party display is connected to the HDX 4000 series system, the system will turn off if already powered on, or will not power on if in a powered off state. | . |

| Category | Issue ID | Found in Release | Description | Workaround |
|---|---|---|---|---|
| Monitors | VIDEO-60148 | 2.0 | If Monitor 1 is connected to the HDX system using a different format than what is configured in the user interface, you may get a blank screen. | Press and hold the **Display** button on the remote control, then select the appropriate format in the remote control window. |
| Monitors | VIDEO-77493 | 2.6 | If a VGA monitor is connected to an HDX 9001, 9002, or 9004 system, the HDX system splash screen is tinted green.<br><br>If a monitor does not support the timing mode selected by U-Boot for its splash screen, the video artifact will depend on the monitor. | Manually configure the HDX system and the monitor to match each other. |
| Monitors | VIDEO-70791 | 2.5 | Some monitors may fail to correctly center video and user interface screens from an HDX system. If this occurs, use your monitor's horizontal adjustment feature to center the video. | |
| Monitors | VIDEO-77975 | 2.5.0.7 | If a computer is connected to an HDX system, and the computer's monitor is configured to turn off after a period of inactivity, the monitor will automatically send content when the monitor wakes if **Send Content When PC Connects** is enabled. **Send Content When PC Connects** is enabled by default. | To avoid this issue, go to **System** > **Admin Settings** > **Cameras** > **Camera Settings** and disable **Send Content When PC Connects**. |
| Monitors | VIDEO-77717 | 2.5.0.7 | When an HDX system wakes up, Monitor 3 displays distorted video if:<br><br>• The VCR/DVD Record Source value for Monitor 3 is Monitor 2.<br>• Monitor 2 has the following settings:<br>- Video Format: Component YPbPr<br>- Resolution: 1080p<br><br>Output Upon Screen Saver Activation: No Signal | To work around this issue, change the monitor settings or turn Monitor 2 off and then on. |
| Monitors | VIDEO-84273 | 2.6.1 | If monitor resolution is set to 1920 x 1080, **Elapsed time in call** information overlaps a part of the **Far Site Name** when the far site name is in 15 double byte characters or more. | To prevent this problem, limit number of double-byte characters in the near end Site Name to 14 characters. |

| Category | Issue ID | Found in Release | Description | Workaround |
|---|---|---|---|---|
| Multipoint | VIDEO-110766 | 3.1.3 | During H.323 multipoint calls, after the eighth participant joins the call, the call might be dropped. This might occur when both the gatekeeper and the PRI network are enabled. | Configure the following setting in RealPresence DMA: **Terminate calls based upon failed responses to IRQ** and set the IRQ sending interval to 90 to 180. |
| Multipoint | VIDEO-109750 | 3.1.1.3 | If a slave MCU hosts both an IP and H.320 system (mixed mode) call, the cascaded MCUs will act as if in Auto Mode (the layout switches from Discussion to Presentation after 15 seconds). | Originate mixed mode calls from the master MCU. All participants can now view a full screen in a cascaded call. |
| Multipoint | VIDEO-109319 | 3.1.2 | In cascaded calls involving HDX systems, the multipoint host should appear in full screen layout regardless of how multipoint mode is configured, but the full screen layout does not appear. Instead, the monitor display of the multipoint host is converted to discussion mode when a user becomes the speaker. This issue can occur during ISDN and H.323 calls connected at 256k call speed. | |
| Multipoint | VIDEO-71756 | 2.5.0.4 | A multipoint H.331 broadcast mode call is not supported. | |
| Multipoint | VIDEO-74435 | 2.5.0.4 | When an HDX system is hosting a multipoint call and is set to **Auto Answer Multipoint Video** and has a meeting password set, a Polycom PVX® system will not be able to join the call unless it is the first endpoint to connect to the HDX system. | Set **Auto Answer Multipoint Video** to **No** on the endpoint that is hosting the call. |

| Category | Issue ID | Found in Release | Description | Workaround |
|---|---|---|---|---|
| Multipoint | VIDEO-75829 | 2.5.0.5 | If a system hosting a multipoint call is configured for a meeting password and the **Auto Answer Multipoint Video** setting is set to **Yes**, some meeting password prompts do not display. Specifically, when the second endpoint to call in dials from the web interface, the meeting password prompt is displayed on the second endpoint's local system interface but not on the web interface. | Do one of the following:<br>• Before dialing, enter the meeting password in the **Meeting Password** field on the Place a Call screen in the web interface.<br>• Enter the meeting password using the local system interface. |
| Multipoint | VIDEO-76240 | 2.5.0.6 | Video from an iPower system is not visible when an HDX system is hosting a multipoint call. | Place a point-to-point call or have each endpoint call into a video bridge. |
| Multipoint | VIDEO-78352 | 2.6 | When an HDX system uses the Conference on Demand (COD) functionality, a seven-way call is the largest conference that will connect. | Use a RealPresence Collaboration Server (RMX) system to host the multipoint call if more than seven participants is required. |
| Multipoint | VIDEO-88455 | 3.0 | Do not use the HDX system's internal multipoint feature with direct connect calls. | |
| Network Monitoring Tool | VIDEO-112005 | 3.1.7 | The `configureappneta` Telnet command for Pathview configuration displays an inconsistent output message on the Telnet prompt for the `timeout` and `proxyport` parameters. Functionality is not affected by this issue. | |
| Network | VIDEO-112671 | 3.0 | The HDX system does not implement Type of Service (ToS) or any Differentiated Services Code Point (DSCP) tagging of H .225.0 RAS IPv6 traffic. | None |

| Category | Issue ID | Found in Release | Description | Workaround |
|---|---|---|---|---|
| Network | VIDEO-112670 | 3.0 | The HDX system does not implement any DSCP marking of Operations, Administration, and Maintenance (OA&M) traffic. This traffic includes:<br><br>• HTTPS traffic from the HDX system web interface<br>• CMA or Polycom® Realpresence® Resource Manager (RPRM) provisioning traffic<br>• CMA or RPRM monitoring traffic<br>• LDAP Directory traffic<br>• Traffic to a configured External Active Directory authentication server<br>• Traffic to a configured Microsoft Exchange Server for Calendaring<br>• Online Certificate Status Protocol (OCSP) Responder traffic<br>• Network Time protocol (NTP) traffic | None |
| Network | VIDEO-102803 | 3.1.1.2 | Real-time Transport Protocol (RTP) keep-alive packets are transmitted whether or not active media traffic is present. | |
| Network | VIDEO-78532 | 2.5.0.6 | When a broadcast storm is created by having two HDX systems connect to a hub and a cable connecting two ports of the hub together, after approximately 10 minutes an HDX system will freeze for several seconds, clear, and then freeze again. | Connect an HDX system to a switch or dedicated LAN port. |

| Category | Issue ID | Found in Release | Description | Workaround |
|---|---|---|---|---|
| Network | VIDEO-78531 | 2.5.0.7 | When four HDX systems are connected to a LAN through the same 10M hub, an HDX system restarts if two HDX systems are in a 4M call with the other two HDX systems. | Use a switch or dedicated LAN port instead of a hub. |
| Network | — | — | When you change the network interface attached to an HDX system from PRI to QBI, make sure to uncheck the box **Calling Endpoint Uses the Original ISDN Number** before disconnecting the PRI interface. To do this, go to **System** > **Admin Settings** > **Network** > **ISDN**. | |
| People+ Content™ IP | — | — | People+Content IP is unavailable when your security profile is set to **Maximum**. | |
| People+ Content IP | VIDEO-75903 | 2.5.0.6 | During installation, InstallShield might display an incorrect version number for People+Content IP. | |
| People on Content™ | VIDEO-65397 | 2.0.3 | When using Polycom People on Content on an HDX 4000 series system, do not preview camera 2 before activating People on Content. | |
| People on Content | VIDEO-90596 | 2.6.1 | When using People on Content with the foreground camera's **White Balance** set to **Auto**, the background video may deteriorate over time and blend in with the video of objects in the foreground. | Set the foreground camera's **White Balance** to **Manual** before calibrating the camera for use with People on Content or enabling People on Content. |

| Category | Issue ID | Found in Release | Description | Workaround |
|---|---|---|---|---|
| Power | VIDEO-80751 | 2.6 | If an HDX system does not have an internal battery and is configured to use a time server, the HDX system will go to sleep shortly after restarting if idle. This is due to the system time being set to the year 1970 until successful connection to the time server. Once the connection to the time server is made, the screen saver wait time is exceeded and the HDX system goes to sleep. This is normal behavior. | |
| Presence | VIDEO-80195 | 2.6 | When an HDX system is configured to a directory server that supports presence (LDAP, Office Communications Server), presence status is not displayed when a directory search is performed. Presence will be displayed once the directory entry is added to Favorites. | |
| Profiles | VIDEO-51310 | 1.0 | Profiles do not save Monitor 2 settings. | |
| Profiles | VIDEO-54970 | 1.0.2 | If the profile you upload to an HDX system includes registration with multiple Global Management System servers, only the first server is registered after the system restarts. | Manually register with the other servers. |
| Provisioning | VIDEO-110540 | 3.1.0 | Dynamically-managed HDX systems do not register with the provisioning service as quickly as expected. This might occur when you have a large number of systems that are all dynamically managed, such as 200 or 300 or more. | To resolve the issue, power the affected HDX system off and back on. |

| Category | Issue ID | Found in Release | Description | Workaround |
|---|---|---|---|---|
| Provisioning | VIDEO-98170 | 3.0.3 | Dynamically-managed HDX systems might lose presence and the LDAP directory status might fail when the user ID contains special characters. This issue might occur on HDX systems when provisioned with enterprise directory credentials that have version 3.0.3 software or higher installed. | Do not include special characters in your user ID. |
| Provisioning | VIDEO-71305 | 2.5.0.1 | HDX systems operating with automatic provisioning check for software updates at an interval specified by the administrator. If an update is required, HDX 4000 series systems perform the update even if they are currently being used as PC displays. | |
| Provisioning | VIDEO-71440 | 2.5.0.1 | HDX systems sold in Russia do not operate with automatic provisioning. | |
| Provisioning | VIDEO-76674 | 2.5.0.6 | When an HDX system in dynamic management mode is configured with a static IP address, presence information will not be displayed correctly. To resolve this issue, configure the HDX system for DHCP. | |
| Remote Control | VIDEO-56317 | 2.0 | When the Display button is held down, the HDX system remote control displays some video output formats that are not available for HDX 4000 and 8000 HD series systems. | |

| Category | Issue ID | Found in Release | Description | Workaround |
|---|---|---|---|---|
| Remote Control | VIDEO-82739 | 2.6 | A document will occasionally fail to print when an ISDN call is made and either endpoint performs an action with the remote control. This print failure will occur when two HDX systems have the following settings:<br>• PC and printer attached<br>• Serial port mode set to pass through<br>• Baud rate set to 115200<br>• Flow control to None | Set the baud rate to 57600. |
| Sample Sites | — | — | Polycom provides sample numbers in the HDX system directory, as well as video test numbers that you can use to test your HDX system. Please be aware that these numbers may occasionally be unavailable. | |
| Security | VIDEO-109303 | 3.1.2 | After performing a system reset and using the software update wizard, you might not be able to select maximum or high security profiles, even though you are logged in with HDX system Admin group credentials. | |
| Security | VIDEO-109272 | 3.1.2 | When using an NMAP security scanning tool to run an NMAP test, your HDX system might infrequently shut down. | |
| Security | VIDEO-103280 | 3.1.0 | Uploaded security certificates fail when parentheses are included in the filename. You receive an error message that the upload failed. | Rename the file name and remove any parentheses. |

| Category | Issue ID | Found in Release | Description | Workaround |
|----------|----------|------------------|-------------|------------|
| Security | VIDEO-100446 | 3.1.0 | When the **AES Encryption** setting in one HDX system is set to **Off**, a call to a remote HDX system can still be established if the remote system's **AES Encryption** setting is set to **When Available**. This scenario is allowed because HDX systems prioritize call connectivity over an encryption mismatch. However, if one system uses the **Required for Video Calls Only** or **Required for All Calls** setting, the other systems in the call must also use one of those settings. | |
| Security | VIDEO-91358 | 3.0.2 | When External Authentication is enabled, local User credentials do not allow access to the HDX system. | Use local Admin credentials. |
| Security | VIDEO-51330 | 1.0 | The Security page in both the local and web interface does not correctly report Telnet, SNMP, or Web connections. | |
| Security | VIDEO-52300 | 1.0 | HDX systems do not issue an SNMP alert for failed or successful attempts to log in via Telnet. | |
| Security | VIDEO-61292 | 2.0 | When a Meeting Password is set on an HDX 8000 HD series system and multiple sites call it and enter the password in rapid succession, the HDX 8000 HD series system displays blue video. | Press **Home**, then **Near** on the remote control. |
| Security | VIDEO-67094 | 2.0.5_J | If you attempt to configure an invalid User ID on a system (one that does not meet the system's security policy), you may get an error message that mentions the Admin ID rather than the User ID. | |

| Category | Issue ID | Found in Release | Description | Workaround |
|---|---|---|---|---|
| Security | VIDEO-67093 | 2.0.5_J | If you attempt to configure an invalid Admin ID on a system (one that does not meet the system's security policy), you may get the error message You `must specify an Admin ID` rather than one stating that the ID was invalid. | |
| Security | VIDEO-71560 | 2.5.0.1 | When you change password creation policies, the changes apply to newly created/changed passwords but do not apply to the passwords that existed before the policy change. | |
| Security | VIDEO-76242 | 2.5.0.6 | In an encrypted point-to-point or multipoint SIP call, the local system interface displays the correct encryption status, but the web interface displays `--|9|`. | |
| Security | VIDEO-82737 | 2.6 | When the HDX system has Security Mode enabled, you cannot access the system via Telnet port 23 or 24. However, the Security Settings screen will still show a green check mark next to **Telnet**. | |
| Security | VIDEO-86932 | 3.0 | Because Internet Explorer version 8 shares cookies between all active sessions, you might experience unexpected behavior when managing multiple machines within the same instance of Internet Explorer. | |
| Security | VIDEO-85889 | 3.0 | If you select the **Maximum Security Profile** during the setup wizard, any user account information you enter during the setup wizard is not valid after system restart. Active Directory authentication is enabled by default in the **Maximum** profile, which disables the local user account configured on the HDX system. | |

| Category | Issue ID | Found in Release | Description | Workaround |
|---|---|---|---|---|
| Security | VIDEO-84571 | 3.0 | Polycom's web interface does not enforce session timeouts if you connect using a Chrome browser. Also, if you log out of a web interface session and subsequently navigate back to the web interface, the Chrome browser will "remember" the previous login and will not require you to log in again. | |
| Security | VIDEO-88401 | 3.0 | When configuring the Maximum Security Profile during the setup wizard, ensure that **Require Login for System Access** is selected. | |
| Security | VIDEO-88706 | 3.0 | When configuring the Maximum Security Profile during the setup wizard, ensure that mutual certificate authentication is selected on the Certificates page. | |
| Security | VIDEO-88708 | 3.0 | Immediately after installing a certificate revocation list on the Revocation page of the HDX system's web interface, the restart button on that page has no affect. | Navigate away from the page and then back to it to use the restart button. |
| Security | VIDEO-88709 | 3.0 | If you have configured the HDX system with a security profile other than maximum and have required that users log in to access the system, non-administrative users will be unable to use the system if they attempt to access a page that requires administrator credentials. | If possible, enter the admin ID and password. |
| Security | VIDEO-90405 | 3.0.1 | For security reasons, HDX systems do not support basic or plain text authentication with any SIP server as per RFC 3261. | |
| Security | VIDEO-97276 | 3.0.5 | Low video frame rate was observed in Maximum Security Mode during Point-to-Point calls between two HDX systems (call speed setting @384kbps). | |

| Category | Issue ID | Found in Release | Description | Workaround |
|---|---|---|---|---|
| SmartPairing | VIDEO-111472 | 3.1.2, 3.1.3, 3.1.4 | When SmartPairing is disabled on an HDX system, RealPresence Desktop or RealPresence Manager might still detect the HDX system and display it on a list of available systems for SmartPairing. | |
| SmartPairing | VIDEO-111354 | 3.1.4 | If a password is required for remote access, HDX systems are unable to pair with RealPresence Resource Manager IOS/Android and RealPresence Desktop Win/Macultrasound in Manual mode. | |
| SmartPairing | VIDEO-111355 | 3.1.4 | When multiple HDX systems or RealPresence Group Series systems are in the same room (all configured to support ultrasound-based auto detection) the following issues might occur:<br><br>• Your mobility device might fail to detect all of the systems<br><br>• Your mobility device might fail to return the correct IP addresses for all of the systems | To pair with a particular system, manually enter its IP address. |
| SNMP | VIDEO-109266 | 3.1.2 | When an incorrect gatekeeper address is entered, the Management Information Base (MIB) browser returns a `Gatekeeper Down` message. The incorrect Gatekeeper IP address is not displayed in the SNMP traps. | |
| SNMP | VIDEO-105257 | 3.0.4 | When the camera state changes to connected/disconnected, SNMP `mainCameraUp` and `mainCameraDown` traps do not get sent. | SNMP `mainCameraUp` and `mainCameraDown` traps work during a restart of the HDX system. |

| Category | Issue ID | Found in Release | Description | Workaround |
|----------|----------|------------------|-------------|------------|
| Software Update | VIDEO-111604 | 3.1.5 | Using a USB memory device, you might not be able to upgrade software from HDX system version 3.0.x to version 3.1.x. | After the HDX system is powered on with 3.0.x software installed, insert a USB memory device that includes the desired version 3.1.x software files. A prompt appears asking if you want to install the software. Follow the instructions on the screen. For step-by-step upgrade instructions for single and multiple HDX systems, refer to *Installing Software and Options for Polycom HDX Systems and Accessories* at www.polycom.com/videodocumentation. |
| Software Update | VIDEO-108287 | 3.1.1.2 | When you update an HDX system from version 3.1.0 or 3.1.0.1 to a higher software version, and that system's name includes an apostrophe (') or a percent sign (%), you might find that far-end systems in a video call see a blank system name. No system performance issues occur. | Before updating to HDX system software versions greater than 3.1.0 or 3.1.0.1, ensure the HDX system name contains no special characters other than the following: # @ - _ , . & $ ! \ |
| Software Update | VIDEO-51312 | 1.0 | HDX systems do not time out in software update mode if they are waiting for user response. | |
| Software Update | VIDEO-65263 | 2.0.2 | You may observe black video when performing software update on an HDX 9000 series system configured for DVI 1280 x 720 50 Hz. Allow the software update to complete normally.

Do not power off the system during the software update process. If the upgrade is interrupted, the system could become unusable. | |

| Category | Issue ID | Found in Release | Description | Workaround |
|---|---|---|---|---|
| Software Update | VIDEO-51950 | 1.0 | When running a software update, you may see video artifacts on secondary monitors. The primary monitor will display the Software Update status screen. | |
| Software Update | VIDEO-53198 | 1.0 | When updating an HDX system on the public Internet from a computer located behind a Linksys router, the update might stall at the upload screen. | Place the computer on DMZ or on the public Internet. |
| Software Update | VIDEO-60317 | 2.0 | If the Software Update page does not load after a few seconds, click the browser's Refresh button. | |
| Software Update | VIDEO-60301 | 2.0 | While a software update is in progress, additional browser sessions that attempt to connect to the system may fail to do so, even though the update is proceeding normally. | |
| Software Update | VIDEO-67352 | 2.5 | HDX 7000 or 8000 series systems customers in a PAL environment will switch to Component monitor output after a Software Update is run with Erase System Flash Memory selected. After the update, hold down the remote control Display button and change the monitor output type. | |
| Software Update | VIDEO-71246 | 2.5 | Downgrading HDX system software from version 2.5 (or later) to 2.0.x (or earlier) erases the system's local directory and CDR file. | To preserve this information, use the system's web interface to download it to your computer before the update. |

| Category | Issue ID | Found in Release | Description | Workaround |
|----------|----------|------------------|-------------|------------|
| Software Update | VIDEO-75808 | 2.5.0.6 | If you perform a software update on an HDX system using Microsoft Internet Explorer 8.0, you cannot type in some text fields. Instead, you must use the **Browse** button. This limitation applies to the following fields:<br><br>• **Utilities** > **Profile Center** > **Retrieve Settings**<br>• **Utilities** > **Import/Export Directory** > **PC->HDX 7000 HD (Polycom HDX series number will vary based on your system)**<br>• **Utilities** > **Screen Saver** > **Next** > **Screen Saver Image** | |
| Software Update | VIDEO-76323 | 2.5.0.6 | If you select a static IP address in the setup wizard, the following message appears:<br><br>`loadXMLDoc: Something is wrong "Access is denied."` | To regain access to the software update in the web interface, click **OK** on the message and then type the new IP address into the Address field of the web browser. |
| Software Update | VIDEO-88036 | 3.0 | The Software Update feature might occasionally fail to upload an update package successfully. | Refresh the browser page. When the option to select an update package appears, reselect the update package. |
| Software Update | VIDEO-88037 | 3.0 | If you upgrade the HDX system software by using a USB device while you are logged in to the HDX system through the web interface, you might still see pages from the older version of HDX system software after the upgrade. | Refresh the browser. |

| Category | Issue ID | Found in Release | Description | Workaround |
|---|---|---|---|---|
| Software Update | VIDEO-93526 | 3.0.3 | After a factory reset, upgrading Polycom Touch Control software from version 1.0.x to 1.3.x displays this message: The application `PolycomContentService (process polycom. contentService) has stopped unexpectedly. Please try again.` The only option is **Force Close**. | Whether or not you click **Force Close**, the upgrade completes successfully. |
| System | VIDEO-111319 | 3.1.5 | Packet loss is sometimes erroneously reported during encrypted multipoint calls. This feature works as designed. | |
| System | VIDEO-111771 | 3.1.5 | The HDX system experiences spontaneous silent reboots. | |
| System | VIDEO-112124 | 3.1.6 | The HDX system rebooted when attempting to receive content from LifeSize Icon 600 at a call rate of 768 Kbps. This function works as designed. | Restrict the call rate at 512 Kbps. |
| System | VIDEO-112087 | 3.1.6 | The HDX system cannot send an FQSN query for all four DNS servers. | |
| System | VIDEO-111696 | 3.1.6 | Polycom HDX systems might fail when dialed from an external to internal Polycom RealPresence DMA system VMR conference. | |
| TIP | VIDEO-109263 | 3.1.2 | In a TIP audio add-in video call after audio is established, the call might connect as **SIP audio only**. This issue might occur during video calls involving HDX systems or OTX systems registered to CUCM. | |
| TIP | VIDEO-97680 | 3.0.5 | During TIP-enabled point-to-point calls between HDX 4500 and OTX systems in a Unify environment, the HDX 4500 system does not transmit audio or video. The OTX system room participants can only see local video. | Disable the TIP option in Unify environments. |

| Category | Issue ID | Found in Release | Description | Workaround |
|----------|----------|------------------|-------------|------------|
| TPS | VIDEO-97915 | 3.0.5 | Periodically, pixelation occurs following movement during TPS conferences in Polycom and Cisco systems. The pixelation resembles a halo that trails behind any moving object. | |
| TPS | VIDEO-97914 | 3.0.4 | H.323 connections to TPS in the AT&T network are not established on single screen HDX systems (HDX 4500 system). This issue affects only single screen endpoints, during TPS calls. In single screen environments, there is more restrictive size limit of the TCS (cap set) than on other dual screen HDX system endpoints. | For AT&T environments, the workaround is to disable Stereo sound. |
| Transcoding | VIDEO-81287 | 2.6 | If an HDX system hosting a multipoint call has been configured to display content on Monitor 2, content will be displayed on Monitor 1 if a far-end system sends content under the following circumstances:<br>• Transcoding is set to OFF.<br>• A multipoint mixed call (IP, ISDN, SIP) is placed.<br>Downspeeding occurs. | Enable Transcoding. |
| Transcoding | VIDEO-98050 | - | Transcoding is not supported for HDX 7000 series systems, but an error message does not display when you enter the `systemsetting transcodingenabled` command. | |
| User Interface | VIDEO-112146 | 3.1.6 | The API Admin login does not clear the security banner from the screen when the system is in Maximum Security Mode.<br>This feature works as designed. | |
| User Interface | VIDEO-109267 | 3.1.2 | The Call Detail Report on HDX systems might contain records of calls that were not answered. | |
| User Interface | VIDEO-108598 | 3.0.4 | After the HDX system is upgraded, the System Information screen might not display the microphone status on the local and web interface. | To refresh the System Status information, manually unplug and replug the microphones. |

| Category | Issue ID | Found in Release | Description | Workaround |
|---|---|---|---|---|
| User Interface | VIDEO-109264 | 3.1.2 | Crestron external touch panels attached to an HDX 8000 system with a VGA connection might intermittently fail to send content. When content sharing is successful, you see a blue line displayed on the HDX system screen, when it fails, no blue line is displayed. | |
| User Interface | VIDEO-61209 | 2.0 | It may take several minutes for the LAN status indicator to update after the LAN has been reactivated. | |
| User Interface | VIDEO-61293 VIDEO-65440 VIDEO-63086 | 2.0.1, 2.0, 2.0.2 | The user interface could redraw improperly after repeated changes to the configuration of Monitor 1. | Navigate to another user interface screen, then return to the original screen. If this does not resolve the issue, restart the system. |
| User Interface | VIDEO-62867 | 2.0.0_J | When a system is configured for **Basic Mode**, it does not report far-site information correctly. | |
| User Interface | VIDEO-81340 | 2.5.0.5 | On the Country screen of the setup wizard, you cannot use the Down arrow key on the remote control to access the **Country** drop down box. | To work around this issue, use the Up arrow key on the remote control or complete the setup wizard using the web interface. |
| User Interface | VIDEO-81300 | 2.5.0.5 | If an HDX system is connected to a LAN port with EAP enabled, but EAP is not enabled on the HDX system, the HDX system will report IP network connectivity is up (indicated by a green arrow) when it should show IP connectivity is down (indicated by a red arrow). | Enable EAP/802.1X on the LAN Properties page or move the HDX system to a LAN port that does not have EAP enabled. |
| User Interface | VIDEO-69792 | 2.5 | The statistics for receive content show the maximum that might be received rather than the rate currently being received. | |

| Category | Issue ID | Found in Release | Description | Workaround |
|---|---|---|---|---|
| User Interface | VIDEO-69620 | 2.5 | When you add HDX system microphones one at a time, the Diagnostics screen may list the version of the first microphone as None. If multiple microphones are connected and you restart the system, they are all correctly displayed. | |
| User Interface | VIDEO-65940 | 2.0.5_J | Selecting the space bar in the onscreen keyboard toggles between upper-case and lower-case letters. | |
| User Interface | VIDEO-80600 | 2.5.0.7 | HDX 6000, 7000, and 8000 series systems do not show the IPv6 addresses on the System Information screen when connected to an IPv6 network. This information is displayed in the web interface under **Diagnostics** > **System Information**. | |
| User Interface | VIDEO-80412 | 2.5.0.5 | The HDX system displays an IP address of 0.0.0.0 on the LAN Properties screen when the LAN cable is disconnected, even if a static IP address was configured on the HDX system. | |
| User Interface | VIDEO-90228 | 3.0.1 | In a point-to-point call, if the option box **Display Icons in a Call** is not enabled, pressing **Options** or **Camera** on the remote control or the keypad may not work correctly. Pressing the buttons will cause nothing to occur. **Display Icons in a Call** cannot be enabled while in a call, so the setting must be adjusted before or after calls. | Press **Home** to return to the main menu and press **Options** or **Camera**. |

| Category | Issue ID | Found in Release | Description | Workaround |
|----------|----------|------------------|-------------|------------|
| Video | VIDEO-112123 | 3.1.6 | With the introduction of 1080p resolution in RealPresence Group systems that act as MCU in internal multipoint calls, some aspect ratio issues may arise when using HDX system and third-party endpoints in multipoint calls with the Group Series system as MCU. | Select **None** in the **Monitor > People Video Adjustment** setting. |
| Video | VIDEO-108478 | — | Calls between RealPresence Group Series systems registered to the front end pool server and a Polycom HDX system registered to an Edge server have no video and one-way audio. | |
| Video | VIDEO-111293 | 3.1.1.3 | When conference settings are configured to 768K+ Sharpness on a Polycom RealPresence Collaboration Server (RMX) 4000, and the HDX system setting is H.263 SD in the **Participants** setting, the HDX system (PAL) sends H.263 CIF 30f to the MCU, but the HDX system (NTSC) sends H.263 4CIF 15f to the MCU and the call fails. Since the HDX system has a maximum H.263 CIF 30f capacity, both PAL and NTSC calls should instead send H.263 CIF 30f to the MCU. | |
| Video | VIDEO-111920 | 3.1.5 | During unencrypted OTX and ATX300 conferences where 'Prefer TIP' is set, users might observe that the calls connect properly; however, the left monitor receives black video. | |
| Video | VIDEO-91542 | 3.0.2 | During an ISDN point-to-point call, video might sometimes not display on the HDX 9006 system when the HDX system is paired to a Polycom Touch Control. | |

| Category | Issue ID | Found in Release | Description | Workaround |
|---|---|---|---|---|
| Video | VIDEO-85838 | 3.0 | Making rapid changes to the selected video source by using API commands might cause the HDX system to display frozen video from one of the sources. To prevent this situation from occurring, allow sufficient time between API commands. | Restart the HDX system. |
| Video | VIDEO-87018 | 3.0 | You might occasionally notice brief video artifacts when cycling though layouts when using dual monitor emulation. The system will automatically correct these within a couple of seconds. | |
| Video | VIDEO-85839 | 3.0 | If you use a computer as a People video source, the video on your HDX system might be slightly clipped. | |
| Video | VIDEO-97909 | 3.0.3 | During HDX 9004 system calls, loop back video of RSS 4000 recordings become frozen at 128 kbps when the VRR setting is set to **Enabled Live Streaming** and the LPR setting is set to **Disabled H.264-HP**. This issue only occurs on HDX 9004 systems and only at 128 kbps. | |
| Web Interface | VIDEO-112451 | 3.1.9 | When a call is placed from an HDX 8000 system to a Polycom RealPresence Desktop system, **Call Speed** is displayed on the HDX system Call Status. This feature works as designed. | |
| Web Interface | VIDEO-112101 | 3.1.7 | On the **Call Statistics** page, the video rate shown exceeds the value of the actual rate. When the HDX system dials a call to the RealPresence Collaboration Server, the video rate value is set to the total call rate. | |

| Category | Issue ID | Found in Release | Description | Workaround |
|---|---|---|---|---|
| Web Interface | VIDEO-80675 | 2.6 | An HDX system with a BRI card installed and configured for NI-1/NI-2 Switch Protocol does not have the Auto BRI Configuration option in the web interface. The local system interface does have the Auto BRI Configuration option. | |
| Web Interface | VIDEO-80674 | 2.6 | When an HDX system is configured to automatically answer point-to-point video calls, the web interface does not display a message for an incoming POTS or ISDN voice call for the user to answer the call. The message asking you to accept the call is displayed on the local system interface. | Set **Auto Answer Video calls** to **No**. The pop-up message will then be displayed on the web interface. |
| Web Interface | VIDEO-80605 | 2.6 | In the web interface, Ctrl+Z does not delete text entered into a text field. | Use the Delete key to delete text from a text field. |
| Web Interface | VIDEO-80603 | 2.5.0.4 | Searching the Directory via the web interface takes up to 45 seconds to retrieve entries if Directory searches are happening on more than four simultaneous web interface sessions. | Ensure that only one user at a time performs a directory search. |
| Web Interface | VIDEO-80106 | 2.6 | HDX systems generate an SNMP alert for each web interface request. | |
| Web Interface | VIDEO-80092 | 2.6 | Occasionally, when configuring the Calendaring Service from the web interface, the green registration check mark is not displayed after selecting the Update page. | Refresh the browser page or configure the Calendaring Service from the local system interface. |
| Web Interface | VIDEO-80074 | 2.5.0.5 | HDX systems with a V.35 card installed do not issue an SNMP alert when H.320 is enabled or disabled via the web interface. | |
| Web Interface | VIDEO-80073 | 2.5.0.5 | HDX systems with a PRI card installed do not issue an SNMP alert when H.320 is enabled or disabled via the web interface. | |

| Category | Issue ID | Found in Release | Description | Workaround |
|---|---|---|---|---|
| Web Interface | VIDEO-79759 | 2.6 | Directory group names do not display correctly in the web interface when using Internet Explorer 7 with either Simplified Chinese, Traditional Chinese, or Korean languages. | Use Internet Explorer 6 or Internet Explorer 8. |
| Web Interface | VIDEO-77721 | 2.5.0.6 | After performing a system reset on an HDX 9004 or 6000 system, the **Wake System** button on the Camera Settings web interface page might be missing when the system goes to sleep for the first time. The **Wake System** button is displayed on the web interface after the system is awakened by the remote control. | |
| Web Interface | VIDEO-96330 | 3.0.3 | When a Polycom Classic Viewstation (not EX/FX) joins an existing RealPresence Collaboration Server (RMX) conference with the HDX system and/or VSX and/or Viewstation EX/FX endpoints, the far site name switches to the name of the Classic Viewstation. However, this does not affect the names displayed onscreen during voice switching. The Classic Viewstation name is only observed under the call statistics screen of the embedded and web interface under Far Site Name. When this error is observed, the Mute Icon of the Classic Viewstation is also displayed on other sites. | Have the Classic Viewstation join the conference first. |

This document does not include known issues for HDX systems deployed in Avaya or Broadsoft environments. For information about the known issues in those environments, refer to the Polycom deployment guides for those solutions.

# Hardware and Software Requirements

To use the web interface, you need Microsoft Internet Explorer 8.x. Later versions of Microsoft Internet Explorer require Compatibility Mode.

## Integrating a Polycom SoundStation IP 7000 Conference Phone

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

| SoundStation IP 7000 Phone Software Version | Polycom HDX System Software Version |
|---|---|
| 4.0.9 and Updater 5.0.8 | 3.1.8, 3.1.9, 3.1.10 |
| 4.0.8 and Updater 5.0.8 | 3.1.7 |
| 4.0.7.2514/BootBlock 3.0.4.001 and Updater 5.0.4.002 | 3.1.6 |
| 4.0.7 and Updater 5.0.5 | 3.1.5 |
| 4.0.5 or 4.0.4 and Updater 5.0.5 | 3.1.4 |
| 4.0.4 and Updater 5.0.3 | 3.1.3, 3.1.3.2 |
| 4.0.3 Rev F and Updater 5.0.1 | 3.1.2, 3.1.2_SP, 3.1.1.2,, 3.1.1.3, 3.1.1.4_SP |
| 4.0.2 Rev B and Updater 5.0.1 | 3.0.4, 3.0.5, 3.1.0, 3.1.0.1 |
| 4.0.1 and BootROM 5.0.1 | 3.0.3, 3.0.3.1 |
| 3.3.1 and BootROM 4.3.1 | 2.6.1.3, 3.0, 3.0.0.1, 3.0.0.2, 3.0.1, 3.0.2, 3.0.2.1, 3.0.3, 3.0.3.1 |
| 3.2.3 and BootROM 4.2.2 | 2.6.0, 2.6.0.2, 2.6.1, 2.6.1.3 |
| 3.2.1 or 3.2.2 and BootROM 4.2.0 | 2.5.0.7, 2.5.0.8 |

# Integrating a Polycom Touch Control

## Hardware and Software Versions

To integrate a Polycom Touch Control with a Polycom HDX system, use the following hardware and software versions.

| HDX System Versions | Polycom Touch Control Versions | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 1.16 * | 1.15 * | 1.14 | 1.13 | 1.12 | 1.11 | 1.10 | 1.9 | 1.8 | 1.7 | 1.6 | 1.5 | 1.4 | 1.3 | 1.2 | 1.1 | 1.0 |
| **Hardware Versions** | 4 - 6 | 4 - 6 | 4 - 6 | 4 - 6 | 4 - 6 | 4 - 6 | 4 - 6 | 4 - 6 | 4 - 6 | 4 - 6 | 4, 5 | 4, 5 | 4, 5 | 4, 5 | 4, 5 | 4, 5 | 4, 5 |
| 3.1.10 * | ✔ | | | | | | | | | | | | | | | | |
| 3.1.9 * | | ✔ | | | | | | | | | | | | | | | |
| 3.1.8 | | | ✔ | | | | | | | | | | | | | | |
| 3.1.7 | | | | ✔ | | | | | | | | | | | | | |
| 3.1.6 | | | | | ✔ | | | | | | | | | | | | |
| 3.1.5 | | | | | | ✔ | | | | | | | | | | | |
| 3.1.4 | | | | | | | ✔ | | | | | | | | | | |
| 3.1.3,3.1.3.2 | | | | | | | | ✔ | | | | | | | | | |
| 3.1.3.2_SP | | | | | | | | | ✔ | | | | | | | | |
| 3.1.2 | | | | | | | | | ✔ | | | | | | | | |
| 3.1.1.4_SP | | | | | | | | | | ✔ | | | | | | | |
| 3.1.1.3 | | | | | | | | | | ✔ | | | | | | | |
| 3.1.1.2 | | | | | | | | | | ✔ | | | | | | | |
| 3.1.0.1 | | | | | | | | | | | ✔ | | | | | | |
| 3.1.0 | | | | | | | | | | | ✔ | | | | | | |
| 3.0.5.2 | | | | | | | | | | | | ✔ | ✔ | | | | |
| 3.0.5.1 | | | | | | | | | | | | ✔ | ✔ | | | | |
| 3.0.5 | | | | | | | | | | | | ✔ | ✔ | | | | |
| 3.0.4 | | | | | | | | | | | | ✔ | ✔ | | | | |
| 3.0.3 | | | | | | | | | | | | | | ✔ | | | |
| 3.0.2 | | | | | | | | | | | | | | ✔ | ✔ | | |
| 3.0.1 | | | | | | | | | | | | | | ✔ | ✔ | ✔ | |
| 3.0.0 | | | | | | | | | | | | | | | | | ✔ |
| | * Supported versions | | | | | | | | | | | | | | | | |

# Product Interoperability

> For more information about using Polycom HDX systems as part of a Polycom-partner product solution, refer to the Polycom–partner product deployment guides available at Polycom Support.

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 may 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 may make different selections. This process should not affect the quality of the call.

| Product | Interoperable Versions |
|---|---|
| Cisco CUCM | 10.5.2 |
| Crestron Controller | 4.001.1012 |
| Polycom® RSS™ 4000 | 8.5.2 |
| **Gatekeepers, Gateways, External MCU, Bridges, Call Managers, SIP Servers** | |
| Cisco TelePresence Video Communication Server (VCS) | x8.6.1 |
| Cisco Gateway | G3.2 |
| Cisco Gatekeeper | N6.3 |
| Codian MCU 4505 | 4.5 (1.72) |
| Cisco TelePresence ISDN GW 3241 | 2.2 (1.106) |
| Polycom MGC™ | 9.0.4.3 |
| Polycom MGC Gateway | 9.0.4.3 |
| Polycom RealPresence Collaboration Server (RMX) Gateway | 8.6 |
| Radvision ECS | 7.7.0.0.2.7 |
| Radvision Scopia P10 Gateway | 5.7.2.0.25 |
| Virtual RealPresence DMA | 6.3.1 |
| Virtual RealPresence Collaboration Server (RMX) | 8.3 |
| Virtual RSS | 8.6 |
| **Endpoints** | |
| Aethra X7 | 12.1.7 |
| Cisco E20 | 4.1.7 |
| Cisco C90® | 7.3, 7.3.5 |

| Product | Interoperable Versions |
|---|---|
| Cisco C20® | 7.3, 7.3.5 |
| Cisco C60® | 6.0.1 |
| Cisco EX90® | 7.3, 7.3.5 |
| Cisco SX20 | 7.3, 7.3.5 |
| Cisco TX 1300 | 6.1.2.1(5) |
| Cisco TX 9000 | 6.1.2.1 (5) |
| Cisco CTS 500-32 | 6.1.2.1 (5) |
| Cisco Edge95 MXP | F9.3.1 |
| Cisco 1700 MXP | F9.3.1 |
| Huawei TE40 | 1.10.100 |
| Huawei TE30 | 1.2.100 |
| LifeSize Express 220 | 5.0.8 (3) |
| LifeSize Room | 4.7.22 (3) |
| LifeSize Team 200 | 4.7.22 (3) |
| LifeSize Team 220 | 5.0.8 (3) |
| LifeSize Desktop Client | 2.0.2.191 |
| LifeSize Passport | 4.12.0 (30) |
| LifeSize SoftPhone | 8.1.12 |
| Microsoft Lync for Macintosh | 14.0.10 |
| Polycom® CX7000 | 1.0.2.4821 |
| Polycom® CX500, Polycom® CX600 | 4.0.7577.4372 |
| Polycom® CX5000 HD | 1.6.5000.0 |
| Polycom® CX5000 | 1.5.5029.0 |
| Polycom® PVX™ | 8.0.16 |
| Polycom® RealPresence Immersive Studio™ | 5.1 |
| Polycom® SoundPoint® IP 601 | 4.0.1 |
| Polycom® SoundPoint® IP 650 | 4.0.7 |
| Polycom® SoundStation® IP 4000 | 3.1.7 |
| Polycom V500, Polycom V700 | 9.0.6.2 |
| Polycom ViewStation® 512 | 7.5.4 |
| Polycom ViewStation FX | 6.0.5 |
| Radvision Scopia XT1000 | 2.5.416 |

| Product | Interoperable Versions |
|---------|------------------------|
| Radvision Scopia XT5000 | 8.3.0.61 |
| Sony PCS-1 | 3.42 |
| Sony PCS-G50 | 2.72 |
| Sony PCS-G90 | 2.22 |
| Sony PCS-TL50 | 2.42 |
| Sony PCS-XG80 | 2.45 |

# Products Tested in This Release

Polycom HDX 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.

Polycom strives to support any system that is standards-compliant and investigates reports of Polycom systems that are not interoperable with other vendor systems.

> You are encouraged to upgrade all your Polycom systems with the latest software before contacting Polycom support to ensure the issue has not already been addressed by vendor software updates. Go to Polycom Support Service Policies to find the **Current Interoperability Matrix**.

| Product | Currently Tested |
|---------|------------------|
| Polycom Multipoint Layout Application (MLA) | 3.1.5 |
| Polycom® RealPresence® Resource Manager | 9.0.0 |
| Polycom® RealPresence® Distributed Media Application™ (DMA®) 7000 | 6.3.1 |
| Microsoft Lync 2010 server | 4.0.7577.710 (CU13) |
| Microsoft Lync 2013 server | 5.0.8308.933 (CU14) |
| Microsoft Exchange 2010 | 14.03.0224.002 SP3 UR8 v2 |
| Microsoft Exchange 2013 | 15.00.1130.007 CU10 |
| Polycom® RealPresence® Collaboration Server (RMX®) 1500, 2000, and 4000 | 8.6.3 |
| Microsoft Lync 2013 client | 15.0.4701.1000 |
| Polycom Immersive Telepresence ATX, OTX, RPX systems | 3.1.4.1 |
| Polycom People+Content™ IP | 1.3.1.515 |

| Product | Currently Tested |
|---|---|
| Polycom® RealPresence® Group Series | 5.1.0 |
| Polycom Touch Control for RealPresence Group Series | 5.1.0 |
| Polycom® RealPresence® Mobile for Apple® iOS | 3.5.0 |
| Polycom® VSX® 8000 | 9.0.6.2 |
| Polycom® VVX® 500, 600 | 5.4.2 |
| Polycom® VVX® 1500 | 5.4.2 |
| Polycom® VVX® 1500D | 5.4.2 |
| ITP-Telepresence tool | 3.1.4-1 |
| ITP Crestron | 3.1.4-1 |
| Polycom RealPresence Desktop | 3.5.0 |
| Polycom EagleEye Director | V.2.2 1001 |
| SS IP7000 | 4.0.9<br>Updater 5.0.8 |
| Polycom HDX Systems | 3.1.8-49137<br>3.1.9-50041 |
| Polycom® SoundStructure® | 1.7.2 |

## Camera Compatibility

The following Pan Tilt Zoom (PTZ) cameras are available for use with Polycom HDX systems:

- Polycom EagleEye View (requires HDX system software 2.6 or later)
- Polycom EagleEye HD
- Polycom EagleEye 1080 (requires HDX system software 2.5 or later)
- Polycom EagleEye II (requires HDX system software 2.6.1 or later)
- Polycom EagleEye III (requires HDX system software 3.0.1 or later)
- Polycom EagleEye Director 2.2 1001 (requires HDX system software 3.1.4 3.1.2_SP or later)
- Polycom PowerCam™ Plus (SD camera)
- Polycom PowerCam (SD camera)
- Sony EVI-D30/31 (SD camera)
- Sony EVI-D70 / Vaddio WallVIEW 70 (SD camera)
- Sony EVI-D100 / Vaddio WallVIEW 100 (SD camera)
- Sony BRC-300 / Vaddio WallVIEW 300 (SD camera)
- Elmo PTC-100S/110R/150S/160R (SD camera)
- Canon VC-C50i/Vaddio WallVIEW 50i (SD camera)
- Sony BRC-H700

- Sony EVI-HD1

# 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 please refer to Polycom Professional Services or contact your local Polycom representative.

# Polycom Technical Support

If you are not able to make test calls successfully and you have verified that the equipment is installed and set up correctly, contact your Polycom distributor or Polycom Technical Support.

To contact Polycom Technical Support, go to Polycom Support.

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