Polycom® CX5100 and CX5500 Unified Conference Stations for Skype for Business

Polycom announces the release of version 1.3.5 software for the Polycom CX5100 and CX5500 unified conference stations for Microsoft Lync and Skype for Business. This document provides the latest information about the Polycom CX5100 and CX5500 systems.

Contents

Overview

The Polycom CX5100 and CX5500 unified conference stations enable you to use the collaboration capabilities of Microsoft Lync or Skype for Business voice, video, and content while automatically tracking the flow of conversation to support richer, more interactive communication. The following figure shows the CX5500 tabletop unit with LCD panel, the Polycom CX5100 tabletop unit, and the power data box for both systems.

Polycom CX5100 and CX5500 unified conference stations for Microsoft Lync or Skype for Business

CX5500: SIP Telephony and USB   CX5100: USB only

During a call, the integrated cameras capture the active speaker as well as a panoramic view of your conference room, and the integrated microphones capture the voices coming from any location around the table. For larger conference rooms, you can add optional satellite microphones.

What's New

There are no new features in this release for software version 1.3.5. This release includes resolutions for customer-reported issues.

Third-Party Application ID Implementation on Skype for Business Phones

Microsoft announced the end of support for the existing Azure application ID currently used by third-party device vendors that use the OAuth 2.0 authorization protocol. To retain authentication to Microsoft services and the ability to sign in to Skype for Business, you must update the firmware to implement a third-party application ID on all impacted certified Skype for Business phones by July 15, 2020.

The following deployments include Skype for Business IP phones certified under Microsoft's 3rd Party IP Phones (3PIP):

- Skype for Business Online
- Skype for Business On-Premises Hybrid (with modern authentication deployed)

Polycom adheres to the Microsoft announcement and has implemented the third-party application ID.

To implement the third-party application on Skype for Business phones:

1 Go to the consent URL and sign in with tenant administrator credentials.

2 Click **Accept** to grant permission to allow the Poly ID application to access the required resource's permissions.

   Note: You must go to the consent URL and accept permission before you upgrade to the new firmware.

3 Upgrade the impacted phones to the new firmware version.

Security Updates

Refer to the Polycom Security Center for information about known and resolved security vulnerabilities.

Version History

This following table lists the release history of the Polycom CX5100 and CX5500 unified conference stations.

Version History

Software Version	Release Date	Description
1.3.5	April 2020	Microsoft Third-Party Application ID Implementation and bug fixes.
1.3.4	October 2018	This release includes resolutions for some known issues.
1.3.3	April 2018	This release includes resolutions for some known issues.
1.3.2	September 2017	This release includes important field fixes and resolutions for some known issues.
1.3.1	September 2017	This release includes important field fixes and resolutions for some known issues.
1.3.0	March 2017	Added the following features: • User Interface update • Mac OS 10.12 support • Optimized Dial Pad Layout • RealPresence Resource Manager Integration • Export configuration file to USB flash drive • Capture Wireshark trace using flag file to USB flash drive • Capture Wireshark trace to USB flash drive using Telnet command

1.2.3	July 2016	Resolutions for some known issues.
1.2.0	April 2016	Added the following features: • Mac OS support • Windows 10 support • Health Monitor • Central Provisioning Management • Remote Log Collector • Dial Pad screen • Polycom TLS version 1.0 Certificate Support • Microsoft Office 365 and Skype for Business Online
1.1.6	January 2016	Resolutions for some known issues.
1.1.5	October 2015	Added new part numbers for the Polycom CX5500 touchscreen and codec. Added the hardware and software compatibility check. Resolutions for some known issues.
1.1.4	August 2015	Added the Downgrade Software and Fisheye Correction features. Resolutions for some known issues.
1.1.3	April 2015	Solutions for OpenSSL vulnerabilities. Polycom CX5500: Localization for the Incoming Lync Call Notification feature.
1.1.2.1	January 2015	Resolutions for some known issues.
1.1.2	October 2014	Polycom CX5500: • Incoming Lync call notification and answer. • BroadSoft and Open SIP certification.
1.1.1	September 2014	Solutions for OpenSSL vulnerabilities.
1.1.0	May 2014	Polycom CX5100: Resolutions for some known issues. Polycom CX5500: Initial release.
1.0.0	December 2013	Polycom CX5100: Initial release.

Set Up the System

Place the device in the center of the conference room table and connect the cables according to the configuration shown in the setup sheet shipped in the box with the system. You can also find the setup sheet at Polycom Support.

To start up the system:

1 Connect the power cable to a power outlet.

Green indicator lights flash during the startup process. When the green indicator lights stop flashing, the system is ready to use.

2   Power on the computer and connect the USB cable from the Polycom CX5100 or CX5500 system to your computer after the computer has started.

Microsoft Lync or Skype for Business automatically detects the system and selects it as the video and audio device for conferences.

You do not need to power the system on and off.

Configure the Polycom CX5100 or CX5500 System

For instructions on configuring the conference phone capability of the Polycom CX5100 or CX5500 system, refer to the *Polycom CX5100 Unified Conference Station Administrator Guide* or *Polycom CX5500 Unified Conference Station Administrator Guide*, available at Polycom Support. The administrator guides discuss how to configure the systems using a provisioning server, the Web Configuration Utility, or CX5100-CX5500 Control Panel.

Update the Software

Update your system to the most current software in order to ensure optimum performance. Check Polycom Support for software updates. When an update is available, you can update the software using a USB flash drive or the Web Configuration Utility.

The update takes up to 40 minutes to complete. During this time, the system reboots several times. Do not power the system off during an update. Wait at least 40 minutes to make sure the update has completed.

Note: When the Polycom CX5100 and CX5500 unified conference stations are running on a version lower than software version 1.3.0, system restore to software version 1.3.0 factory settings through a USB is not supported.

To update the software manually by downloading the software to a flash drive:

1   Format a USB flash drive as FAT32. Polycom recommends that you use a USB 2.0 flash drive.

If you are using a drive that is already formatted, ensure that you delete previous software updates from the flash drive.

2   From the Polycom Support site, download the software package to the flash drive. The software package has a **.**tar extension.

3   Connect the USB flash drive to the USB 2.0 port on the tabletop unit or on the power data box. If you choose to connect to the power data box, first remove the rubber plug from the USB port.

The locations of the ports are shown in the following diagram.
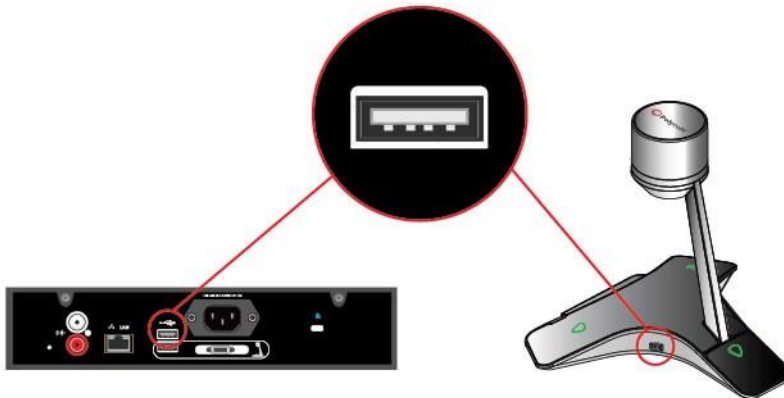
4 On the Polycom CX5500 system, respond to the software update request that displays on the LCD touch screen.

The system detects the flash drive and starts the update within 30 seconds. The indicator lights begin to flash, indicating that the update has started.

The system reboots several times during the update. The indicator lights flash in several different patterns.

The update is complete when the indicator lights stop flashing.

Note: If the base profile of the Polycom CX5500 system is set to **Lync**, you must enable access to the Web Configuration Utility. Refer to the *Polycom UC Software in a Microsoft Lync Server Environment Deployment Guide* for directions.

To update the software on the system through the Polycom Web Configuration Utility:

1 In the address field of a web browser, enter the IP address of the Polycom CX5100 or CX5500 system. You can find the IP address of the system by navigating to **Settings > Status > Platform > Phone**.

2 Log in as an administrator by selecting **Admin** and entering your password. The default password is

3 456. Check with your administrator to see if the password has changed.

4 Select **Utilities > Software Update** and choose how to update your system.

   ➢ Automatic: Select the date and time to perform the automatic updates and click **Save**.

   ➢ Manual: Specify whether the update package is located on the Polycom Hosted Server or on a location you specify and click **Update Now**. Follow the prompts to complete the update.

5 When an update starts, the indicator lights begin to flash.

The system reboots several times during the update. The indicator lights flash in several different patterns.

The update is complete when the indicator lights stop flashing.

Hardware and Software Requirements

System performance can vary based on the connected computer, your network connection, and your Lync client version. The computer connected to the system should meet the minimum hardware and software requirements shown in the following table.

Minimum Requirements for the Connected Computer System

Category	Requirement
Windows	- Windows 10 (32-bit or 64-bit) - Windows 8.1 (32-bit or 64-bit) - Windows 8 (32-bit or 64-bit) - Windows 7 (32-bit or 64-bit)
Mac OS	- OS X 10.12 - OS X 10.11 - OS X 10.10 - OS X 10.9
Desktop Client	- Microsoft Skype for Business 2016 - Microsoft Skype for Business for Mac, version 16.x.x - Microsoft Skype for Business 2015 - Microsoft Lync 2013 (required for 1080p video) - Microsoft Lync 2010 - Microsoft Lync for Mac 14.3.3 (160216), with native Safari web access
Processor	- Basic Video Transmit: 2.0 GHz or higher - HD Transmit (720p active speaker video): Quad core, 2.0 GHz or higher For Skype for Business 2013 client requirements, see Microsoft Lync Client Software Support in Lync Server 2013. For Lync 2010 client requirements, see Microsoft Client and Device Software and Infrastructure Support.
RAM	2 GB
Hard drive space	1.5 GB
Video card	128 MB RAM with support for full hardware acceleration
Monitor	1024 x 768

Category	Requirement
USB connector	The system requires USB 3.0 for 1080p calling. Connecting the system to a USB 2.0 or USB 1.0 port can result in reduced performance.
	If you see a message that your computer could run faster when you connect the Polycom CX5500 system, the system uses USB 2.0 to connect.
USB driver	Check that your computer has the latest USB driver available for your computer.
	• Windows 8 or later: Use Windows Update to ensure that you have the latest driver.
	• Windows 7: Check the web site of your computer's manufacturer to ensure that you have the latest driver.

Resolved Issues

The following table lists the resolved issues in this release of version 1.3.5.

Resolved Issues

Category	Issue ID	*Description*
Hardware	EN-160206	The CX5500 locked up, and after a reboot, the system defaulted to 50hz.

Known Issues

There are no known issues in this release.

Note: These release notes do not provide a complete listing of all known issues that are included in the software. Issues not expected to significantly impact customers with standard voice and video conferencing environments may not be included. In addition, the information in these release notes is provided as-is at the time of release and is subject to change without notice.

Limitations

The CX5100 and CX5500 unified conference stations have the following limitations in this release of version and previous releases:

● When you connect the Polycom CX5100 or CX5500 unified conference station to a Windows system, the system supports the active speaker and panoramic view video streams, but you can't disable the panoramic view video stream.

● When you connect the Polycom CX5100 or CX5500 unified conference station to a Mac OS system, the system doesn't display the active speaker and panoramic view video streams as two separate video streams. You can only view the panoramic view video streams as an overlay on the active speaker video stream.

● The CX5500 unified conference station doesn't support the MSR (Microsoft-certified Skype Room) camera.

Products Tested with this Release

The Polycom CX5100 and CX5500 unified conference stations are tested with a wide range of products. The following list is not a complete inventory of compatible equipment. It indicates the products that have been tested for compatibility with this release.

Note: Polycom recommends that you upgrade your Polycom devices with the latest software versions, as compatibility issues may already have been addressed by software updates. Refer to the Current Polycom Interoperability Matrix to match Polycom devices with the latest software release.

Products Tested with This Release

Standard Table

Product	Tested Versions
Microsoft Lync Server 2010	4.0.7577.230 (CU12)
Microsoft Lync for Mac 2011	14.3.3 (160216)
Microsoft Lync Server 2013	5.0.83.08 (CU5)
Microsoft Skype for Business Server 2015	6.0.9319.72
BroadSoft R21 (VoIP)	SP1
Polycom CX8000	15.15.03
Polycom RealPresence® Resource Management System	10.4
USB extender	UNITEK USB3.0 Y-3005 / Icron USB 2.0 Ranger 2304

Product	Tested Versions
Microsoft Surface Hub	Windows 10 Team build 1607
	Windows 10 Team build 1703

Get Help

For more information about installing, configuring, and administering Polycom products, refer to Documents and Downloads at Polycom Support.

To find all Polycom partner solutions, see Polycom Global Strategic Partner Solutions.

The Polycom Community

The Polycom Community gives you access to the latest developer and support information. Participate in discussion forums to share ideas and solve problems with your colleagues. To register with the Polycom Community, create a Polycom online account. When logged in, you can access Polycom support personnel and participate in developer and support forums to find the latest information on hardware, software, and partner solutions topics.

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