

Polycom® ISDN Gateway

Polycom announces the 2.0 release of Polycom® ISDN Gateway Software. This document provides the latest information about this release.

Contents

What's New	1
Security Updates	2
Version History	2
Language Support	2
Resolved Issues	2
Known Issues	3
Limitations	4
Interoperability	5
Get Help	6
Copyright and Trademark Information	7

What's New

Polycom ISDN Gateway 2.0 offers the following feature:

- ISDN Gateway can register as a Network Device

ISDN Gateway Can Register as a Network Device

Previously, the Polycom ISDN Gateway acted only as an endpoint to the gatekeeper. Polycom ISDN Gateway 2.0 can now register itself as a gateway. This enables users to dial an ISDN call using a Polycom® RealPresence® DMA® system prefix. You can also set up your deployment to use the load balancing features of RealPresence DMA system.

The Polycom ISDN Gateway supports the following dialing platforms when registered to the RealPresence DMA system:

- <Service prefix><ISDN number>
- <Service prefix><Session profile prefix ><Dial string delimiter><ISDN number>
- <Simplified ISDN Gateway Dialing prefix>

Security Updates

For information about known and resolved security vulnerabilities, refer to the [Polycom Security Center](#).

Version History

This following table lists the version history of Polycom ISDN Gateway.

Version History

Version	Release Date	Features
2.0	July 2018	ISDN Gateway can register as a Network Device.
1.0	December 2016	Initial release of the Polycom ISDN Gateway.

Language Support

The Polycom ISDN Gateway web interface provides support for the English language in this release.

Resolved Issues

The following table lists the resolved issues in Polycom ISDN Gateway.

Resolved Issues

Category	Issue ID	Description
Calling	ISDNGW-917	Lip sync issues might occur when there is a call between RealPresence Group 500 system and the HDX 9004 system at a 128 bit rate via the ISDN Gateway.
Content	ISDNGW-921	In a conference call, the HDX system cannot receive content from a RealPresence Group 500 system if it has previously sent content.
Conference	ISDNGW-919	In a conference call, video is not displayed on the RealPresence Group 500 system sent from the HDX 9004 system if the HDX 9004 system joins the conference last.
Hardware	ISDNGW-535	The Polycom ISDN Gateway does not respond after reconnecting the V.35 cable to the interface.
Video	ISDNGW-868	When making ISDN calls from Cisco C and Cisco TelePresence SX Series endpoints to a RealPresence Group Series system through the ISDN Gateway, the video is inconsistent throughout the call at all endpoints.
Web Interface	ISDNGW-918	The Polycom ISDN Gateway uses its self-signed certificates instead of the certificates installed to access web interface.
Web Interface	ISDNGW-165	Search options are not displayed under the Polycom ISDN Gateway Settings in the Internet Explorer and Google Chrome browsers.

Known Issues

The following table lists the known issues and suggested workarounds for Polycom ISDN Gateway.

Known Issues

Category	Issue ID	Description	Workaround
Audio	ISDNGW-821 ISDNGW-995	When an audio-only call is placed from a RealPresence Group Series system with stereo enabled, you might hear noise coming from the ISDN Gateway.	Disable stereo on the RealPresence Group Series system.
Calling	ISDNGW-363	The Dual Port calling feature is not supported on both V.35 ports in this release. Single Port V.35 calling is supported.	None
Calling	ISDNGW-657	An HDX system cannot control the far-end camera control (FECC) when the RealPresence Group Series system hosts a conference call through the ISDN Gateway.	None
Calling	ISDNGW-304	The RealPresence Group Series system does not put an ISDN call on hold through the Polycom ISDN Gateway.	None
Calling	ISDNGW-1086	When the ISDN Gateway is connected via PRI to a DMS-100 switch using Line Trunk controller (LTC), you may experience PRI Link fluctuations and random call disconnections.	Hang up and redial the call.
Calling	ISDNGW-1103	When a RealPresence Group Series system is registered to RealPresence DMA and makes an ISDN Gateway call, the call doesn't connect if the RealPresence DMA routing settings for H.323 are set to Routed Mode in DMA.	Choose Direct Mode in the RealPresence DMA H.323 routing settings or choose another dialing method from the RealPresence Group Series system.
Calling, Video	ISDNGW-1160 ISDNGW-1161 ISDNGW-1134	During a conference call, a participant joining the conference through a serial port endpoint may experience intermittent scrambled or black video.	None
Calling, Video	ISDNGW-1158	When a RealPresence Group Series system calls another system that uses H.263 via ISDN Gateway, occasionally video freezing is noticed.	Hang up and redial the call.
Conference, Content	ISDNGW-1118	When a RealPresence Group Series system places a conference call via ISDN Gateway to a Cisco TelePresence Edge 95 MXP followed by a call to another RealPresence Group Series system via two ISDN Gateways and shares content, the second RealPresence Group Series system does not receive content.	The Cisco MXP system must hang up and rejoin the call.

Known Issues

Category	Issue ID	Description	Workaround
Conference	ISDNGW-1102	A RealPresence Group Series system via ISDN Gateway fails to join a conference call that requires a password to join.	None
Provisioning	ISDNGW-211	The Polycom ISDN Gateway, and any endpoints, are unable to unregister from the RealPresence Resource Manager system.	None

Limitations

The following table lists the limitations of features and functionalities in this release.

ISDN Gateway Limitations

Category	Issue no.	Description	Workaround
Calling	ISDNGW-1002	Cisco endpoints do not allow encrypted conference calls with a RealPresence Group Series system. Instead, the Cisco ISDN Telepresence link goes down, and the Cisco SX20 system disconnects from the conference.	None
Calling	ISDNGW-1003	When a RealPresence Group Series system calls two Cisco MXP systems in a three-party conference call via the ISDN Gateway, all participants can hear intermittent scratching audio throughout the call.	Hang up and redial into the conference call.
Calling	ISDNGW-1056	When a RealPresence Group Series system calls two LifeSize systems via the ISDN Gateway, the second LifeSize system in the conference can't share content with the other participants.	The first LifeSize participant must hang up and rejoin the call so the second LifeSize participant can share content.
Calling	ISDNGW-1088	When a RealPresence Group Series system calls a LifeSize Team 220 system at 128 kbps, the RealPresence Group Series system receives blurry video.	None
Software Updates	ISDNGW-931	Users can't update the ISDN Gateway software version 1.0 with the default server address (polycom).	Upgrade the software using either the USB flash drive or manual update methods as outlined in the <i>Polycom ISDN Gateway Administrator and Integrator Guide</i> .

Interoperability

Video conferencing systems use a variety of algorithms to compress audio and video. In a call between two systems, each end transmits audio and video using algorithms supported by the other end. In some cases, a system might transmit a different algorithm than it receives.

This process occurs because each system independently selects the optimum algorithms for a particular call, and different products might make different selections. This process should not affect the quality of the call.

Supported Web Browsers

The Polycom ISDN Gateway web interface is supported on the following web browsers and operating systems:

- Windows® Internet Explorer 11 on Windows 8
- Google Chrome 60.0.3112.113 on Windows 8
- Mozilla Firefox 44 on Windows 8

Products Tested in this Release

Polycom ISDN Gateway systems are tested extensively with a wide range of products. The following list is not a complete inventory of compatible equipment. It simply indicates the products that have been tested for compatibility with this release.

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



Polycom recommends that you upgrade all of your Polycom systems with the latest software versions. Any compatibility issues may already have been addressed by software updates. Go to [PolycomService/support/us/support/service_policies.html](https://polycomservice.com/support/us/support/service_policies.html) to see the Current Polycom Interoperability Matrix.

Product	Software Versions
Gatekeepers	Software Versions
Polycom® RealPresence® DMA® 7000	9.0.1
H.323 Endpoints	Software Versions
Polycom® ISDN Gateway	2.0.0
Polycom® RealPresence® Group Series 310/500/700	6.1.5
ISDN Endpoints	Software Versions
Polycom® HDX® 7000/8000/9000	3.1.12
MCU Software Versions	Software Versions

Product	Software Versions
Polycom® RealPresence® Collaboration Server (RMX) 1800	8.7.4.23
Polycom® RealPresence® Collaboration Server (RMX) 1500	8.5.12.39
Polycom® RealPresence® Collaboration Server (RMX) 4000 with MPMrX	8.7.4.23
Third-Party Endpoints	Software Versions
Cisco TelePresence Codec C40 with Telepresence ISDN Link	7.3.8
Cisco TelePresence SX20 with Telepresence ISDN Link	8.2.2
Cisco ISDN Telepresence Link	IL1.1.6a337554
LifeSize Express 220 with Networker	5.0.9 (2)
LifeSize Team 220 with Networker	5.0.9 (2)
LifeSize Networker	LS_NW1.3.1.3 (2)
Cisco Edge 95 MXP	F9.3.4
Cisco 880 MXP	F9.3.4
Peripherals	Software Versions
Polycom® RealPresence® Touch	OS 6.1.5-279/TP 6.1.5-360613
Polycom® Touch Control	OS 6.1.5-1706/TP 6.1.5-360613

Get Help

For more information about installing, configuring, and administering Polycom products, refer to Documents and Downloads at [Polycom Support](#).

To find all Polycom partner solutions, see [Polycom Global Strategic Partner Solutions](#).

The Polycom Community

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

Copyright and Trademark Information

Copyright© 2018, Polycom, Inc. All rights reserved. No part of this document may be reproduced, translated into another language or format, or transmitted in any form or by any means, electronic or mechanical, for any purpose, without the express written permission of Polycom, Inc.

6001 America Center Drive
San Jose, CA 95002
USA

Trademarks Polycom®, the Polycom logo and the names and marks associated with Polycom products are trademarks and/or service marks of Polycom, Inc. and are registered and/or common law marks in the United States and various other countries.



All other trademarks are property of their respective owners. No portion hereof may be reproduced or transmitted in any form or by any means, for any purpose other than the recipient's personal use, without the express written permission of Polycom.

Disclaimer While Polycom uses reasonable efforts to include accurate and up-to-date information in this document, Polycom makes no warranties or representations as to its accuracy. Polycom assumes no liability or responsibility for any typographical or other errors or omissions in the content of this document.

Limitation of Liability Polycom and/or its respective suppliers make no representations about the suitability of the information contained in this document for any purpose. Information is provided "as is" without warranty of any kind and is subject to change without notice. The entire risk arising out of its use remains with the recipient. In no event shall Polycom and/or its respective suppliers be liable for any direct, consequential, incidental, special, punitive or other damages whatsoever (including without limitation, damages for loss of business profits, business interruption, or loss of business information), even if Polycom has been advised of the possibility of such damages.

End User License Agreement BY USING THIS PRODUCT, YOU ARE AGREEING TO THE TERMS OF THE END USER LICENSE AGREEMENT (EULA) AT: <http://documents.polycom.com/indexes/licenses>. IF YOU DO NOT AGREE TO THE TERMS OF THE EULA, DO NOT USE THE PRODUCT, AND YOU MAY RETURN IT IN THE ORIGINAL PACKAGING TO THE SELLER FROM WHOM YOU PURCHASED THE PRODUCT.

Patent Information The accompanying product may be protected by one or more U.S. and foreign patents and/or pending patent applications held by Polycom, Inc.

Open Source Software Used in this Product This product may contain open source software. You may receive the open source software from Polycom up to three (3) years after the distribution date of the applicable product or software at a charge not greater than the cost to Polycom of shipping or distributing the software to you. To receive software information, as well as the open source software code used in this product, contact Polycom by email at OpenSourceVideo@polycom.com.

Customer Feedback We are striving to improve our documentation quality and we appreciate your feedback. Email your opinions and comments to DocumentationFeedback@polycom.com.

Polycom Support Visit the [Polycom Support Center](#) for End User License Agreements, software downloads, product documents, product licenses, troubleshooting tips, service requests, and more.