

# Release Notes

V500 and VSX Systems, Version 8.5.2



Polycom is pleased to announce the version 8.5.2 maintenance release for V500™ and VSX™ systems.

For more information about using Softupdate to upgrade software and enable system options, refer to the *Upgrading Polycom Video Software* document available at the [Polycom Resource Center](#).

## What's New in the 8.5.2 Release?

Polycom software release 8.5.2 is available as a software update for customers with current service agreements or any customer currently running 8.5 or 8.5.1. Version 8.5.2 includes all of the new features and enhancements of versions 8.5 and 8.5.1. Minor issues involving the API, stability, audio, and ISDN have been addressed. For more information, see the [Corrected Issues in Version 8.5.2](#) table later in this document.

Polycom recommends that you update all systems running 8.5 or 8.5.1 to version 8.5.2.

## Alcatel Integration

Version 8.5.2 includes support for integrating V500 and VSX systems in Alcatel networks. For setup and configuration information, refer to the Alcatel-Polycom deployment guide. For information about using Alcatel features with V500 or VSX systems during a call, refer to the Alcatel user guide.

## Enable Live Music Mode

The new **Enable Live Music Mode** setting allows you to transmit audio using a configuration that reproduces live music picked up by microphones more faithfully. For example, noise suppression and automatic gain control are disabled when this setting is enabled. To enable this setting, go to **System > Admin Settings > Audio Settings** and select **Enable Live Music Mode**.

## PathNavigator Settings

For VSX systems with multipoint capabilities, the choices for **Use PathNavigator for Multiple Calls** were always, never, when calling 5+ sites, and when calling 7+ sites. In version 8.5.2 these choices are now **Dynamic**

(default), **Always**, and **Never**. If **Dynamic** is selected, multipoint calls are placed using the PathNavigator when the system's internal multipoint capabilities are exceeded.



If **When calling 4+ sites** is selected during GMS provisioning, the VSX system will be set to **Dynamic**.

## Auto-Negotiated LAN Speed Display

The LAN Properties screen now displays the negotiated LAN speed and duplex mode when either of them is set to **Auto**.

## Audio Protocol Negotiation

Siren14 is Polycom's proprietary audio protocol. G.722.1C is the industry-standard audio protocol that produces high quality audio that is equivalent to Polycom's proprietary Siren14 audio. Audio protocols are negotiated as follows with version 8.5.2:

- All IP multipoint calls use G.722.1C for all endpoints.
- In ISDN multipoint calls, Siren14 stereo is used between 8.5 and 8.5.2 systems, and G.722.1C is used between 8.5.2 and other VSX versions.
- In mixed multipoint calls where a VSX system running 8.5 is last to connect, the audio protocol is Siren14 stereo for ISDN and G.722.1c for IP.
- Point-to-point ISDN calls between systems running 8.5 and 8.5.2 use Siren14 stereo.
- Point-to-point IP calls between systems running 8.5 and 8.5.2 use G.722.1C.
- Point-to-point calls between systems with stereo enabled use Siren14 stereo.

## New API Command

The following API command is new in version 8.5.2.

### **vgaqualitypreference**

Gets or sets the bandwidth split for People and Content video.

```
vgaqualitypreference get
```

```
vgaqualitypreference set <people\content|both>
```

## Corrected Issues in Version 8.5.2

The following table lists issues corrected in version 8.5.2.

Feature	Limitation
AES Encryption	When using ISDN and AES encryption, calls would sometimes fail with frozen video and bad audio. This has been corrected.
API	<p>When a system was restarted and called for the first time (either, SIP, IP, or ISDN), attempting to answer the call using the API command <code>answervideo</code> would fail. This has been corrected.</p> <p>The answer phone command answered calls while the confirmation pop-up dialog continued to display and the phone continued to ring. This has been corrected.</p> <p>The <code>screencontrol enable all</code> command now functions properly.</p> <p>The <code>allowdialing no</code> command now correctly prevents outbound calls.</p> <p>If another command was sent too quickly after a hang-up command, it would not execute and the system would not process additional commands. This has been corrected.</p> <p>The <code>backlightcompensation yes</code> and <code>backlightcompensation no</code> commands now function correctly.</p> <p>On VSX systems with two serial ports, commands now function properly on port 2.</p> <p>On VSX systems with two serial ports, port 2 now receives proper feedback.</p>
Audio	<p>VSX systems running software version 8.5 and later no longer experience garbled audio in 384 kbps point-to-point ISDN calls if Polycom StereoSurround is enabled on one system.</p> <p>Calls using the G.722.1C audio protocol no longer produce garbled audio.</p>

Feature	Limitation
Calling	<p>Problems with dialing calls by selecting entries from the Contacts screen have now been resolved.</p> <p>When you set the system call speed and duplex settings to Auto, the LAN Properties screen now displays the negotiated call speed and duplex mode.</p> <p>An issue has been corrected that prevented a VSX system with a preferred calling speed of 384 kbps from calling a Global Directory entry that specified a 336 kbps call speed. Now, you can set any speed in Global Directory entry, and the VSX system will dial using that speed, except when that speed is NOT checked on the Call Speed page. If the speed is not checked, the VSX system will dial using the closest lower speed checked. If a lower speed is not available, VSX system will dial using the preferred dialing speed.</p> <p>Disabling the Area Code Required setting no longer displays an incorrect number or causes connection problems when calling from the Directory.</p>
Closed Captioning	<p>Problems connecting closed captioning equipment to the VSX system using telnet have been resolved.</p> <p>During calls running closed captions, sometimes words that had not been typed during that session would be displayed in the captions. This has been corrected.</p> <p>Closed captions were sometimes trailing behind the audio. This has been corrected.</p> <p>Entering special characters in closed captions no longer causes a VSX system to hang.</p>
Content	<p>When you connect a computer to the VGA port and share content, the shared content now continues to display until the you stop sharing, restart the VSX system, or change the VSX system settings.</p> <p>On a VSX system supporting a VGA monitor as monitor 2, unselecting monitor 2 for content did not automatically cause content to be displayed on monitor 1 instead. This has been corrected.</p>
Dialing	<p>On systems configured to use 9 as an ISDN dialing prefix, users can use the Recent Calls list to dial a previous simplified dialing call (MGC/SE200) that fell back to a gateway.</p> <p>When using the special character "/" in a site name you could not use it to dial a call. This has been corrected.</p> <p>Calls can now be placed using a system's short DNS name.</p>
Directory	<p>After changing the system interface language, new directory entries are now refreshed and the entries are displayed correctly.</p> <p>The <b>Confirm Directory Additions Upon Call Disconnect</b> setting now functions properly.</p>

Feature	Limitation
Global Management System	VSX systems can now be configured successfully from GMS to use PathNavigator.
H.264	Some H.264 calls experienced video artifacts. This has been corrected.
Interoperability Avaya	In an Avaya environment in multipoint calls, if there was an ISDN endpoint in the conference, the IP endpoints stopped transmitting audio. This has been corrected.
Interoperability iPower	During a multipoint call and downgrading to H.263, iPower will now stay connected.
Interoperability Microsoft	Contacts added through Office Communicator did not get displayed immediately on the system home screen. This has been corrected. SIP entries on the contact list home screen were being displayed twice. This has been corrected.
Multipoint	You can now call a multipoint entry when you access it from the Multipoint button on the main screen.
Networking	Ethernet transmissions no longer result in errors or lost packets. Packet loss no longer occurs with VSX systems and network switching equipment when the LAN Speed is 100 Mbps and Duplex Mode is set to <b>Full</b> .
StereoSurround	Problems with enabling Polycom StereoSurround using VSX Web have been resolved.
User Interface	Scrolling through the Country list in the user interface no longer causes a crash.
Video	For systems set up to use the VCR output for the second monitor, setting the screen saver to "no signal" no longer causes a green screen when the system returns from screen saver mode.

Feature	Limitation
User Interface	<p>If you change the time on a VSX system that is connected to a Time Server, then restart the system, it now displays the correct time on the home screen.</p> <p>If you press and hold the <b>Near</b> button on the near site's remote control, the video input choices display correctly.</p> <p>The system message that displays when you hang up a video call using the VTX 1000 has been improved.</p>
Web Interface	<p>A problem has been corrected that caused the VSX Web <b>Hang Up</b> button not to work for some VTX 1000 audio calls placed using the VSX Web.</p> <p>When editing and deleting ISDN fields in the directory from the web interface, changes appeared to be saved when they actually were not. This has been corrected.</p> <p>Calls can now be placed from the web interface using an E.164 extension.</p> <p>Changes made to the <b>Time Zone</b> and <b>Time Server</b> settings in the web interface now appear correctly in the system's user interface.</p> <p>In a multipoint call, the web page for Call Statistics had a noticeable delay during scrolling. This has been corrected.</p>

## What's New in the 8.5.1 Release?

Version 8.5.1 includes all of the new features and enhancements of version 8.5. This maintenance release only addresses the issues described in the [Corrected Issues in Version 8.5.1](#) table later in this document. Polycom recommends upgrading to 8.5.1 for best interoperability with Microsoft LCS SIP environments and the V<sup>2</sup>IU™ 6.5 or later release.

If you have determined that you require an upgrade for your V500 or VSX system, please open a service request at <http://esupport.polycom.com> or contact your regional Polycom Global Service location.

## Corrected Issues in Version 8.5.1

The following table lists issues corrected in version 8.5.1.

Issue	Description
API	<p>The <code>answer phone</code> command now functions correctly.</p> <p>If the VSX system did not have an active LAN connection and a resolved IP address when it booted, it did not report system events on its serial port. This has been corrected.</p> <p>The <code>mute</code> command now sets and reports the mute state correctly.</p> <p>Sending a command to select a video source sometimes caused the VSX system to restart. This has been corrected.</p> <p>The <code>button</code> commands are now queued correctly.</p> <p>The <code>vcbutton play</code> command now executes correctly.</p> <p>Far site system names are now displayed correctly in serial port notification messages during ISDN calls.</p> <p>Some API commands did not work on serial port 2 if both ports were configured for control. This has been corrected.</p>
Audio	<p>In H.320 calls through an MGCTM, VSX systems no longer produce an audio screech when connecting.</p> <p>StereoSurroundTM now works in SIP calls.</p> <p>G.722.1C audio is now transmitted correctly.</p>
Boot UI	<p>VSX systems with Security Mode enabled would sometimes crash in Boot UI mode. This has been corrected.</p>
Call Scheduler	<p>Calls can now be scheduled on the same day they are to occur.</p>
Calling	<p>IP addresses in the form x.x.x.0 are no longer truncated when dialing them from the Place a Call screen.</p> <p>Calls made at 64 kbps now connect in a timely manner.</p> <p>Video endpoints more than 30 router hops away sometimes had connectivity or video issues. This has been corrected.</p>
Cameras	<p>Far-site camera sources can now be selected using the remote control navigation buttons.</p>
Content	<p>When a VSX 8000 system with a SoundStation VTX 1000® connected sent content to a ViewStation® FX system, then stopped sending content, the content would stay frozen on the ViewStation FX system. This has been corrected.</p>
Dialing	<p>VSX systems removed the country code and area code when dialing a number in the same area code as the area code configured for the VSX system. This has been corrected.</p> <p>Directory entries with the "/" character in their names can now be called from the home screen.</p>

Issue	Description
Directory	Highlighting and scrolling now works correctly after manually refreshing the directory.
Gateway Calls	Dots are no longer removed from IP addresses when calling through a gateway.
Global Management System™/ ReadiManager® SE200	<p>Provisioning with four or more sites now works correctly for VSX 7000, VSX 7000s, VSX 7000e, and VSX 8000 systems. Local time zone changes on a VSX system are now correctly updated to SE200.</p> <p>SE200 now correctly executes Softupdate on VSX systems when passive mode is selected.</p> <p>VSX systems now register correctly to the global directory when provisioned through the SE200 Management interface.</p> <p>Starting with version 8.5, VSX systems provide two passwords: a room password for local access via the system user interface and a remote access password for access via the web interface, etc. Global Management System and SE200 now provide a separate command to set the room password.</p>
Interoperability Cisco	VSX systems can now correctly negotiate G.729 in calls using Cisco Call Manager.
Interoperability Concorde	Calls made at 2 x 64 kbps now connect properly between VSX systems and Concorde 4500 systems running 6.50.02C.
Interoperability MCU	Dialing through a gatekeeper now works correctly when using a prefix and a conference password.
Interoperability MGC	<p>VSX systems registered to PathNavigator™ could not connect to an MGC meeting using the dial string &lt;service prefix&gt;&lt;EQ name&gt;##&lt;meeting room numeric ID&gt;#&lt;meeting room password&gt;#. This has been corrected.</p> <p>In video-switched conferences using an MGC, VSX systems connected with audio only. This has been corrected.</p> <p>Call statistics are now consistent between near site and far site systems in calls made through an MGC.</p> <p>Packet loss statistics are now reported correctly for calls made through an MGC.</p>
Interoperability Microsoft	<p>VSX systems registered to a Microsoft LCS server would reboot after losing connection to the server. This has been corrected.</p> <p>In a Live Communication Server (LCS) environment, an endpoint that placed a SIP call into a multipoint conference hosted by a VSX system and subsequently hung up may have appeared to still be in the conference, with no audio and frozen video. This has been corrected.</p>

Issue	Description
Interoperability Nortel	Calls now connect between VSX systems registered to a Nortel SIP server.
Interoperability RADVISION	H.239 now works correctly in calls through RADVISION 5.0 gateways.
Interoperability SoundStation VTX 1000	VSX systems now retain the VTX 1000 phone number setting appropriately after restarting.
Interoperability Switches	Speed/duplex negotiation problems between VSX systems and certain models of switches resulted in packet loss. This has been corrected.  Forcing network switches and VSX systems to 100 MB Full Duplex resulted in packet loss in H.323 calls. This has been corrected.
Interoperability ViewStation FX	When in H.323 multipoint calls with more than three ViewStation FX systems, the VSX 8000 MCU would experience video issues. This has been corrected.
Interoperability VTEL Vista PRO	VSX systems in calls with a VTEL Vista PRO system experienced poor audio. This has been corrected.
Monitors	VSX 7000s systems no longer require a dual monitor option key.  The Horizontal Position and Vertical Position settings for VGA input were not retained after restarting the system. This has been corrected.
Multipoint	In some cases, multipoint calls were answered automatically without requiring a meeting password. This has been corrected.
People+Content™	Secondary cameras set to Content can now be turned off.
Power Up	VSX systems sometimes restarted unexpectedly when connected to external video switching equipment. This has been corrected.
SNMP	System up time is now reported correctly through SNMP.
Softupdate	The -fs command now functions correctly for batch files and switches.
Statistics	Call statistics are now consistent between near site and far site systems.
Video	In certain low-light conditions, video images displayed by a VSX 8000 system for a long period of time would become degraded. This has been corrected.

Issue	Description
Web Interface	<p>V.35 direct connect calls can now be placed from the web interface without entering a number.</p> <p>The web interface now allows administrators to add sites to the home screen while in kiosk mode.</p> <p>Refreshing the directory in the web interface now works correctly. The directory in both the embedded and web interfaces is updated simultaneously.</p> <p>The virtual remote control is now accessible from the V500 web interface.</p> <p>Web Director now launches correctly from the Site Map page.</p> <p>Leaving the Call Statistics open in the web interface no longer causes problems.</p> <p>The Time Server Address field now accepts URLs when updated/entered from the web interface.</p>

## Corrected Issues in Version 8.5

The following table lists issues corrected in version 8.5.

Issue	Description
API	<p>Previously there was no way to enable VGA mode for monitor 2 through API commands. The <code>configdisplay</code> command provides this ability.</p> <p>When setting the administrator password from the API interface, you can use the # and * characters. You can now use the Alt key on the onscreen keyboard to access these characters in the embedded user interface.</p>
Cameras (VSX systems)	<p>You can calibrate a PowerCam™ Plus for auto camera tracking without disabling stereo.</p> <p>Auto Camera Tracking and Auto Camera Tracking to Presets remain enabled after a system restart.</p>
Chair Control	<p>When using chair control, it no longer takes two clicks to acquire chair control.</p> <p>PVX™ systems are listed as meeting participants during chair control.</p>
Content Statistics	<p>The Content Statistics screen displays transmit statistics for the People+Content IP application.</p>
Directory	<p>You can add a multipoint entry to a custom category.</p>

Issue	Description
Global Management System	Global Management System provisioning of the Primary and Secondary Call Types is now supported.
Interoperability Aethra	H.239 functions properly with Aethra Vega Star Gold 6.0.30.
Interoperability H.239	H.239 now works with TANDBERG B10.2 (which can receive VGA and SVGA resolutions for content), MGC 7.5.0.52, Sony PCS-1 3.22, TANDBERG 6000 MXP F4.1, iPower 62.0.1208, TANDBERG E5.2.
Interoperability iPower™	In H.323 multipoint calls using AES encryption, with a VSX system as the MCU and iPower and PVX systems as endpoints, iPower did not transmit video if PVX was the second endpoint. This has been corrected.
Interoperability MCU	With MGC 7.0.0.72, far end camera control did not always work if all sites in a voice-switched conference were ISDN. This has been corrected.
Interoperability MGC	The VSX system displayed the near- and far-site mute icon when it mutes during H.323 gateway calls with the MGC100 gateway, but the far end may not have been muted. This is corrected with MGC 7.5.0.52.
Interoperability RADVISION	Calls between a V500 or VSX system and a PVX system through a RADVISION ECS gatekeeper had no Far End Camera Control. This has been corrected.
Interoperability Remote Controls	Third-party remote controls did not work correctly when pressing the same button repeatedly. The user interface now provides a <b>Use Non-Polycom Remote</b> setting to address this.
Interoperability Sony	<p>The VSX 8000 was unable to receive content from a Sony PCS-1 in H.320 calls that used H.239, unless the VSX 8000 started and stopped sending content first. This has been corrected.</p> <p>In H.323 calls, V500 and VSX systems were sometimes unable to control the Sony PCS-1 2.40 camera.</p> <p>In H.320 2x64 calls to a Sony PCS-1, only one channel connected. This has been corrected.</p>

Issue	Description
<p>Interoperability TANDBERG</p>	<p>In voice switching H.320 encrypted conferences, V500 or VSX systems may have problems transmitting video. Continuous presence conferences do not experience this problem. This does not occur with TANDBERG MXP F4.1.</p> <p>In H.323 H.239 calls with a TANDBERG 6000, the TANDBERG system's content monitor will show a blank screen when the call connects. This does not occur with TANDBERG E5.2.</p> <p>In encrypted H.323 calls at 768 kbps or above with TANDBERG B and E series systems, V500 or VSX systems may continue to display video mute messages throughout the conference. The does not occur with the TANDBERG MXP systems running F2.5 software. This does not occur in unencrypted calls or with TANDBERG E5.2.</p> <p>Encryption is not supported with the TANDBERG Gateway version 2.0 and earlier. In version 2.1, encryption is supported on the H.320 side of the call only. This does not occur with TANDBERG G3.0.</p> <p>The following issues were seen in H.239 calls between V500 or VSX systems and TANDBERG E series systems.</p> <ul style="list-style-type: none"> <li>• In 128 kbps calls between a VSX 8000 system and a TANDBERG 6000E, content from the TANDBERG system were sometimes sent to the wrong display. This has been corrected.</li> <li>• V500 and VSX systems did not always receive content in calls with TANDBERG 880E systems. This has been corrected.</li> </ul> <p>In calls between a V500 or VSX system and a TANDBERG 6000 B9.1 system and E4.2 with H.239 enabled, the call connected and the V500 or VSX system displayed video correctly, but the TANDBERG system displayed black video. When H.239 was disabled on either system, video was displayed on the TANDBERG system correctly. This has been corrected.</p> <p>H.239 was not supported in H.320 V500 or VSX systems multipoint calls with TANDBERG systems. This has been corrected.</p> <p>In H.320 H.239 conferences with a TANDBERG 6000 MXP MCU, a V500 or VSX system was unable to receive or transmit content. This has been corrected.</p> <p>The VSX system does not receive video in H.323 voice activated switching conferences with the TANDBERG 6000 E4.0 MCU. The does not occur in continuous presence conferences.</p> <p>H.239 functions properly with TANDBERG E5.2 and MXP F4.1.</p>

Issue	Description
People+Content	<p>For best results sending and receiving content, use call rates greater than 128 kbps.</p> <p>Changing laptop resolution while sending content may result in the far site losing content. If this occurs, stop and restart sending content.</p> <p>Do not change the People+Content quality preference while sending content.</p> <p>The far site can select a camera source on the near site for content. The only way the far site can then stop this source is to start sending content itself.</p> <p>In calls to TANDBERG systems, if H.239 is enabled on the VSX system but not enabled on the TANDBERG system, content will not be sent to the TANDBERG system (though the VSX system may report that content is being sent).</p> <p>In H.261 ISDN conferences through MGC, content may not be displayed.</p>
People+Content IP	<p>When you use People+Content IP to show content on a VSX system, if a dialog box is displayed on the VSX system user interface, the People+Content IP content will continue to display on the VSX system until the dialog box is dismissed, even if "Stop" is pressed on the People+Content IP application.</p>
SIP	<p>You can now use the Recent Calls list to dial incoming calls.</p>
Softupdate	<p>V.35 Calling Profile prefixes are saved when you update the system software to version 8.5.</p> <p>The VSX system is now able make V.35 calls after running Softupdate, without the need to restart.</p> <p>When reinstalling software version 7.x, you had to disable <b>Save System Settings</b> during the installation to prevent unpredictable behavior. Installing version 8.0 or later does not display this problem.</p> <p>Non-default call rates such as 56, 64,112 kbps, and so on had to be selected again after an update to version 8.0. Installing version 8.5 does not display this problem.</p>

Issue	Description
User Interface	<p>If you cleared all options for content display on the Monitors screen, the default settings were applied after a system restart. This has been corrected.</p> <p>The <b>Enable Basic Mode</b> option is now available in the user interface.</p> <p>If Stereo was enabled, and then echo canceller was enabled, stereo was disabled on the Polycom mics but no user interface message appeared to notify the user. This has been corrected.</p>
Web Interface	<p>The People+Content VGA option key on the VSX 7000e, when enabled, was not displayed as enabled in the web interface.</p> <p>In the web interface directory, when registered to Global Directory Server, the user had to wait until the applet was fully loaded. Refreshing the page killed the current session and prevented updates from occurring. This has been corrected.</p> <p>The Home Screen Settings page became inaccessible if you entered an apostrophe in the <b>Enter Marquee Text</b> field. The Screen Saver page became inaccessible if you entered an apostrophe in the <b>Screen Saver Text</b> field. This has been corrected.</p> <p>Changing some values in the web interface would reboot the system. The interface displayed a dialog noting that the system would restart. This has been corrected.</p> <p>The Directory screen in the web interface would hang while trying read Global Address Book entries if the computer did not have Sun JVM 1.2 or later installed. Microsoft Virtual Machine was not supported. This has been corrected.</p> <p>When editing directory entries in the web interface, the speed and category entries were sometimes incorrect. This has been corrected.</p> <p>The ping utility did not always function properly from the web interface. This has been corrected.</p> <p>The trace route utility could not be performed from the web interface. This has been corrected.</p> <p>The <b>Allow Directory Changes</b> field did not get updated if configured from the web interface. This has been corrected.</p>

Issue	Description
Web Interface	<p>On a VSX 6000, the web interface sometimes listed Pro-Motion™ video even though it was not valid for the VSX 6000. This has been corrected.</p> <p>An Internet Explorer web browser sometimes needed to be restarted if it was being used to monitor a VSX system while call preferences were changed between H.323 and SIP from the embedded interface. This has been corrected.</p> <p>If you toggled between H.323 and SIP enabled from the web interface, the change was not implemented the first time (both were disabled). You had to make the change a second time for the new setting to be activated. This has been corrected.</p> <p>When you changed the ISDN Switch Protocol from the system's web interface and then clicked Update, only the first line was shown. If you waited 5-10 seconds and pressed refresh, all four lines were shown again. This has been corrected.</p> <p>After you created a multi-site entry in the directory via the web interface and then tried to create another multi-site entry, the participants you entered for the previous entry appeared in the participants window. This has been corrected.</p> <p>When browsing certain pages in the web interface using Internet Explorer with the Sun Java plug-in installed, you may have been asked to enter the admin user ID and password. This has been corrected.</p>

## Feature Limitations

The feature limitations for version 8.5.2 are listed in the following table. If a workaround is available, it is noted in the table.

Feature	Limitation
AES Encryption	You cannot activate encryption during a call.
Analog Phone	Incoming POTS (analog phone) calls will not be reported in the Recent Calls list.
API	<p>The <code>prilinebuildout set</code> command does not work for values <code>-7.5</code> and <code>-22.5</code>.</p> <p>Some color scheme modes may not be selectable using API commands.</p> <p>The <code>vcstream register</code> command does not work from the API interface.</p> <p>The <code>remotecontrol enable all</code> command is not working. So if remote control is disabled from the API interface, you must restart the system to enable it again.</p> <p>The <code>notify sysalerts</code> command does not return status information on Auto Answer settings.</p> <p>The <code>gatewayprefix set</code> and <code>gatewaysuffix set</code> API commands accept special symbols as value parameters. Entering another <code>gatewayprefix set</code> or <code>gatewaysuffix set</code> command with any value parameter forces the system to restart.</p> <p>The <code>chaircontrol set_password</code> command does not work.</p> <p>The <code>notify vidsourcechanges</code> command does not notify about selecting a content source.</p> <p>Currently API interfaces do not report when the system restarts.</p> <p>Use the command <code>callinfo all</code> instead of <code>display call</code>.</p> <p>If rollover dialing occurs (e.g. the system automatically redials a number as ISDN if it fails to connect when dialed as IP), the system will report an "ended" event for each failed attempt.</p>
API	<p>If the control application issues a <code>vcbutton play</code> command when a system that had been playing content is in the process of stopping content, the system may return the error "vcbutton [play stop] command ignored due to current processing". If this occurs, restart the system to restore <code>vcbutton [play stop]</code> functionality.</p> <p>If you send a command to change a setting on a user interface screen while viewing that screen on the monitor, you might have to leave the screen and return to it to see the change take effect.</p>

Feature	Limitation
Audio	<p>Playback volume is not adjustable on the start-up language selection screen.</p> <p>A VSX system with version 8.0 configured for fixed audio output mode may have higher output gain than in previous releases.</p> <p>When one VCR or DVD player is connected to a VSX 6000 or VSX 7000 to play content into the call, and another is connected to record the call, audio from the VCR or DVD player content is not recorded.</p>
Calling	<p>When you call a cell phone using voice over ISDN, set the call quality to ISDN Phone. Setting the call quality to Auto may result in unexpected behavior.</p> <p>When two systems with dynamic bandwidth enabled connect in a high line rate H.323 call (768 kbps or higher) over a DSL or cable line, the system reports the line rate as the rate at which the call was dialed. However, the call's actual bandwidth is likely much lower, due to the DSL or cable line's restricted uplink speed. The actual transmit bandwidth being used in the call is displayed on page 2 of the Call Statistics screen. Note that it is recommended that system administrators set the <b>Maximum Transmit Bandwidth</b> setting in <b>System &gt; Admin Settings &gt; Network &gt; IP &gt; Quality of Service &gt; Bandwidth</b> to match their DSL or cable line's uplink speed, as this will prevent the system from trying to transmit at rates higher than the DSL or cable line can accommodate.</p> <p>On a VSX 8000, if you make a POTS call to an analog or cell phone and then try to call the number again from the Recent Calls list, the call is dialed as voice over ISDN if <b>ISDN Voice</b> is listed ahead of <b>Analog Phone</b> in the Call Preference dialing order. To work around this behavior, set <b>Analog Phone</b> ahead of <b>ISDN Voice</b> in the Call Preference list.</p>
Cameras (VSX systems)	<p>There is no way for a user to get camera control for a camera that is set to the content channel.</p> <p>The Camera Calibration screen will always be displayed for the VSX 7000e and VSX 8000, even though automatic camera tracking only works with a PowerCam Plus camera.</p> <p>To avoid a "keystone effect" in which the video image appears tilted, make sure that the VSX 5000 camera is pointed perpendicular to the subject.</p>
Chair Control	<p>VSX 3000 systems may lose chair control ability, especially in multipoint calls with all ISDN endpoints.</p> <p>Selecting <b>Acquire Chair</b> on a VSX 7000 MCU may disable Discussion mode view.</p>
Closed Captions	<p>Closed captions cannot be sent through a gateway.</p>

Feature	Limitation
Conference on Demand	Conference on Demand calls to ISDN endpoints may fail when dialed from an H.323-only system. To work around this issue, provide the full international number, including country code, for ISDN endpoints.
Configuration	<p>Do not change the VSX system monitor setting while sending content.</p> <p>VSX 5000 factory camera presets do not work.</p> <p>When you statically assign a unit with a xxx.xxx.xxx.255 address (for example, 172.26.145.255), the system locks up upon reboot. To recover from this status, follow these steps:</p> <ol style="list-style-type: none"> <li>1. Disconnect the network cable, and power off the system.</li> <li>2. With the network cable, disconnected, restart the system. The system now has a static IP address of 0.0.0.0.</li> <li>3. Configure the system to obtain an IP via DHCP.</li> <li>4. Reconnecting the network cable and restart the system.</li> </ol>
Contact List	If you enable the contact list home screen and want to install a system software version earlier than 8.5, disable the contact list before doing so. Either disable it in the user interface before you run Softupdate, or disable the option to save system settings when you run Softupdate.
Directory	<p>System names with Chinese hieroglyphs cannot be edited in the directory using the system's embedded interface.</p> <p>If you edit an entry and then press <b>Home</b> on the remote, you are prompted to save your change, but the change is not saved. To avoid this problem, choose <b>Save</b> first before you press <b>Home</b>.</p> <p>New directory entries created in a new local category may not be visible when you try to view them the first time, until you move around in the screen.</p> <p>Pressing <b>Select</b> on the remote control twice when selecting a directory entry may lead to connection errors.</p>
Documentation	The Administrator's Guide for version 8.5 incorrectly implies that the serial port on a VSX 6000 system can be used to configure a touch panel. The serial port on a VSX system can only be used for debugging.
Far End Camera Control	Far End Camera Control does not work reliably with non-VSX system endpoints.
Gateway Calls	In calls through a gateway, selecting a far-site camera source that is not being used shows frozen video from the previous camera source, instead of a blue screen.
Global Directory	When dialing calls from the global directory, VSX systems set the call speed based on the local call quality setting, rather than the directory's setting.

Feature	Limitation
Global Management System	<p>VSX 3000A systems cannot be provisioned using Global Management System 7.0.1.212 or 7.0.4.</p> <p>The Global Management System Call Statistics screen shows up to only three endpoints in an internal multipoint conference, even if there are more than three endpoints connected.</p> <p>Global Management System provisioning of the Primary and Secondary Call Types is not supported.</p> <p>Global Management System does not display H.320 information for V500 systems.</p>
H.264	<p>The following conditions apply to H.264:</p> <ul style="list-style-type: none"> <li>• On VSX systems other than a VSX 8000 using TV monitors, H.264 is supported in point-to-point calls up to 768 kbps. On systems that use an interlaced camera, the transmit preference at 768 kbps is H.263 Pro-Motion.</li> <li>• On VSX systems other than a VSX 8000 using single-monitor VGA, H.264 is supported in point-to-point calls up to 512 kbps.</li> <li>• H.264 Pro-Motion is supported in point-to-point calls between VSX 8000 systems up to 1.4 Mbps.</li> <li>• On VSX 8000 systems, H.264 is supported in calls with up to four sites.</li> </ul>
H.331	<p>When broadcast mode is enabled on a V.35 system and the audio protocol is set to G.711U, the far site might hear a pop when the call is disconnected.</p> <p>In an H.331 call between two VSX systems with H.264 video configured and with People+Content turned off, neither site can send content to the other site. To resolve this problem, the site sending content should enable People+Content.</p> <p>When you enable People+Content in the H.331 configuration of a V.35 system, you must also enable H.239 to send content.</p>
Interoperability ADTRAN TSU 100	<p>With V.35 systems, VSX systems can crash when in a call at 1280 kbps.</p>
Interoperability Aethra	<p>In H.323 calls between a VSX 8000 system and some Aethra systems, content is sent from the Aethra system as a single stream and no far-site video is displayed on the VSX 8000, even though the VSX 8000 displays the dual stream icon.</p>
Interoperability Alcatel	<p>VSX systems registered to a PCAS server crashes when placing a 1472 kbps ISDN call.</p>

Feature	Limitation
<p>Interoperability  Avaya</p>	<p>AES Encryption is not supported while registered to the Avaya Communication Manager (ACM).</p> <p>When a V500 or VSX system attempts to call another V500 or VSX system through Avaya Communication Manager, the near-site system continues to ring if the far site rejects the call.</p> <p>NAT is not supported for systems registered to the Avaya Communication Manager.</p> <p>While connected to the ACM, telephony features are not supported to systems behind a neighboring gatekeeper.</p> <p>H.320 calls in a Multipoint scenario with other systems registered to the Avaya Communication Manager (ACM) are not supported.</p> <p>The Avaya Communication Manager (ACM) does not support wideband audio over trunk calls in this release. Wideband audio is not supported in this case. V500 and VSX systems will connect with G.711 audio.</p> <p>Cisco PIX does not pass through Annex H which is required by the Avaya Communication Manager (ACM). V500 and VSX systems will not connect calls across a Firewall that does not pass Annex H.</p> <p>Call forward busy/Don't Answer does not work with a multipoint VSX system set to forward (registered to the ACM).</p> <p>Avaya's IP Softphone (IPSP) with video set to manual will not negotiate video with endpoints registered to a neighboring gatekeeper.</p> <p>In calls placed from a V500 or VSX system, the far-site system name may show a neighboring gatekeeper, such as "PathNavigator," instead of the actual system name.</p> <p>G728 k and G722.1-16 k audio codecs are not available when registered to the Avaya Communication Manager (ACM).</p> <p>While registered to the ACM, VSX multipoint systems are limited to four sites (internal multipoint + three far sites) in a multipoint call.</p> <p>When V500 and VSX systems that are registered to the ACM call a ViewStation FX system registered to PathNavigator, the call connects with no remote video on the ViewStation system.</p> <p>Internal MCU calls from an iPower system to an Avaya IP Softphone (IPSP), V500, or VSX system do not connect.</p> <p>ACM Telephony features and IPSP video mute are not supported with V500, VSX, iPower, or ViewStation FX systems behind PathNavigator.</p> <p>iPower IMCU calls to VSX systems using Avaya do not connect.</p>

Feature	Limitation
Interoperability Check Point	Calls through a Check Point firewall configured for H.323 may have no audio or video. To work around this, disable the H.323 traffic only protocol on Check Point and create new rules on the Check Point for TCP1720, TCP3230-3237, UDP 3230-3253.
Interoperability Cisco PIX	In an H.323 multipoint conference using a VSX system MCU located behind a Cisco PIX 6.3.4 firewall among systems with H.239 enabled, the V500 or VSX system outside of the firewall may not receive video when other sites connect. To avoid this, disable H.239 on all sites. V500/VSX systems with AES encryption enabled cannot connect using H.460 with Cisco PIX 506.
Interoperability EdgeMarc	When using PathNavigator in conjunction with an EdgeMarc E-30, do not configure PathNavigator with an alternate gatekeeper. If a VSX system is registered with an EdgeMarc E-30 that uses PathNavigator, the VSX system still appears to be registered even if it loses connectivity with the EdgeMarc. SIP calls through an EdgeMarc E-30 are not supported. Only Polycom PathNavigator gateways are supported when connecting calls through an EdgeMarc E-30.
Interoperability Fortinet	Systems behind Fortinet firewalls configured to use their H.323 service will not connect if the caller is configured to use AES encryption.
Interoperability France Telecom	No content can be sent or received when the V500 or VSX system is connected to France Telecom eConf. The V500 or VSX system is unable to connect to France Telecom eConf 3.5 when H.239 is enabled.
Interoperability H.239	H.239 works with TANDBERG MXP systems, but H.239 interoperability with other systems is not supported.
Interoperability H.460	H.460 does not work correctly with a Check Point firewall. Systems may have no video when calling out from behind a Fortinet firewall to a provider endpoint.
Interoperability iPower	In H.323 multipoint calls using AES encryption, with a VSX system as the MCU and iPower and PVX systems as endpoints, iPower will not transmit video if PVX is the second endpoint. To avoid this issue, call the PVX system first. When an iPower dials into a VSX 7000e MCU and another VSX system joins the call, the iPower will disconnect. To work around this issue, connect the iPower as the second or later participant in the conference.

Feature	Limitation
Interoperability Linksys	<p>Systems behind Linksys BEFSR41 will not receive calls.</p> <p>Use of the V500 or VSX system with a wireless network bridge behind a Linksys WRT54G wireless broadband router may be problematic and has not been qualified. If connectivity problems arise, ensure that the WRT54G has the latest available firmware installed on it.</p> <p>Linksys RV082 does not work in H.460 calls with VSX systems and V2IU.</p> <p>Linksys BEFSX41 routers may reboot in calls that use H.460.</p> <p>VSX systems running version 8.5 in UPnP setups with Linksys (and maybe other) NAT boxes cause video calls to stop connecting.</p>
Interoperability MGC	<p>H.320 calls to an MGC continuous presence, H.329 IVR conference transmit H.263 video instead of H.264.</p> <p>H.320 conferences with MGC configured for Pro-Motion connect in secondary (audio-only) mode. To work around this issue, call using H.323 or configure the MGC to not use Pro-Motion.</p> <p>Some ISDN endpoints may fail to connect when blast-dialing from MGC. Redial any sites that fail to connect manually.</p> <p>In MGC H.239 conferences with G.711 forced, the VSX 8000 may reboot.</p> <p>When the MGC dials out to the VSX system in H.323 Pro-Motion, it connects H.263 (no annexes) at 30 fps. This is due to a difference in the way the MGC and VSX system set rates in their video caps and how they use the caps to determine the call rate. The result is that a 768 kbps call looks to the VSX system like a 704 kbps call, so Pro-Motion is not selected as the transmit video mode. The workaround for this is to set the VSX system to do Pro-Motion at 512 kbps and above.</p> <p>When a VSX system joins an encrypted People+Content/H.239 continuous presence MGC multipoint call, the VSX system does not support far end camera control.</p> <p>In H.239 conferences with automatic video switching using the MGC, VSX 8000 H.320 sites connect with audio only.</p> <p>In 128 kbps video switched Conference on Demand calls, H.323 sites may connect with audio only.</p>
Interoperability Microsoft	<p>V500 and VSX systems can make but not receive calls when behind a Microsoft MN-500 UPnP device.</p>

<b>Feature</b>	<b>Limitation</b>
Interoperability Polycom ViewStation 128	In calls with ViewStation 128 systems, Far End Camera Control might not work for the first 3 minutes or so.
Interoperability RADVISION	When a VSX system places a H.320 to H.323 gateway call through a RADVISION vialP gateway, it cannot send or receive H.239 content.  Calls between H.323 VSX 8000 systems and H.320 iPower 9000 systems made through a RADVISION vialP gateway may cause the iPower system to restart on hang-up.
Interoperability Sony	VSX 8000 systems with a Sony BRC300 camera may not correctly move to camera presets.  In H.320 calls where a VSX system is MCU, systems may not receive content.

Feature	Limitation
<p>Interoperability  SoundStation VTX 1000</p>	<p>Pressing the CALL button on the SoundStation VTX 1000 conference phone when the VSX system is idle causes the VSX system to play a brief announcement tone and display full-screen local video. Continue to dial the call normally using the VTX 1000 phone's keypad.</p> <p>When a SoundStation VTX 1000 connected to a VSX system calls another SoundStation VTX 1000 connected to a VSX system, the analog icon is displayed in the near screen along with the VTX 1000 icon and encryption status.</p> <p>On a VSX system connected to a SoundStation VTX 1000, when you use the VSX system to place a VTX 1000 call to another phone, the SoundStation VTX 1000 (POTS) call is not shown on the Recent Calls list.</p> <p>When you place a H.323 call from a VSX system connected to a SoundStation VTX 1000 and then use the SoundStation VTX 1000 to add an audio call, muting the VSX system's microphones blocks the audio endpoint from hearing audio.</p> <p>When a SoundStation VTX 1000 attempts to add video when connected to a V.35 system and ISDN call speed is set to 384 kbps, the call speed is ignored and the SoundStation VTX 1000 dials 128 kbps.</p> <p>On a VSX 6000 with a SoundStation VTX 1000 attached, the Call Type choice is disabled when you use the Web Director to place a call.</p> <p>If you place a call from a VSX 8000 with a SoundStation VTX 1000 running firmware revision 1.4 attached to another video endpoint, and then use the SoundStation VTX 1000 to call another SoundStation VTX 1000, the audio from the SoundStation VTX 1000 has much more bass and slightly less volume than the audio received from the other video endpoint. This is resolved by installing VTX 1000 firmware revision 1.5.</p> <p>When the far site hangs up a call to a SoundStation VTX 1000, you also need to hang up the SoundStation VTX 1000, just like a regular phone.</p> <p>Turning off the Console Mics from the SoundStation VTX 1000 menu has no effect when the phone is used with a VSX system. To disable the phone microphones in this case, disable the <b>Enable Polycom Microphones</b> option on the VSX system.</p> <p>For SoundStation VTX 1000 calls, call statistics are not displayed on the VSX system.</p>

Feature	Limitation
Interoperability SoundStation VTX 1000	<p>A call with VSX 6000, SoundStation VTX 1000, and Dial IP placed from the SoundStation VTX 1000 keypad has no far video.</p> <p>If an audio-only site is included in a call and then hangs up, the VTX 1000 does not receive a disconnect tone. If the call was initiated from the VTX phone pad or the audio-only site, hang up from the VTX 1000. If the call was initiated from the VSX system, hang up from either the VSX system or VTX 1000.</p> <p>In audio calls between SoundStation VTX 1000 conference phones with a Vortex mixer connected, the option to add a video call is not available on the VTX 1000 phone.</p>
Interoperability Switches	<p>Some ISDN switches will add the area code to numbers when calling from the Recent Calls list (especially if you dial a number that had dialed into the system previously). In such cases, the call will not connect. The system will have to be set to dial local numbers without an area code.</p>
Interoperability TANDBERG	<p>You may see the following issues in H.239 calls between V500 or VSX systems and TANDBERG E series systems. TANDBERG MXP systems handle these issues correctly.</p> <ul style="list-style-type: none"> <li>• TANDBERG E series systems do not receive H.264 video sent by V500 or VSX systems.</li> <li>• With encryption enabled, the TANDBERG 880 displays tiling on its content monitor when a PAL V500 or VSX system sends content to it.</li> </ul> <p>The VSX 8000 does not maintain 60 frames per second when sending content to the TANDBERG 6000 MXP in 1920 kbps H.323 calls.</p> <p>SIP calls placed from VSX systems to TANDBERG MXP 4.0 systems at 128 kbps may experience audio and video problems. Calls to TANDBERG MXP 4.1 systems do not experience these issues.</p> <p>In calls with the TANDBERG 880E ver 5.0 that use H.239, VSX systems may transmit H.263 video rather than H.264.</p> <p>VSX systems are unable to connect to the TANDBERG 6000 MXP F3.2 system in SIP calls.</p> <p>MGC voice-switched conferences with TANDBERG and VSX system may end up in secondary (audio-only) mode when one endpoint sends content. To work around this, set up the conference as continuous presence (transcoding).</p>
Interoperability V2IU	<p>When a VSX system's call speed exceeds the V2IU configured speed, calls placed through the V2IU do not connect. Try lowering the VSX system's call speed.</p>

Feature	Limitation
Interoperability ViewStation	<p>When sending content from V500 or VSX systems to a ViewStation SP128 system, content may go beyond the edges of the ViewStation monitor.</p> <p>In some multipoint conferences with V500 or VSX systems running 8.0 as the MCU and a ViewStation 512 as one endpoint, the ViewStation may sometimes get distorted content from the MCU.</p> <p>When a V500 or VSX system is sending content to a ViewStation FX, the ViewStation FX should not take a snapshot. Instead, the V500 or VSX system should first stop sending content before the ViewStation FX sends a snapshot.</p> <p>Placing a call from ViewStation FX system running version 6.0.5.15 to a VSX 6000a, VSX 3000, or VSX 7000e system fails to connect using H.323 (IP) if registered to PathNavigator with encryption enabled. Both systems report "far site disconnected". To work around this issue, disable encryption.</p>
Interoperability VoIP	<p>When a V500 or VSX system MCU calls both another VSX system and an audio-only IP endpoint (like a SoundStation® IP 300), the call rate for the V500 or VSX system will be limited to 64 kbps if you call the audio-only endpoint first. To work around this problem, always call all video endpoints first prior to calling audio-only IP endpoints.</p>
Interoperability VSX systems	<p>VSX systems running 7.0.x report the wrong version number to the far site in H.320 calls.</p>
Languages	<p>If the selected language is Russian, the call scheduler entries may be deleted after a system restart.</p>
Localization	<p>While Softupdate is running, the message "Your system is in the process of being updated." shown on the Polycom system is always in English, even on international systems.</p> <p>On the Location screen, country names are listed in English for all languages.</p> <p>For certain languages, a new entry created in the Call Scheduler displays the date in a non-standard format.</p>
Monitors	<p>If you have a system configured for a PAL/NTSC main monitor and a VGA secondary monitor and subsequently configure the system to use a single PAL/NTSC monitor and no second monitor, you may have trouble displaying content on the main monitor. To work around this issue, set content for "VGA out" and then set content for monitor 1.</p>

Feature	Limitation
Multipoint	<p>On a VSX system in a multipoint chair control call, all far site systems see frozen video if you disconnect the endpoint that is the broadcaster. To restore video, select one of the remaining endpoints as the broadcaster.</p> <p>In a multipoint call hosted by a VSX 7000e, when using a split call/hang-up button remote, if you return to the Home screen and then press the Hang Up button, all sites are disconnected from the call. To avoid this problem, first display the Near or Far screen, and then press Hang Up. You can then choose which sites to disconnect</p> <p>Participants in multipoint ISDN calls that include systems using different software versions may see video instead of content.</p> <p>When a conference has a meeting password set and another system dials in, the video from the system dialing in can be viewed by the conference sites even before it enters the password. The conference video and audio is not available at the system dialing in until it actually joins the conference.</p> <p>Only a VSX 8000 system as MCU supports H.264 in multipoint calls, and it is limited to 3 video + 1 local conference site. If the conference size increases, the protocol negotiated is H.263. Once it drops back to a 4-way call or lower, H.264 is not re-negotiated.</p> <p>Discussion mode is turned off in cascaded MCU calls.</p> <p>Things to note about multipoint calling:</p> <ul style="list-style-type: none"> <li>• Dual Monitor Emulation is disabled in multipoint calls on VSX 3000, VSX 7000, VSX7000s, and VSX7000e systems. These systems can support AES Encryption or StereoSurround, but not both. If AES Encryption is enabled, the system automatically turns off StereoSurround.</li> <li>• In multipoint calls on VSX 8000 systems, only one of the following features is supported: Dual Monitor Emulation, StereoSurround, or AES Encryption. If you have more than one of these enabled, the system turns off all but one. The system gives highest priority to AES Encryption, if it is enabled. If AES Encryption is not enabled, the system gives higher priority to Dual Monitor Emulation, and turns off StereoSurround.</li> <li>• In VSX 8000 multipoint calls with three or more far sites, Dual Monitor Emulation, StereoSurround, and AES Encryption are not supported.</li> </ul>
Network	<p>When a system behind a non-H.323 compatible NAT makes a call to an endpoint outside the NAT, the far site is unable to control the camera of the system behind the NAT.</p> <p>Assigning a static IP address of xxx.xxx.xxx.255 causes the system to lock up when restarted. To work avoid this issue, choose a different static IP address or use DHCP.</p>

Feature	Limitation
<p>People+Content</p>	<p>VSX systems treat content audio sources as mono, even if the system is configured for stereo.</p> <p>You may experience problems sending a content source using Web Director if the system is already sending content selected with the remote control.</p> <p>When viewing content on the VSX system, some anomalies may be perceived. The way Polycom has chosen to display the image is to show the content building on the screen. This means that the first image seen does not have full content resolution and the viewer will see it build to full resolution. This build time is dependent on the bandwidth of the call and the content sharing bandwidth allocation setting located at <b>System &gt; Admin Settings &gt; Monitors &gt; Graphics VGA: Quality Preference</b>.</p> <p>When a call is active, the local view is the same as the far site, both in resolution and frame rate. All sites will then see the same image at about the same time and the same resolution, making it easier to discuss the image as the local parties see the same image as the far site.</p> <p>When viewing the content locally, the image will build and display in the same way as when a call is active.</p> <p>When using a system with a Visual Concert™ connected, the image at the Visual Concert output will not show as many anomalies as when connected to the output at the VSX system.</p>
<p>People+Content IP</p>	<p>If you use People+Content IP with the Windows firewall enabled, be sure to configure the firewall to allow the application to proceed. If you continue to have problems, disable the Microsoft firewall when using People+Content IP.</p> <p>On a computer with multiple monitors, you must either launch People+Content IP on monitor 1 or set all monitors to the same output resolution.</p> <p>On some computers, video clips running in Windows Media Player cannot sent to VSX using People+Content IP. To work around this issue, configure Windows Media so that it does not use overlays: In Windows Media Player, select Tools &gt; Options &gt; Performance &gt; Advanced. Uncheck “Use overlays”.</p> <p>People+Content IP works in Security Mode, but the link between the computer and the VSX system is not encrypted/secure.</p>

Feature	Limitation
Pro-Motion H.264	<p>Pro-Motion H.264 is supported only in point-to-point calls between VSX 8000 systems up to 1.4 Mbps.</p> <p>Pro-Motion H.264 video turns off in the following situations:</p> <ul style="list-style-type: none"> <li>• Setting the camera to <b>Sharpness</b> instead of <b>Motion</b> prevents sending Pro-Motion H.264 video.</li> <li>• Streaming prevents sending Pro-Motion H.264 video.</li> <li>• Content sharing turns off Pro-Motion H.264 in both directions until content is stopped.</li> <li>• Multipoint calling turns off Pro-Motion H.264 in all directions for the duration of the call.</li> </ul>
Product Activation	<p>When activating licenses on the Polycom Resource Center, use uppercase characters for any letters in the serial numbers or licenses.</p>
Profiles	<p>Profiles provide a limited backup capability but do not save the entire configuration of a system. Refer to the Administrator's Guide for more information.</p>
Security	<p>When you set the Web Access Port on the web interface Security page, specify a port number of 1025 or greater, and make sure that the port is not already in use.</p> <p>If you set the Meeting Password using the web interface, use a password that includes only characters that can be entered using the remote control or onscreen keyboard. If you use characters that cannot be entered using the remote control or onscreen keyboard (such as "!"), users will not be able to log in to a meeting from the video conferencing system.</p> <p>In an encrypted H.320 call, adding a voice over ISDN call causes the VSX system to show that the call is not encrypted. This indication represents that the voice call is not encrypted; encryption remains in use on the H.320 video call.</p>

Feature	Limitation
Security Mode	<p>In this version, you cannot enable separate room and remote access passwords for Security Mode via SoftUpdate.</p> <p>Do not load a profile taken from a VSX system in Security Mode onto a system that is not in Security Mode. Similarly, do not load a profile taken from a system that was not in Security Mode on a system that is in Security Mode.</p> <p>VSX systems with Security Mode enabled cannot be added to a Global Management System server.</p> <p>While in Security Mode, your browser may display warning messages stating that the security certificate for the web site "Polycom" cannot be verified. Click "Yes, I want to accept the certificate" to continue normal operation.</p> <p>To help ensure the security of the system, VSX systems require that you provide new passwords when switching into Security Mode. Enter a new password when prompted by the system.</p>

Feature	Limitation
<p>Single-Monitor VGA</p>	<p>Single-monitor VGA has the following limitations:</p> <ul style="list-style-type: none"> <li>• Only the steel gray color scheme is supported.</li> <li>• The system switches from dual monitor emulation to full-screen mode when sending or receiving content.</li> <li>• On systems other than a VSX 8000, the H.264 maximum call speed is reduced to 512 kbps if stereo audio is enabled with a VGA main monitor.</li> <li>• On VSX 5000, VSX7000s, and VSX7000e systems configured for single-monitor VGA: <p>Dual Monitor Emulation is disabled in multipoint calls. The system can support AES Encryption or StereoSurround, but not both. If AES Encryption is enabled, the system automatically turns off StereoSurround.</p> <p>In point-to-point calls, only one of the following features is supported: Dual Monitor Emulation, StereoSurround, or AES Encryption. If you have more than one of these enabled, the system turns off all but one. The system gives highest priority to AES Encryption, if it is enabled. If AES Encryption is not enabled, the system gives higher priority to Dual Monitor Emulation, and turns off StereoSurround.</p> <p>Dual Monitor Emulation is automatically disabled at call rates greater than 512 kbps.</p> </li> <li>• On VSX 8000 systems configured for single-monitor VGA: <p>In multipoint calls, only one of the following features is supported: Dual Monitor Emulation, StereoSurround, or AES Encryption. If you have more than one of these enabled, the system turns off all but one. The system gives highest priority to AES Encryption, if it is enabled. If AES Encryption is not enabled, the system gives higher priority to Dual Monitor Emulation, and turns off StereoSurround.</p> <p>In VSX 8000 multipoint calls with three or more far sites, Dual Monitor Emulation, StereoSurround, and AES Encryption are not supported.</p> <p>Dual Monitor Emulation is automatically disabled at call rates greater than 1 Mbps.</p> </li> </ul>

Feature	Limitation
SIP	<p>V500 and VSX systems do not support firewall or NAT traversal in SIP calls.</p> <p>The MGC does not support Far End Camera Control in a SIP conference.</p> <p>The MGC does not support content sharing in a SIP conference.</p> <p>When <b>Transport Protocol</b> on the SIP Settings screen is set to <b>Both</b> (TCP and UDP), the roll-over may cause a delay.</p> <p>H.264 SIP calls do not support content sharing.</p> <p>In SIP calls between a VSX system running 7.5.2 and a VSX system running 8.0, the system running 8.0 cannot use Far End Camera Control.</p> <p>SIP transfers always report back successful, even if they fail to transfer successfully.</p> <p>SIP registrar server status is not displayed on the System Status page on the web interface. The status is displayed correctly on the system's user interface.</p> <p>SIP calls may fail about 5% of the time when registered to a Nortel server.</p> <p>When a system is registered to Global Directory Server/Global Address Book and SIP is enabled instead of H.323, a non-ISDN system may show an incorrect alert message for Global Directory Server/Global Address Book registration.</p> <p>In 64 kbps SIP calls between a VSX system and Windows Messenger, Windows Messenger may not receive video.</p> <p>When packet loss occurs, SIP calls may hang up automatically.</p> <p>When a Polycom SIP phone IP601 1.6 calls into a VSX system, the IP phone does not receive audio from the VSX system.</p> <p>SIP calls do not work reliably between systems running software version 8.0 and systems running version 7.x.</p> <p>Do not transfer either end of a SIP call that is connected to a VSX system.</p> <p>In SIP multipoint calls with VSX systems running 7.5.x, the 7.5.x systems may crash.</p> <p>When a VSX system call a SIP account logged in to Windows Messenger, messages sent to the VSX system from Windows Messenger are interpreted as video calls.</p>

Feature	Limitation
SIP	<p>This release does not support dialing SIP calls using a DNS name, such as VSX.austin.polycom.com. Other address forms, such as email (for example, any@host.austin.polycom.com) work.</p> <p>The following features are not available when the SIP protocol is in use:</p> <ul style="list-style-type: none"> <li>• Polycom Video and Audio Error Concealment</li> <li>• Encryption</li> <li>• People and Content (H.239 and Polycom People+Content)</li> <li>• H.263 Pro-Motion</li> </ul> <p>V500 or VSX systems cannot send content in a SIP call that uses H.264 for people video.</p>
Snapshots	<p>V500 or VSX systems do not support receiving H.261 Annex D snapshots.</p>
SNMP	<p>Current SNMP implementation is only used for alerts and does not support any remote management.</p> <p>By default, SNMP consoles return trap numbers. To get the equivalent trap messages in text, the polycom.mib file must be compiled in the flash memory of the system.</p>
Softupdate	<p>The PRC (extranet.polycom.com) currently does not support logging in via Softupdate. This means that the command-line switches -ku, -kp and the "No I need to get a key" options won't work.</p> <p>The previous settings under "Appearance" for screen saver and color scheme will not be retained after running Softupdate.</p>
Touch-Screen Controls	<p>When using the touch screen control panel, not all PIP windows can be controlled.</p>

Feature	Limitation
User Interface	<p>During the out-of-box setup, if you select SIP instead of H.323, the system will restart before configuration is complete. After the restart, the system will return to the LAN Properties page, allowing you to complete system configuration.</p> <p>A VSX 8000 system set up for single-monitor VGA displays a black border around the user interface screens.</p> <p>If you set <b>Line Input</b> to <b>Audio Mixer</b> and check <b>Enable Polycom StereoSurround</b>, a message is displayed that Polycom microphones will be disabled. The microphones are actually disabled in this case, even though the System Status screen shows them as active.</p> <p>Incoming POTS calls are not recorded in the Recent Calls list. Outgoing POTS calls are listed correctly.</p> <p>Systems that are configured to use a UPnP NAT and are registered with a gatekeeper do not display the E.164 extension on the Place a Call screen.</p> <p>When you disable the Polycom microphones through <b>Admin Settings &gt; Audio &gt; Audio Settings</b>, the microphone status does not indicate the disabled status on the <b>Diagnostics &gt; System</b> screen, showing the normal green arrow.</p>
V.35	<p>In H.320 calls from a V.35 VSX system with encryption enabled, the far-site system does not recover from a momentary loss of data.</p> <p>V.35 profiles are not localized. They appear in English.</p> <p>When you place a V.35 Direct Connect call from a VSX 7000 to a ViewStation EX running release 6.0.1 software, the call may not connect. When the call fails to connect, the VSX system's user interface displays the dialing screen and the ViewStation EX system's user interface does not appear to be receiving a call. Disconnecting the call and reconnecting should clear the problem.</p>
VGA Resolution	<p>The VGA resolution setting is only effective when the attached monitor is not capable of DDC (Plug-N-Play). If the monitor is capable of DDC, then the best resolution for the incoming VGA source is selected.</p>

Feature	Limitation
Video	<p>VSX systems do not support Pro-Motion in internal multipoint calls.</p> <p>When Polycom Video and Audio Error Concealment engages or disengages in a call, the monitor switches briefly from far-site video to near-site video, then back.</p> <p>VSX systems send video in low frame rates when using a camera set to Sharpness.</p> <p>Pro-Motion provides superior video quality by transmitting video in a format similar to that used by the camera and should only be used in calls between endpoints that use the same camera format (both PAL or both NTSC). VSX systems improperly activate Pro-Motion H.264 in calls between a PAL VSX 8000 and an NTSC VSX 8000. This can result in video artifacts in scenes with high motion. To work around this issue, disable Pro-Motion in calls between a PAL VSX 8000 and an NTSC VSX 8000.</p>
Web Interface	<p>SIP registration status is not displayed in the web interface, but it does show up on the system interface.</p> <p>For security reasons, the web interface does not include some of the configuration options available in the system's user interface.</p> <p>Web Director on VSX Web does not give the remote administrator any way to start or stop Polycom People+Content IP.</p> <p>When completing the out-of-box setup through the web interface, the administrator is presented with the option to select H.323 or SIP. Polycom recommends selecting H.323 at this point. The SIP selection can be enabled after the configuration is completed.</p> <p><b>Note:</b> Making changes between these two selections causes the system to restart before the changes can take effect.</p> <p>The web interface does not give access to the following utilities: Calendar and Call Scheduler.</p> <p>The web interface Call Summary page (<b>Diagnostics &gt; System Status &gt; Call Summary</b>) does not include a Serial Calls section listing V.35 calls. The calls are included in the total call number. To see a listing of V.35 calls, refer to the system user interface.</p> <p>Using the system interface and the web interface simultaneously when answering calls could cause problems.</p>

Feature	Limitation
Web Interface	<p>The Recent Calls page is not translated, so date and other information appears in English.</p> <p>If time server settings are changed from the web interface while the system is in a call, the system may try to disconnect the call.</p> <p>If you use the web interface to join a conference with a meeting password, the meeting password you enter is also set as the meeting password for your system. This does not happen if you enter the password using the remote control and the user interface.</p> <p>If you use the web interface shortly before upgrading a system to 8.5, the web interface will be temporarily unusable after the upgrade. To work around this issue, clear your browser's cache or wait an hour so the system will automatically clear the obsolete pages from the earlier VSX version.</p> <p>When Security Mode is enabled, the remote control in the web interface is disabled.</p> <p>When you search for a directory entry in the web interface, the entry is highlighted but its information is not displayed. This only happens if you used search to find the entry.</p> <p>To ensure the security of the system, VSX systems require that you provide a new password when entering Security Mode. If you configure Security Mode via the web interface, your browser's pop-up blocker may prevent you from receiving the pop-up used to update the password and enter Security Mode. To work around this issue, disable your pop-up blocker before starting the password change, or temporarily bypass it by holding down the CTRL key while pressing OK to the "Any changes made to this setting will cause your system to restart" message.</p>
Web Streaming	Web streaming does not work with RealPlayer.

## Interoperability

The following PTZ cameras are supported for use with VSX systems:

- Polycom PowerCam
- Polycom PowerCam Plus (VSX 7000e, VSX 8000)
- Sony BRC-300, EVI-D30, EVI-D70, or EVI-D100 (for NTSC systems)
- Sony EVI-D31 or EVI-D100P (for PAL systems)

V500 and VSX 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 the 8.5 release.

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.

Type	Product	Version
NAT/Firewall	Check Point FireWall-1, Nokia IP130	NG R55 build 127
	Cisco Router (QoS and NAT)	12.3
	Cisco PIX	6.3.4
	Fortinet FortiGate-800 fixup on (V <sup>2</sup> IU testing only)	2.8,build 456,050704
	Fortinet FortiGate-60	2.8,build 456,051027
	D-Link DI-604	3.51 11/22/2004
	WatchGuard Firebox SOHO 6tc	6.4.1. 03/2005 Bld 15
	Linksys BEFSR41 v2 UPnP	1.44.2 Dec 13 2002
	Linksys BEFSR41 v3 (not recommended)	1.0.4.8

Type	Product	Version
NAT/Firewall	Linksys RV082 (V <sup>2</sup> IU does not recommend)	1.1.6.14
	Linksys BEFVP41 v2 (V <sup>2</sup> IU testing only)	1.01.04 03/08/2005
	Linksys BEFSX41 v2 (not recommended)	1.50.18
	NETGEAR RP614 v2	5.20-RC3NA 04/2004
	NETGEAR FR114P (V <sup>2</sup> IU testing only)	v1.5-14 09/06/2005
	Microsoft MN-500 UPnP	1.11.017
	SMC7004BR	193r
	SMC7004ABR (V <sup>2</sup> IU testing only)	1.42.012
	Symantec 100	V1 Rel 63
	Edgewater V <sup>2</sup> IU 5300 S Series	5.11.0Beta4.msm.h460.13
Gatekeeper, Gateways	Cisco 7960 phone	P00306000400
	Cisco gatekeeper	12.3 (6B)
	Global Management System	7.0.4.217
	MGC 25 gateway	7.5.0.49
	MGC 100 / 50 gateway	7.5.0.49
	PathNavigator	7.00.02.0189, 7.00.03.0204
	Polycom SE200	1.00.00.ER029
	RADVISION vialP gateway	4.0.0.40
	RADVISION ECS gatekeeper	3.6.0.5
	TANDBERG gateway	G3.0
	VCON MCM Gatekeeper	3.10.M12.D11.Y02
External MCU, Bridges, Call Managers	Cisco Call Manager	4.01
	MGC 25	7.5.0.49
	MGC 100	7.0.2.6, 7.5.0.xy, 7.0.3.2
	RADVISION vialP MCU	3.6.17, 4.0.31
	TANDBERG MPS	J2.3
Endpoints	Aethra AVC 8400 rack mount	6.00.0022, 6.00.0030
	Aethra Vega Star Gold	6.00.0022, 6.00.0030
	Concorde 6.70.01/6.50.02/6.30	6.70.01, 6.50.02
	France Telecom eConf	4.0.0.0.1.102

Type	Product	Version
Endpoints	iPower 9000	6.2.1.921, 6.2.0.1208
	Sony PCS-G70	02.10, 2.21
	Sony PCS1	3.1.4, 3.20, 3.21
	SoundPoint® IP 500	15.2.0054
	SoundPoint IP 600	1.6.3.0067
	SoundStation IP 3000	2.8V
	SoundStation IP 4000	1.6.3.0071
	TANDBERG 6000 B	10.0
	TANDBERG 6000 E	E5.0
	TANDBERG 6000 F MXP	F3.1,F3.2
	TANDBERG 880 E	E5.0
	TANDBERG 880 F MXP	F3.1,F3.2
	V500	8.0.3
	VCON HD 3000	0206.M03.D13.H12 // 0250.m08.d16.h16
	VCON HD 5000	3.5.6.1
	VCON HD vPoint	6.50.0064
	VCON ViGO	5.10.00085
	Venue	1.4.05
	ViaVideo® 2 V6.X	6.0.2.1359
	ViaVideo PVX	8.0.0.0.522 / 8.0.1.0669
	ViewStation 512	7.5.2, 7.5.4
	ViewStation FX	6.0.5.4
	ViewStation SP128	7.5.4 SP
	ViewStation SP384	7.5.4 SP
	VSX 3000	8.0.3
	VSX 3000A	Beta 8.5 0203.1246
VSX 7000	8.0.3	
VSX 8000	8.0.3	

## Cisco PIX Firewall

### **Cisco PIX “fixup protocol h323 h225 1720” on only:**

H.323 video endpoints will have connection and video incompatibilities.

Cisco currently does not support AES or H.239 in the “fixup protocol h323 h225 1720”

### **Cisco PIX “fixup protocol h323 h225 1720” on with following ports open:**

Polycom V500 and VSX systems will work properly; however, with Cisco PIX setup in this manner you will be required to disable AES to connect endpoints through the Firewall. Also, H.239 will not work properly in this configuration.

Cisco currently does not support AES or H.239 in the “fixup protocol h323 h225 1720”

In an H.323 multipoint conference using a VSX system MCU located behind a Cisco PIX 6.3.4 and 7.0.1 firewall among systems with H.239 enabled, the V500 and VSX systems outside of the firewall may not receive video when other sites connect. To avoid this, disable H.239 on all sites.

V500 and VSX systems are unable to control the far end camera when it is located behind a Cisco PIX 6.3.4 and 7.0.1 firewall.

➤ **Configure Conduits or Access List Assignments for the following ports:**

TCP 1720

TCP 3230 - 3235

TCP 3603

TCP 389

UDP 3230-3253

UDP 1718-1719

### **Cisco PIX “fixup protocol h323 h225 1720” off with following ports open:**

Polycom V500 and VSX systems and all features will work properly.

1. To turn off the “fixup protocol h323 h225 1720” feature, use the following command:

```
no fixup protocol h323 h225 1720
```

**2. Configure Conduits or Access List Assignments for the following ports:**  
For outbound interface

TCP 1720  
TCP 3230 - 3235  
TCP 3603  
TCP 389  
UDP 3230-3253  
UDP 1718-1719

For inside interface, open all IP per video device.

Use the following command to configure conduits or access points:

```
conduit permit tcp host 255.255.255.255  
eq port any
```

Where 255.255.255.255 is the external IP address of the SME Appliance.

If an endpoint receives inbound video calls from outside the LAN, use the following command to create a static connection for each internal endpoint:

```
static (inside,outside) xxx.xxx.xxx.xxx iii.iii.iii.iii netmask
```

## Hardware and Software Requirements

To access the web interface, use Microsoft Internet Explorer 6.0 as your web browser and make sure that you have Java 1.2 or later installed.

To take advantage of the latest features for integrating a VSX system and SoundStation VTX 1000 conference phone, the VSX system requires version 7.5 or later software and the VTX 1000 requires version 1.5 or later software.

The VSX 8000 is designed to work with the Polycom Vortex® mixer. For this configuration, you need Vortex firmware 2.5.2 or later, Conference Composer™ version 2.7.0 or later, and VSX system software version 7.5 or later.

Web streaming participants must have the Apple QuickTime player installed on their PC to view the stream.

The following versions are required for compatibility with the Avaya Communication Manager (ACM):

- iPower 6.0.0.315 or later
- ViewStation FX version 6.0 or later
- ViewStation version 7.0 or later
- PVX version 8.0 or later

- PathNavigator version 7.00.02.0189 or later, routed mode
- Global Management System version 7.0.1.212 or later
- V500 and VSX systems version 8.0.3 or later

## Warranty and Registration

The V500 and VSX series products include a one-year hardware warranty (30-day return upon receipt at factory) and 90-day software warranty.

Complete the one-time product registration form on the Polycom Resource Center website at <http://extranet.polycom.com> to access software downloads. Using the information provided as part of product registration, Polycom will make every effort to send you electronic notification of software releases as and when available.

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