

# Release Notes

Polycom® CX7000 Unified Collaboration System, Version 1.0.2



Polycom® CX7000 Unified Collaboration System is a conference room appliance, similar in function to a Polycom HDX® room conference system, but uniquely designed for use with Microsoft Lync. Based on a state-of-the-art Intel platform, the CX7000 runs Windows® Embedded Standard 7 and a modified Microsoft® Lync™ 2010 client application. A simple user interface designed for ease of use and display on large wall-mounted monitors optimizes the system for room use. The rich content sharing and collaboration capabilities of Lync 2010 combined with far-end video make the CX7000 a powerful solution for group collaboration at a distance.

This document provides the latest information about the Polycom CX7000 systems with version 1.0.2 software.

## Software Version History

Version	Release Date	Features
1.0.2	March 2012	Enhancements to user interface and security. Support for seven language-specific keyboards.
1.0.1	December 2011	Initial release.

## Hardware and Software Requirements

All systems are supplied with a keyboard and mouse (in place of a conventional remote control) to facilitate interaction with the system, especially when collaborating on documents during an online meeting. All systems are supplied with appropriate cables and power supplies.

With this initial release, customers are expected to supply monitors and speakers of their choice. Speakers can be integrated with the monitor or separate.

Video	HDMI, DVI-D, or VGA monitor, 1080p recommended
Audio	Speakers with 3.5mm jack, if monitors do not include speakers

Keyboard and Mouse	Attach the USB extension cable for the wireless keyboard and mouse to USB port 3,4,5,6, or 7. These ports are powered, ensuring that the keyboard and mouse function even when the system is asleep. <b>Note:</b> USB ports 1 and 2 are reserved for future use.
Network	Microsoft Exchange Server 2010 or 2007 with the auto-discover Service enabled Microsoft Lync Server 2010 with the auto-discover Service enabled

## Installing the Polycom CX7000 System

### Preparing Your Network for Installation



Only single Active Directory forest topology is supported.

- 1 Ensure that your corporate network environment is running one of the following:
  - Microsoft Exchange Server 2010 or 2007 with the auto-discover service enabled
  - Microsoft Lync Server 2010 with the auto-discover service enabled
- 2 Ensure that your network provides adequate bandwidth for video conferencing. Video calls at 720p resolution require the following call speeds:
  - Minimum for 720p calls: 1.5 Mbps
  - Recommended for 720p calls: 2 Mbps or greater
- 3 Create a domain account for each system before you start the system and run the setup wizard.
  - Ensure that the system's account is placed into an appropriate Organizational Unit (OU).
  - Ensure that the system's account has an appropriate policy applied that ensures that no login scripts are run, no software is installed, and the software whitelist is not modified.
  - Disable the **User must change password at next logon** setting.
  - Enable the **Password never expires** setting.
  - Make a note of the domain, domain account name, and the password for each system.

- 4 On the Lync server, enable a Lync account for each domain account.
- 5 Create an Exchange user or room mailbox for the domain account.
  - Ensure that the email address is the same address used for the domain account.
  - If you create a room mailbox, right-click the room account and select **Properties > Resource Information**, and ensure that the **Delete Comments** option is not enabled.

## Setting Up the Polycom CX7000 System for the First Time

- 1 Set up the system hardware as shown in the document *Setting Up the Polycom CX7000 System*.
- 2 Power the system on. The setup wizard runs automatically. Make sure you have the following information ready for each system.

Setting	Description
IP Address	Specifies the IP address to use for this system.
Subnet Mask	Displays the subnet mask currently assigned to the system.
Preferred DNS server	Specifies the DNS address to use for this system.
Alternate DNS server	Specifies an alternate DNS address to use for this system.
Power Frequency	Specifies the power line frequency for your system. In most cases, the system defaults to the correct power line frequency, based on the video standard used in the country where the system is located. This setting allows you to adapt the system in areas where the power line frequency does not match the video standard used. You might need to change this setting to avoid flicker from the fluorescent lights in your conference room.
Domain Name	Specifies the domain name for the system. The system's domain name was configured using the setup wizard.
Domain Account	Specifies the Lync account assigned to this system.
Account Password	Specifies the password for the Lync account assigned to this system.

Setting	Description
Meeting Room Name	Specifies the meeting room name that is used as the system name.
Admin Password	Specifies the password for the local administrator account for the Polycom CX7000 system. <b>Note:</b> By default, the local administrator account user name is admin.
Require Meeting ID to Start Meeting	Specifies whether a Meeting ID is required to join an online meeting from the Polycom CX7000 system. You can find the Meeting ID in the <b>Join the conference</b> link found in the meeting email.

- 3 Follow the instructions on the screen to enter this information and configure the system.



## Updating the Software

To update the software, you must use a domain administrator or local administrator account.





Do not power the system off during a software update.  
The system restarts after the software update is downloaded to the system and then again after the update is complete.

### To update software from a network location:

- 1 Click  **Options** >  **Configuration**.
- 2 Click **Advanced Settings** and sign in using a domain administrator or local administrator account.
- 3 Click **Software Update**.
- 4 Specify the folder on the network or the path to an FTP site where software update packages are available.
- 5 Enter a user name and password to access the FTP site or network location, if one is required.
- 6 Click **Update software manually**.
- 7 Click **Refresh**, and click the software update or software image to install.
- 8 Click **Start Update**.
- 9 If you are prompted to install software drivers, click **Install**.

### To update the software using a USB drive:

- 1 Create a directory named CX7000Update at the root of the USB drive.
- 2 Copy the software update package or software image into the CX7000Update directory.
- 3 Click  **Options** >  **Configuration**.
- 4 Click **Advanced Settings** and sign in using a domain administrator or local administrator account.
- 5 Attach the USB drive to one of the USB connectors on the back of the system.
- 6 When the system detects the USB drive and prompts you to choose an action, click **Update software using files on USB device**.
- 7 Click the software update or software image you want to use.
- 8 If you are prompted to install software drivers, click **Install**.

## New Features in Version 1.0.2

- User interface enhancements, including an enhanced in-call toolbar.
- Support for language-specific keyboards for these languages: English (United States - International), English (US), English (United Kingdom), French, French (Swiss French), German, and German (Swiss German).
- Support for searching the Recent Contact list.
- Enhancements to system security.
- System monitors fan speed and warns of abnormal conditions.
- Improvements to audio mute indication.
- Ability to sign in and obtain the calendar listings from outside the corporate network.
- Support for low battery alerts for the wireless keyboard and mouse.
- Ability to update the software image from the Software Update page or from a USB drive.
- Inclusion of the Lync 2010 Cumulative Update 4 (CU4) in the software.

## Features in Version 1.0.1

- User experience is optimized for display on large monitors located in conference rooms or similar spaces.

- Home screen calendar shows all meetings and lets you select a scheduled online meeting and be connected to it with a single mouse click.
- The system always boots up directly into the home screen calendar.
- Ad hoc instant messaging, audio, and video calling is supported to and from the CX7000.
- Optimized for two-monitor collaboration with People video on one monitor and shared content on the other. Single monitor operation is fully supported for smaller spaces.
- Appliance concept simplifies user and administrator interaction with the system.
- Support Polycom's high-end peripheral devices including HDCI cameras and Polycom HDX<sup>®</sup> microphone arrays.
- Virtual Plug and Play operation is supported when used with Microsoft Lync.

## Unsupported Microsoft Lync Features

In this version, Polycom CX7000 systems do not support the following Microsoft Lync features:

- In the Conversation window, these features are not supported:
  - Share Desktop or PowerPoint Presentation
  - Add or view attachments
  - Send or receive files
  - Send email messages
  - Add contacts to the Contacts list
  - Recording
  - Participating in more than one conversation at the same time
  - Placing the current call on hold to place another call or to accept an incoming call
- In the Instant Message window, these features are not supported:
  - Add or view attachments
  - Send or receive files
- When you share a Whiteboard or Poll, you cannot save the Whiteboard or Poll.

## Corrected Issues in 1.0.2

The following table lists the issues corrected in this release.

Category	Issue ID	Description
Audio	VBOX-860	Pressing the button on the microphone to mute the audio did not change the mute status in the conversation window. This has been resolved. Clicking the mute icon in the conversation window to mute the audio does not change the LED indicator on the CX7000 system's Polycom microphone.
Calling	VBOX-1217	In the previous version, if a Polycom CX7000 system was in a call or had the conversation window open, declining an incoming call displayed a second invitation that you must decline. This has been resolved.
General	VBOX-1147	On rare occasions, the system displayed a .NET framework error. This has been resolved.

## Known Limitations

The following table lists the known feature limitations for the release. If a workaround is available, it is noted in the table.

Category	Issue ID	Description	Workaround
Audio	VBOX-1194	On a Polycom CX7000 system using HDMI monitor with built-in speakers, you might experience audio delay.	To resolve this issue, try the following: <ol style="list-style-type: none"> <li>1 Place the microphone and speakers as far apart as possible.</li> <li>2 Reduce the volume on your system's speakers.</li> <li>3 Connect a different HDMI monitor.</li> <li>4 Connect an external speaker to the CX7000 system's audio line out.</li> </ol>
Audio	VBOX-1455	When you restart a system configured to use the Polycom EagleEye View camera as the microphone, the microphone setting is changed to CLink2.	Go to <b>Options &gt; Configuration &gt; Audio</b> , and select the EagleEye View camera as the active microphone after you restart the system.

Category	Issue ID	Description	Workaround
Calling	VBOX-1220	When the CX7000 system is in a call and attempts to accept a call from a Lync client that is also in a call, you see an error message.	Do one of the following: <ul style="list-style-type: none"> <li>From the CX7000 system, end the current call, and then place a new call to the Lync client.</li> <li>From the CX7000 system, place a call to the Lync client to add it to the current call.</li> <li>From the Lync client, place the current call on hold before calling the CX7000 system.</li> </ul>
Calling	VBOX-1239	When an instant message window is open and you answer a call from another contact, you are not able to see the conversation window because it is hidden behind the instant message window.	Close the instant message window to view the conversation window.
Calling	VBOX-1208	When the Polycom CX7000 system is in a call and accepts an invitation to join another call, the first call is put on hold, but the CX7000 system does not connect to the other call.	Hang up the first call before joining the other call. Set up an online meeting and invite all participants to join the meeting.
Calling	VBOX-951	During a call, you cannot merge your call with a far-end system that is already in a call.	None
Calling	VBOX-955	When the system receives an instant message and a video call request at the same time, the CX7000 system automatically declines both.	None
Calling	VBOX-823	When you search for a contact soon after you start the system, the search sometimes fails because Microsoft Lync is synchronizing the address book.	Wait for a few minutes and try again. Search for the full user name, for example, user@company.com.
Calling	VBOX-802	If the system's Exchange email address is not the same as the SIP address, the system's calendar is not visible on the CX7000 system.	None
Calling	VBOX-1150	On rare occasions, the system might display a low memory message.	Restart the system.
Content	VBOX-1130	When you share content in calls with bandwidth below 6 Mbps, the video frame rate is low.	None



Category	Issue ID	Description	Workaround
Content	VBOX-1181	In a point-to-point call between a Lync client and a CX7000 system configured with two monitors, the CX7000 system is not able to receive content automatically.	On the CX7000 system, click <b>Join</b> when you are prompted to accept the shared content.
Content	VBOX-1146	When the CX7000 system is configured with a single monitor set to a resolution of 1280x720, the system displays white video when the far end shares a PowerPoint file.	Use the Polycom CX7000 system with a 1080p monitor.
General	VBOX-1182	On rare occasions, the home screen or the local video might not display on a system configured with two monitors.	Press the power button to restart the system.
General	VBOX-1056	The system cannot send or receive files during calls.	None
General	VBOX-1119	On rare occasions, the system might prompt you to restart the system to apply changes. This might happen when you do one of the following: <ul style="list-style-type: none"> <li>• Install a Windows update</li> <li>• Unplug and plug the USB transmitter for the keyboard and mouse</li> <li>• Restart after unexpectedly losing power</li> </ul>	In the Windows update message box, choose <b>Restart Later</b> . Then, choose <b>Options &gt; Restart</b> to start the system from the CX7000 interface.
General	VBOX-1199	When the system wakes from sleep, the monitor might not be activated.	Use the monitor's remote control to activate the monitor.
General	VBOX-1143	On rare occasions, the system might not wake up from sleep.	Restart the system by pressing the power button.
General	VBOX-1209	The system does not automatically wake from sleep at the time scheduled for a meeting.	Wake the system by moving the mouse or pressing a key on the keyboard.
General	VBOX-1142	On rare occasions, a network problem during the initial system setup might prevent the system from signing in.	Perform a factory restore.
General	VBOX-1133	On rare occasions, the system might crash.	Restart the system.
Hardware	VBOX-935	The LED on the EagleEye View camera does not indicate the camera's status correctly.	None

Category	Issue ID	Description	Workaround
Hardware	VBOX-949	When you connect the CX7000 system to a 10 Mbps ethernet port, the ethernet indicator on the system is not lit.	None
Instant Messaging	VBOX-1202	When the system is in a call, you might hear an incoming instant message, but you might not see it, even if you close the conversation window.	Hang up the call, and then rejoin the meeting.
Instant Messaging	VBOX-858	You cannot join a meeting by clicking the conference link in the instant message window.	None
Instant Messaging	VBOX-1069	When you share content in an instant message window, you might see some layout issues.	Disconnect and try again.
Keyboard and mouse	VBOX-1205	The wireless keyboard and mouse might sometimes respond slowly, making it difficult to select menu options.	Make sure the USB extension cable is connected to USB port 3, 4, 5, 6, or 7. Unplug the extension cable and plug it in again.
Keyboard and mouse	VBOX-1053	The wireless keyboard and mouse might sometimes stop working.	Remove and reinstall the battery.
Network	VBOX-989	The system might display a low memory message when the network queries for antivirus status and attempts to install antivirus software.	Ensure that the system's domain account is created in a network segment where antivirus software is not pushed to the system.
Network	VBOX-1067	When you enter the DNS address, you might see a message that the address is invalid, even if it is correct.	Try entering the DNS address again.
Remote Assistance	VBOX-948	When you generate a Remote Assistance invitation, the Remote Assistance window might display on top of the CX7000 window.	None
Remote Assistance	VBOX-936	When a remote site connects using a Remote Assistance invitation and sends an instant message, the message is hidden behind the CX7000 window.	None
Remote Assistance	VBOX-1012	When a remote site connects using a Remote Assistance invitation, the local system does not receive instant messages or files sent by the remote site.	None

Category	Issue ID	Description	Workaround
Remote Assistance	VBOX-1242	If you attempt to create a Remote Assistance invitation on a USB drive that already contains a Remote Assistance package, the system may freeze.	Delete the old Remote Assistance package before creating a new one.
Software Update	VBOX-1132	On rare occasions, performing a software update will cause the system to prompt you to run Check Disk each time the system restarts.	Perform a factory restore.
Software Update	VBOX-1125	On rare occasions, the system might display a blue screen after restarting from a factory restore.	Perform the factory restore again.
Software Update	VBOX-569	A power failure during FPGA upgrade causes the FPGA to return to the backup version.	Update the system again to recover the FPGA to the correct version in the software build.
Startup	VBOX-1151	On rare occasions, starting the system might cause the trust relationship between the system and the primary domain to fail. The system is then unable to display the calendar.	Perform a factory restore.
User Interface	VBOX-1222	On systems configured to show the calendar on Monitor 2, the system shows the incoming call indicator on Monitor 1.	None
User Interface	VBOX-1206	When a system configured with two monitors is in a call, the menu bar on the video display might flicker.	Move the mouse to display the menu bar. The menu bar is hidden automatically after a short period of inactivity or after you move the mouse to the other monitor.
User Interface	VBOX-1186	If you click Redirect in the incoming call window, the redirect window is hidden behind the invitation window.	None
User Interface	VBOX-859	When you type a name in the Invite People window, the numeric dial pad is displayed.	Close the dial pad, and then type the name.
User Interface	VBOX-952	If you do not respond to an incoming call, the invitation window disappears after a minute and you cannot answer the call.	None
User Interface	VBOX-348	On rare occasions, the local preview is displayed as a black screen while Pause and Full Screen buttons are flashing.	Restart the system.

Category	Issue ID	Description	Workaround
User Interface	VBOX-916	When you give the far end control, pressing Ctl+Alt+Space does not let you reacquire control.	Click <b>Give Control</b> to reacquire control..
User Interface	VBOX-904	On a CX7000 system configured with a single monitor, you cannot view full-screen video when you share content with a Lync client.	None
User Interface	VBOX-954	When you place a call while the instant message window is open, the video call window opens behind the instant message window after the call connects.	None
User Interface	VBOX-950	If you open the content preview on the second monitor, close it, and then join a call, the content you share is displayed on the main monitor and the content toolbar is displayed on the second monitor.	None
User Interface	VBOX-787	The Lync sign-in window might repeatedly display, even though the system is already signed in.	Click the cancel button in the Lync window repeatedly until the window closes.
User Interface	VBOX-937	During a call, you cannot access the Internet when you click "Don't see the program you want to share?"	None
User Interface	VBOX-1086	The system cannot join meetings scheduled using Microsoft Lync Web Scheduler.	None
User Interface	VBOX-1134	On rare occasions, the Home screen displays incorrectly.	Place a point-to-point call, and then hang up.
User Interface	VBOX-1127	You cannot use the mouse to access these settings: <b>Meeting Options &gt; View Privately</b> <b>Meeting Options &gt; Annotate Presentations</b>	Use the arrows on the keyboard to navigate to these settings.
Video	VBOX-111	When the camera detection screen is displayed and a camera has been detected, the system does not detect the change when one camera is disconnected and another camera is connected.	Detect the camera manually.
Video	VBOX-366 VBOX-572	Sometimes the video cannot be started automatically when an incoming call is answered.	Start the video manually.

Category	Issue ID	Description	Workaround
Video	VBOX-953	When you connect a second monitor, video might not be displayed automatically.	Restart the system.
Video	VBOX-857	The video display is cut off on some HDMI monitors.	Adjust the video display to <b>fit to the screen</b> or to <b>pixel to pixel</b> .
Video	VBOX-1129	In a point-to-point call to a Lync client, the system might not receive the far-end video.	Try the call again.
Video	VBOX-1126	When you connect Monitor 2 using a 6 meter or longer DVI-VGA cable, the video resolution is 1024x768 after the system restarts.	Disconnect the cable and reconnect it. Then, restart the system.
Video	VBOX-1128	On a system configured to answer calls automatically, the second monitor sometimes displays blue video.	Try the call again.
Video	VBOX-1456	When a system configured to use the EagleEye HD camera wakes from sleep mode, the camera may turn to the right when not in use.	Unplug the camera and plug it in again to reset the default position.
Windows	VBOX-579	On rare occasions, systems with dual monitors cannot wake up from sleep mode.	Restart the system.

## Interoperability

Polycom CX7000 systems are tested extensively 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 the CX7000 systems software 1.0.2 release.

Type	Product	Version
Microsoft Lync	Lync server 2010	4.0.7577.4051
Microsoft Exchange	Microsoft Exchange Server 2010	14.00.0639.021
	Microsoft Exchange Server 2007	08.03.0083.000

Type	Product	Version
Endpoints	Microsoft Lync Client 2010	4.0.7577.314
	Microsoft OCS 2007 Client	3.5.6907.0
	Polycom CX600, CX3000	4.0.7577.296
	Polycom HDX 8000	3.0.3-14451
MCU	Polycom RMX 2000	7.2.2.8

## Software Release Details

Each Polycom CX7000 software version is released as either an update file (.PUP format) or a full system image. For details about updates and features, refer to the Release Notes for each version. The latest software versions and release notes are available at [support.polycom.com](http://support.polycom.com).

Note that installing a new system image replaces both the system software and the factory restore software. All settings and user data are removed or returned to the factory defaults.

Version	Version Type	Release Date	Apply To	Notes
1.0.2.4821	Update	4/26/12	1.0.2.4795 1.0.2.4757 1.0.1.3998	Includes a fix to support proper operation of the US International keyboard layout.
1.0.2.4795	Update	4/20/12	1.0.2.4757 1.0.1.3998	Includes Microsoft-signed drivers, eliminating the need for manual driver acceptance during installation. You do not need to install this update if you have already installed 1.0.2.4757.
1.0.2.4757	Update	3/30/12	1.0.1.3998	Includes enhancements, new features, and bug fixes. This release includes Polycom-signed drivers.
1.0.1.3998	System image	12/11	1.0.1.3998	Initial release of CX7000 software. Supplied with all factory systems.

## Related Documentation

To get help with using the Polycom CX7000 system, press F1 from any screen.

For more information about using the features described in this document, refer to the product documentation available at [www.polycom.com/videodocumentation](http://www.polycom.com/videodocumentation).

*Setting Up the Polycom CX7000 System*

*Administrator's Guide for Polycom CX7000 System*

*User's Guide for Polycom CX7000 System*

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