

# Polycom® RealPresence® Group Series

Polycom announces a new release of Polycom® RealPresence® Group Series software. This document provides the latest information on the following Polycom software:

- Version 6.1.4 of the Polycom RealPresence Group system software
- Version 1.1.0 of the Polycom® EagleEye™ Director II software
- Version 2.2.0 of the Polycom® EagleEye™ Director software
- Version 1.2.1.5 of the Polycom EagleEye Producer software
- Version 6.1.4 of the Polycom® RealPresence Touch™ Panel software
- Version 2.1.4 of the Polycom RealPresence Touch Operating system software
- Version 6.1.4 of the Polycom® Touch Control™ Panel software
- Version 6.1.4 of the Polycom Touch Control Operating System software



**Note:** The RealPresence Touch Panel software is included in the RealPresence Group Series system software package. The RealPresence Touch Operating system software is available for download at [Polycom Support](#).

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## RealPresence Group Series Product Family

The RealPresence Group Series product family includes a codec, plus a remote control, cameras, microphone arrays, and other supported accessories. A comprehensive list of available accessories is available at [Polycom RealPresence Group Series Products](#).



### *RealPresence Group System Bundles*

Depending upon which RealPresence Group system that you purchase, a bundle of accessories is shipped with the system.

#### RealPresence Group Series System Bundles

| System                                 | System and Accessories  |
|--|---|
| RealPresence Group 300 and 310 Systems | <p>RealPresence Group 300 and 310 systems ship with either an EagleEye Acoustic or Polycom® EagleEye™ IV camera, a RealPresence Group Remote Control, and a RealPresence Group Microphone Array.</p>  |

**RealPresence Group Series System Bundles**

| System                                | System and Accessories  |
|---------------------------------------|---|
| <p>RealPresence Group 500 Systems</p> | <p>RealPresence Group 500 systems ship with either an EagleEye Acoustic or a Polycom® EagleEye™ IV camera, a RealPresence Group Remote Control, and a RealPresence Group Microphone Array.</p>  |
| <p>RealPresence Group 700 Systems</p> | <p>RealPresence Group 700 systems ship with a Polycom EagleEye IV camera, a RealPresence Group Microphone Array, a RealPresence Group Remote Control and rack mounting ears.</p>               |

**Codec Power Options**

The RealPresence Group 300, RealPresence Group 310, and the RealPresence Group 500 systems have an external power transformer. The RealPresence Group 700 systems have an internal power supply.

**Codec Mounting Options**

The RealPresence Group 300, RealPresence Group 310, and the RealPresence Group 500 systems have options for rack shelf mounting, or a “bunk bed” for co-mounting with EagleEye cameras using their mounting options. The RealPresence Group 700 systems can be rack mounted with rack ears that are included with the codec.

## ***Remote Control Devices***

The RealPresence Group system remote control device is included with all RealPresence Group Series bundles and includes a USB rechargeable lithium-Ion battery. Additional USB lithium-Ion batteries are available. Remote control devices for earlier Polycom systems, such as Polycom® HDX® system remotes, are also supported.

## ***Digital and Analog Cameras***

The supported EagleEye digital output cameras include the EagleEye Acoustic, EagleEye Producer, EagleEye Director II, EagleEye IV-4x, and EagleEye IV-12x. An optional wide angle lens for the EagleEye IV camera increases the FOV from 65 degrees to 85 degrees.

The RealPresence Group Series systems also support the EagleEye analog output cameras, which include the EagleEye View, EagleEye HD, EagleEye II, and EagleEye III cameras.

## **Camera Mounts and Accessories**

Accessories for the digital cameras include the EagleEye Digital Extender and the Digital Breakout Adapter. Additional digital cables for the EagleEye IV of 300mm, 457mm, 10m, and 1m length are available. The Universal Mounting shelf was designed for use with the EagleEye IV cameras and support mounting on a monitor, wall and tripod.

The RealPresence Group Series systems also support the EagleEye Director, EagleEye Director II, and the EagleEye Producer camera systems. The EagleEye Producer has an optional mounting bracket for use with the universal camera mounting solution.

## ***Audio Accessories***

The following audio accessories are supported on the RealPresence Group Series codecs:

- RealPresence Group Series microphone arrays
- SoundStation IP 7000
- Polycom® SoundStructure®
- HDX microphone arrays
- Ceiling microphone arrays

## ***More Interoperable Hardware and Accessory Options***

Other accessories and hardware available for the RealPresence Group Series includes the Polycom RealPresence Touch, Polycom Touch Control, and a transport case. Replacement power supplies are available for RealPresence Group 300, 310, or 500 systems. In addition, a full line of RealPresence Group packaged solutions are available with options from 27" to 84" displays and tabletop, stand, and wall mounting.

## System Performance

The RealPresence Group systems are cutting-edge visual collaboration tools that provide high quality video, audio, and data collaboration. The systems use the most up-to-date video communications technology to deliver the most natural video conferencing experience.

The RealPresence Group systems support up to 1080p60 performance for people and content. RealPresence Group 300, RealPresence Group 310, RealPresence Group 500 systems support 1080p60 performance for either people or for content. RealPresence Group 700 systems support 1080p60 performance for people and content at the same time.

You can pair all of the systems with the Polycom EagleEye Director, EagleEye Director II, or EagleEye Producer, RealPresence Touch, or Polycom Touch Control to turn them into even more powerful room-based video systems.

## Language Support

The RealPresence Group Series web and local user interfaces provide support for the following languages:

- Arabic
- Chinese (Simplified)
- Chinese (Traditional)
- British English
- American English
- French
- German
- Hungarian
- Italian
- Japanese
- Korean
- Norwegian
- Polish
- Portuguese (Brazilian)
- Russian
- Spanish

## Monitor Setup

Depending on the monitor you are using with the RealPresence Group system, you might want to change some default settings. Before setting up your system, review the following information to determine what changes might be necessary.



**Note:** When the USB interface is connected to a RealPresence Group Series system, a touch option appears on your touch monitor. If the USB interface is either disconnected or switched away from the Polycom RealPresence Group Series system, then the system will reconfigure automatically to not use the touch capability. This assures that the system is always available to a user.

## ***Display All Pixels***

Before attaching your RealPresence Group system to a TV monitor, ensure the monitor is configured to display all available pixels. This setting, also known as *fit to screen* or *dot by dot*, enables the entire HD image to be displayed. The specific name of the monitor setting varies by manufacturer.

## ***Ensure Monitor Availability***

By default, the RealPresence Group system sends no signal when it goes to sleep. This might result in some monitors turning off or entering standby mode. If your monitor does not wake up when the RealPresence Group system wakes up and reestablishes the signal, you have several options:

- Turn the monitor off and on again before using the RealPresence Group system.
- Configure the monitor to enter standby mode when it is not receiving a signal.
- Set up the RealPresence Group system to display black video when it goes to sleep instead of not sending a signal.

## ***HDCP Content Sources***

The High-bandwidth Digital Content Protection (HDCP) standard does not support the use of HDCP by a videoconferencing system. If you connect a content source that sends HDCP-encrypted content, the content displays as black video on the near and far-end sites. To ensure that content displays correctly, send content in a format other than HDCP.

## ***HDCP on Apple Computers***

Due to a policy established by Apple Computer, Inc., you cannot disable the HDCP encryption service on the DVI or HDMI outputs of a computer manufactured by Apple Computer, Inc.

## ***Multipoint Layouts and System Type***

When the host of a conference call is a RealPresence Group 500 system, the system displays all remote sites on a split screen with the speaker in a large window. On the RealPresence Group 700 system, up to eight sites display on the monitor based upon layout chosen. When the host has dual monitors, the layout can span both monitors. The far-end site sees four sites, with each quadrant displaying all the participants in the call.

## Maximum Ventilation Option

The Maximum Ventilation Option reduces thermal stress to the power supply by increasing the fan speed from 35% to 80%. This option is useful when the system is used in higher thermal areas, such as enclosures with limited ventilation, 24/7 operations, hosting multipoint calls, and sharing content.

By default the option is on, resulting in an increase of the fan speed up to 80% duty cycle. But when the option is not set to on, the fan runs at a lower speed, 35% duty cycle, reducing the fan speed and increasing thermal stress on the power supply.



**Note:** The Maximum Ventilation Option is not available on Polycom RealPresence Group Series 300 or 500 systems, and on Polycom RealPresence Group 700 systems with a hardware version higher than or equal to 20.

### To set the Maximum Ventilation Option:

- » In the system web interface, go to **Diagnostics > System > System Log Settings > Maximum Ventilation Option**.

## Support for Skype for Business Online

To enable Skype mode for RealPresence Group Series, you must provision a Office 365 room account and register the system with the room account. You can use a RealPresence Touch device or a RealPresence Group Series remote control to provision and register Skype for Business Online.

Previously, RealPresence Group Series systems with Skype for Business Online was supported as a beta feature. As of software version 6.1.1, Polycom provides mainstream support for this functionality.

## Prerequisites

Before you can register Skype for Business Online, the following prerequisites must be met.

- Have a minimum Microsoft license for E1 with Skype Plan 2 for enabling RealPresence Group video endpoints. For information about the various plans, refer to this [Technet article](#).
- To search the directory for contacts, you must have added contacts to your Skype for Business contact list.
- Register the RealPresence Group Series system with a room account instead of a user account for the following reasons:
  - Automatic processing and acceptance of meeting invites
  - Display of Skype for Business meeting prompts
  - Lobby enforcement, which prevents participants from automatically being admitted to a meeting

For step-by-step instructions on each required setting, refer to [Configure RealPresence Group Systems for Registration with Skype for Business Online](#).

## Limitations

This release includes the following limitations for RealPresence Group systems that are registered with Skype for Business Online.

| Not Supported  | Workarounds/Notes  |
|--|--|
| Web proxy services   | Workaround: Use a transparent web proxy.   |
| IP calls through SIP when registered with Microsoft Office 365   | Note: The Skype for Business user interface dialer does not allow you to input alphabetic letters or an @ sign.  |
| Client Auto Configuration  | Note: Refer to the DNS flow chart in this <a href="#">Technet article</a> .  |
| Use of web automatic discovery (without DNS SRV) does not direct RealPresence Group Series systems to the appropriate Skype for Business registration service. | Workaround: Create DNS SRV records for Skype for Business On-premises and Online registration.   |
| OrgID is not supported   | Workaround: Enable your tenant for <b>Modern Authentication</b> in the Skype for Business Online settings. For information on enabling this setting, refer to this <a href="#">Technet article</a> . |
| Skype for Business Broadcast   | No available workaround or support for this feature at this time.  |
| Third Party SSO Authentication   | No available workaround or support for this feature at this time.  |
| Microsoft Surface Hub  | No available workaround or support for this feature at this time.  |

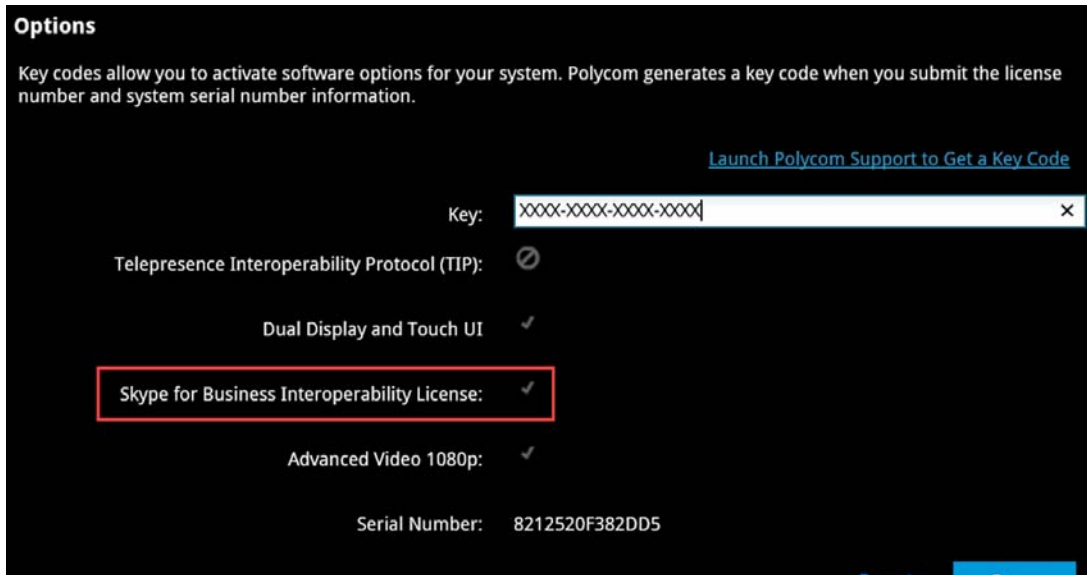
## Configure RealPresence Group Systems for Registration with Skype for Business Online

You must perform some configuration steps before the RealPresence Group system is ready to interoperate with Skype for Business Online. The following registration and encryption tasks are required.

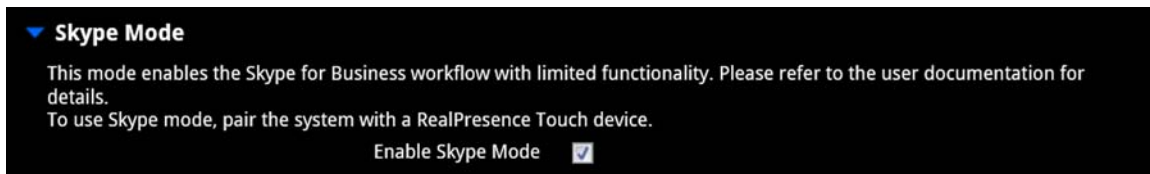
### To register RealPresence Group Series with Skype for Business Online

- 1 Provision your Office 365 RealPresence Group Series room account. For information on creating room accounts, refer to [Provisioning Skype Room System Accounts in Office 365](#) on the [Microsoft Technet](#) site.
- 2 Do one of the following:
  - **Use the RealPresence Touch device.** On the RealPresence Touch device, ensure that you are paired to a RealPresence Group system. In the paired system's web interface, navigate to **Admin Settings > General Settings > Pairing**, select **Enable Polycom Touch Device** and select **Save**.
  - Use the RealPresence Group Series remote control to perform this registration process.
- 3 To verify that the system has a Skype for Business Interoperability License, navigate to **Admin Settings > General Settings > Options**.





- 4 To enable Skype Mode, navigate to **Admin Settings > General Settings > Home Screen Settings**, and click the checkbox **Enable Skype Mode**.



- 5 To configure the SIP registration for the room system, navigate to **Admin Settings > Network > IP Network > SIP**.
- 6 Click the **Enable SIP** checkbox, enter the SIP registration information, at **Registrar Server Type**, select **Microsoft**. Then ensure that the **Registration Status** changes to **Registered**.

In the example below, the sign-in address and the username for the room account is *gsrm@plcmmslab03.onmicrosoft.com*.

**SIP**

Enable SIP:

Enable AS-SIP:

Registration Status: Registered

SIP Server Configuration: Auto

Transport Protocol: Auto

Force Connection Reuse:

BFCP transport preference: Prefer UDP

Sign-in Address: gsrms@plcmmslab03.onmicrosoft.com

User Name: gsrms@plcmmslab03.onmicrosoft.com

Password:

Registrar Server:

Proxy Server:

Registrar Server Type: Microsoft

### To configure encryption:

Ensure encryption is enabled, as this is a requirement to establish an AV MCU conference.

- 1 In the system web interface, go to **Admin Settings > Security > Global Security > Encryption**.
- 2 In the **Require AES Encryption for Calls** list, select **When Available**.
- 3 Click **Save**.

### To configure the Directory Server:

- » In the system web interface, go to **Admin Settings > Servers > Directory Servers**, enter the Directory Server information, and ensure the **Registration Status** changes to **Registered**, as shown next.

**Directory Servers**

Server Type: Microsoft

Registration Status: Registered

Domain Name: plcmmslab03.onmicrosoft.com

Domain User Name: gsrms@plcmmslab03.onmicrosoft.com

User Name: gsrms@plcmmslab03.onmicrosoft.com

### To configure the Calendaring Service:

- 1 In the system web interface, go to **Admin Settings > Servers > Calendaring Servers**, enter the server information, and ensure the **Registration Status** changes to **Registered**, as shown in the figure below.

**Calendaring Service**

Enable Calendaring Service:

Registration Status: Registered

Email: gsrms@plcmmslab03.onmicrosoft.com

Domain:

User Name: gsrms@plcmmslab03.onmicrosoft.com

Password: ●●●●●●

Auto Discover Using:  E-mail Address  SIP Server

**Auto Discover**

Microsoft Exchange Server: outlook.office365.com

Secure Connection Protocol: Automatic

Meeting Reminder Time In Minutes: 5

### To validate the system status:

- » In the system web interface, go to **Diagnostics > System > System Status**, and ensure the **Microsoft Server**, **SIP Server Registrar Server**, and **Calendaring Service** options all show a Green status, as shown next.

| System Status                    |   |                           |
|----------------------------------|---|---------------------------|
| Auto Answer Point-to-Point Video | ● | <a href="#">More Info</a> |
| Remote Control                   | ● | <a href="#">More Info</a> |
| Audio Devices                    | ● | <a href="#">More Info</a> |
| VisualBoard                      | ● | <a href="#">More Info</a> |
| Microsoft Server                 | ● | <a href="#">More Info</a> |
| Presence Service                 | ● | <a href="#">More Info</a> |
| IP Network                       | ● | <a href="#">More Info</a> |
| Gatekeeper                       | ● | <a href="#">More Info</a> |
| SIP Registrar Server             | ● | <a href="#">More Info</a> |
| Log Threshold                    | ● | <a href="#">More Info</a> |
| Meeting Password                 | ● | <a href="#">More Info</a> |
| Calendaring Service              | ● | <a href="#">More Info</a> |
| Recording Service                | ● | <a href="#">More Info</a> |

## Supported Skype for Business Online and On-Premise Topologies

The following table lists Polycom support for each Skype for Business topology, which varies by environment.

| Topology                         | Active Directory | Skype for Business     | Exchange    | Polycom Support            |
|----------------------------------|------------------|------------------------|-------------|----------------------------|
| On-Premises                      | On-Premises      | On-Premises            | On-Premises | Supported                  |
| Office 365 Multi-tenant (O365MT) | Online           | Online                 | Online      | Supported                  |
| Hybrid (Split domain)            | On-Premises      | On-Premises and Online | Online      | Supported                  |
| Hybrid (CCE/OPCH)                | On-Premises      | Online                 | Online      | Not supported at this time |

## Update Polycom Software from Skype for Business Server

You can configure RealPresence Group Series systems to install software updates from Skype for Business Server.

To update software from Skype for Business Server, you must first deploy the appropriate software package to the server. Ensure that SIP is enabled and that the system is registered to the Microsoft server.

- 1 In the system web interface, go to **Admin Settings > General Settings > Software Updates > Automatic Software Updates**.
- 2 At **Start Time**, set the Hour, Minute, and AM/PM settings to specify a start time for the system to check for updates.
- 3 At **Duration**, select the length of time for the system to check for updates.  
After you configure the **Start Time** and **Duration** settings, the system checks for updates at this time daily.
- 4 Select the **Update Software from Skype for Business server** checkbox.
- 5 Enter the software key as received from Polycom support to update from Skype for Business server text box.
- 6 Click **Save**.

## Supported USB Headsets

RealPresence Group Series supports wired and wireless USB headsets with the following sampling rates:

- 8 kHz
- 16 kHz
- 24 kHz
- 32 kHz
- 48 kHz

The following table lists headsets supported with RealPresence Group Series systems:

### Supported Headsets

| Type     | Model                         | Minimum Firmware Version   |
|----------|-------------------------------|--|
| Wired    | Microsoft LifeChat LX-3000    | Not applicable   |
| Wireless | Plantronics Voyager Focus UC  | BT600 (USB adapter): v.1156<br>Headset: v.40                         |
| Wireless | Plantronics Voyager Legend UC | BT300 (USB adapter): 107<br>Headset: 107                             |
| Wireless | Plantronics Voyager Pro UC    | BT300M (USB adapter):<br>Base: v.6108<br>USB: v.861<br>Headset: v.97 |

## System Configuration and Setup

Administrator settings are available to configure in the system's web interface. Calling functions for users are available in the local interface.

For more information about setting up and using the RealPresence Group systems, refer to the documents on the product pages at [Polycom Support](#).



**Note:** Every time you power on a RealPresence Group system, a splash screen appears on the monitor with a note to wait as the system starts. The monitor then goes black for a period of time. Do not attempt to turn off or restart the system during this time.

## Update to Account IDs

The text string `root` is no longer allowed when configuring the ID for the administrator or user account on a RealPresence Group Series system. Attempting to set either account to any variance of `root` results in an error.

If you upgrade to RealPresence Group Series 6.0.1 or higher on a system that is running software version 6.0.0 or earlier and the value of an account ID is set to any variance of `root`, the following modifications will be made automatically during the upgrade process:

- The Admin ID will be changed to the default Admin ID: `admin`
- The User ID will be changed to the default User ID: `user`

The existing password is not modified.

## Install the Software

Procedures for installing and updating RealPresence Group system software vary. With your license key, you can update directly from software version 4.0.2 or higher to 6.1.4.

When updating the system software to version 4.1.x or later, make sure you are currently running version 4.0.2 or later.

- If you are running version 4.0.0, 4.0.0.1, or 4.0.1, download and install version 4.0.2 from Polycom Support before you download and install a 4.1.x version.
- If you are already running version 4.0.2 or later, you can follow the procedures described in *Polycom RealPresence Group Series Administrator Guide* at [Polycom Support](#).

## Enhancements in Version 6.1.4

RealPresence Group Series system software version 6.1.4 supports general enhancements to the `camera near tracking` API command for Polycom EagleEye Director II camera system.

### *camera near tracking*

Enables or disables camera tracking for a Polycom EagleEye Director, EagleEye Director II, or EagleEye Producer camera.

The `camera near tracking get` command returns one of the following values that corresponds to the product setting in use:

- `GroupFrame` - EagleEye Producer and EagleEye Director II camera

## Syntax

`cameratracking near mode <get|on|off|voice|director|group|speaker|groupwithtransition>`

| Parameter | Description  | User Accessible | Additional Restrictions |
|-----------|--|-----------------|-------------------------|
| mode      | <p>Set the tracking mode for the Polycom EagleEye Producer or EagleEye Director camera.</p> <p>EagleEye Director:<br/> <code>voice</code> - Camera tracking that switches to room view before moving to the next speaker.<br/> <code>director</code> - Direct Cut tracking that positions the camera to move directly from one speaker to the next.</p> <p>EagleEye Director II and EagleEye Producer:<br/> <code>group</code> - Camera tracking and framing based on the Frame Group of participants in the room.<br/> <code>speaker</code> - Camera tracking and framing based on the Frame Speaker in the room.</p> <p>EagleEye Producer:<br/> <code>groupwithtransition</code> - Camera tracking and framing based on the Frame Group with Transition of participants in the room.</p> | 3               |                         |

## Feedback Examples

- `cameratracking near mode get`  
returns  
`cameratracking near mode group`  
when a Polycom EagleEye Director II or EagleEye Producer is attached to the system.
- `cameratracking near mode director`  
returns  
`illegal parameters error`  
when a Polycom EagleEye Director II or EagleEye Producer is attached to the system.

## Limitations

None

## Comments

None

## Software Version History

| Software Version | Release Date   | Description  |
|------------------|----------------|--|
| 6.1.4            | November 2017  | Includes escalation fixes for customer support.  |
| 6.1.3            | September 2017 | Includes escalation fixes for customer support, and support for EagleEye Producer version 1.2.1.5.   |
| 6.1.2.1          | August 2017    | Includes software enhancements for future hardware revision compatibility.   |
| 6.1.2            | July 2017      | Includes RealPresence Group Series remote control support for systems registered to Skype for Business Online, support for EagleEye Director II version 1.1, support for new RealPresence Touch hardware version 7, and escalation fixes for customer support.   |
| 6.1.1            | April 2017     | Includes Microsoft certification for Skype for Business Online, a new automatic update feature for a RealPresence Group Series system from a Skype for Business Server, and escalation fixes for customer support.   |
| 6.1.0            | February 2017  | Includes the initial release of Polycom EagleEye Director II Camera System, Help Desk Option on RealPresence Touch, and Microsoft Office 365 qualification fixes.  |
| 6.0.1            | November 2016  | Includes escalation fixes and documentation updates. Provides support for EagleEye Producer software 1.2.1.  |
| 6.0.0            | September 2016 | Includes new Skype for Business and Microsoft Office 365 features; provides integration of Polycom RealPresence Media Suite recording controls; adds Polycom RealPresence Cloud service interoperability and new EagleEye Producer tracking modes; provides support for MusicMode on the G.719 codec, audio-only calls, custom backgrounds, USB headsets, additional multipoint layout views on RealPresence Group 700 systems, and Polycom SoundStructure system control using the RealPresence Touch device; provides enhanced DTMF dialing and updates to persistent video layout views; includes updates to the API and documentation. |
| 5.1.2            | June 2016      | Includes escalation fixes for customer support.  |
| 5.1.1            | May 2016       | Includes support for the Polycom Concierge solution, 4-Way Symmetric 1080p in Full Screen Mode, API command audio3p5inputfaronly, and escalation fixes for customer support.   |
| 5.1.0            | February 2016  | Includes escalation fixes and support for the touch-enabled user interface, and updates the factory partition to version 5.1.0.  |
| 5.0.2            | January 2016   | Includes escalation fixes and documentation updates.   |
| 5.0.1            | November 2015  | Includes escalation fixes and documentation updates. Provides support for EagleEye Producer software 1.1.1.  |



| Software Version | Release Date   | Description  |
|------------------|----------------|--|
| 5.0.0            | September 2015 | Includes support for Microsoft Office 365 calendaring, first release of the RealPresence Touch device, adds support for viewing content from Microsoft Lync desktop clients, add provisioning capabilities, includes enhancements to security for SIP applications, adds support for Lync Response Group registrations, adds Native Support for RealConnect feature, support for Link Layer Discovery Protocol (LLDP) and Link Layer Discovery Protocol Media Endpoint Discovery (LLDP/MED), new API commands, adds improvements to import and directory interface, support for new EagleEye IV mounting option, includes Acoustic Fence technology, includes update to web interface to include 3.5mm audio input, includes support for EagleEye Producer software 1.1 that has automatic camera updates, and includes support for several experimental features. |
| 4.3.2            | August 2015    | Includes escalation fixes and documentation updates.   |
| 4.3.1            | June 2015      | Provides support for EagleEye Producer software 1.0.1.17, and corrected issues from the previous RealPresence Group Series release.  |
| 4.3.0            | May 2015       | Includes support for the RealPresence Group Series 310 system, using SSH for secure API access, enabling and disabling Audio Add In, and Polycom EagleEye Producer version 1.0.0.  |
| 4.3.0            | March 2015     | Includes support for using SSH for secure API access, enabling and disabling Audio Add In, and Polycom EagleEye Producer version 1.0.0.  |
| 4.2.0            | January 2015   | Includes support for additional Microsoft Lync 2013 enhancements; adds CEC monitor controls; includes SVC updates; adds support for enhanced High Definition video resolution; includes updates to receiving software updates from the web interface, and adds accessible HTML help; adds support for a visual security classification feature; includes support for Polycom People+Content IP 1.3; provides updates to the API; includes support for Polycom EagleEye Producer.   |
| 4.1.3.2          | April 2014     | Correction for the Heartbleed OpenSSL Security Vulnerability in third-party software.  |
| 4.1.3            | February 2014  | Provides native Microsoft Lync 2013 interoperability; adds support for recording on RealPresence Group 700 systems; includes more robust and secure SNMP and system logging functionality; adds support for BroadSoft BroadWorks DMS provisioning; provides support for the Polycom VisualBoard application; includes updates of SVC functionality; includes support for a new version of the Polycom EagleEye Director which has a new tracking mode; provides updates to the API.  |
| 4.1.1.1          | September 2013 | Includes support for additional Lync 2013 enhancements; adds Cisco TIP interoperability; replaces version 4.1.1.   |
| 4.1.1            | July 2013      | Provides enhanced security; includes Scalable Video Codec (SVC) updates; adds compatibility for Microsoft Lync 2013; provides remote management of the Polycom Touch Control; supports Polycom Calendaring for Microsoft Outlook.  |

| Software Version | Release Date  | Description   |
|------------------|---------------|---|
| 4.0.2            | March 2013    | Added support for the SVC protocol and RealPresence Group 700 system; enabled Monitor Profiles for configuring viewing and recording preferences.   |
| 4.0.1            | January 2013  | Enabled Polycom® SmartPairing™ in automatic mode with the RealPresence Mobile application on an Apple iPad; added more diagnostic features; included API support for a broadcast beacon to an AMX® NetLinx™ central controller; added support for software downgrade via USB; added support for the EagleEye Acoustic camera; updated EagleEye Director software to version 2.1, which adds camera support for 1080p with 60 frames per second. |
| 4.0.0.1          | November 2012 | Correction for an issue recently observed at the factory in which RealPresence Group systems restarted intermittently while in a call; replaces 4.0.0.  |
| 4.0.0            | November 2012 | First release of software to support the RealPresence Group 300 and 500 systems.  |

## Microsoft Certification Support

The following RealPresence Group Series system software versions list certification for Microsoft Skype for Business On-Premises or for Microsoft Skype for Business Online.

### Microsoft Certification Per Software Release

| Version                      | On-Premises         | Online              |
|------------------------------|---------------------|---------------------|
| 6.1.0                        | Microsoft certified | Not certified       |
| 6.1.1                        | Microsoft certified | Microsoft certified |
| 6.1.2, 6.1.2.1, 6.1.3, 6.1.4 | Not certified       | Not certified       |



**Note:** RealPresence Group Series system version 6.1.4 software is not certified by Microsoft, but is interoperable with Skype for Business On-Premises and Skype for Business Online. If you have any issues with using Polycom systems in a Skype for Business environment, contact [Polycom Support](#).

# Polycom Labs Experimental Features

Polycom releases some experimental features during a release that administrators can enable and evaluate in non-production environments.



**Note:** Experimental features are neither tested nor supported. These features might, or might not, become official features in a future release.

The following experimental features are available in this release:

- [Enable Experimental Features](#)
- [VisualBoard Advanced Features](#)
- [Incoming NoiseBlock](#)
- [Acoustic Fence with Beam Shaping](#)
- [Auto Wake Polycom EagleEye Producer Camera](#)
- [Content Stretch](#)
- [Dual Live-Stream](#)
- [Stamping Log Files](#)

For more information about experimental features or to provide feedback on your experience, visit the [Polycom Support Community](#).

## ***Enable Experimental Features***

You can enable experimental features and evaluate them in a non-production environment.

**To enable the experimental features:**

- 1 In the web interface, select **Admin Settings > General Settings > System Settings > Polycom Labs**.
- 2 Select the **Enable Polycom Labs Features** checkbox.

## ***VisualBoard Advanced Features***

You can enable the following experimental features for VisualBoard:

- **Enable PowerPoint Slide Conversion:** Show PowerPoint document files while working in VisualBoard.
- **Allow Slide Zoom:** Enlarge a slide by moving two fingers in opposite directions while in drawing mode.
- **Allow Swipe Navigation:** Move to the next slide by swiping, or fast dragging, while in pointer mode.

## ***Incoming NoiseBlock***

When the Incoming NoiseBlock feature is enabled, the RealPresence Group system automatically senses ambient noise in the far-end audio and mutes the loudspeaker. Ambient noise can include keyboard typing, paper shuffling, or any sounds other than human speech. As soon as the far-end meeting participant begins speaking, the system automatically unmutes the loudspeaker.



**Note:** If a RealPresence Group 500 or 310 system has Incoming NoiseBlock enabled and a computer is connected to its HDMI input port as its content source, the audio from the HDMI input may fade in and out at the local end.

## ***Acoustic Fence with Beam Shaping***

Acoustic Beam greatly reduces sounds outside a well-defined beam. The beam width can vary from +/- 10 degrees to +/- 60 degrees. A single tabletop microphone, a single ceiling microphone, or a single EagleEye Acoustic camera forms the beam using signal processing on the microphones contained in the unit.

For additional information configuration information for Acoustic Fence with Beam Shaping Technology, refer to the [Polycom Acoustic Fence and Acoustic Fence with Beam Shaping Technology Technical Bulletin](#).



**Note:** The Acoustic Fence with Beam Shaping and Acoustic Fence Technology features cannot be enabled at the same time. To disable Acoustic Fence, in the web interface, go to **Admin Settings > Audio/Video > Audio > General Audio Settings**. Clear the Enable Acoustic Fence checkbox.

The Acoustic Fence with Beam Shaping feature also includes Beam Mode. The default setting is automatic steering beam, which automatically steers the beam to the meeting participant who is talking. You can also set Beam Mode to fixed beam, which only picks up audio within a set beam.

### **To enable and configure Acoustic Fence with Beam Shaping:**

- 1 In the web interface, select **Admin Settings > General Settings > System Settings > Polycom Labs**.
- 2 Under **Acoustic Fence with Beam Shaping**, select **Enable Acoustic Fence with Beam Shaping**.
- 3 Select a **Beam Mode** and save your settings.

## ***Auto Wake Polycom EagleEye Producer Camera***

You can enable an EagleEye Producer to automatically wake when it detects the presence of people or faces.

## ***Content Stretch***

This feature allows RealPresence Group systems to stretch the content to fit the monitor. When this feature is enabled, content is shown full screen without the black bars even if the receiving content aspect ratio is not be 16:9.

## ***Stamping Log Files***

Log stamps record a specific point in time that a system issue occurs by adding a numerical value to the system log file. The value starts with a number 1 and increments each time log stamping is activated. Polycom support technicians can use this troubleshooting tool to help customers resolve issues.

Users can add a log stamp from the RealPresence Group system local or web interface, or from a RealPresence Touch device paired with a RealPresence Group system.

### **To add a log stamp from the RealPresence Group system local interface:**

- 1 Go to **Settings > System Information > Diagnostics > Log Stamp**.
- 2 Click **Log Stamp**.

### **To add a log stamp from the RealPresence Group system web interface:**

- 1 Go to **Diagnostics > System > Logs > Log Stamp**.
- 2 Click **Log Stamp**.

### **To add a log stamp from the RealPresence Touch interface:**

- 1 Go to **Settings > System Information > Log Stamp**.
- 2 Tap **Log Stamp**.

## ***Dual Live-Stream***

This feature adds the ability to combine two cameras as a single camera source. The encoded stream sent to the far site consists of a single stream of encoded video that will include two camera views. The far end will notice two camera views from the far site. They will not notice a difference in call connection, negotiation, or quality. This feature is only supported on RealPresence Group 700 systems.

The following layouts are supported:

- Equal size
- Main camera only
- Room camera only
- Main camera in PIP
- Room camera in PIP
- Side by side 3D
- Top and bottom 3D

## **Polycom Solution Support**

Polycom Implementation and Maintenance services provide support for Polycom solution components only. Additional services for supported third-party Unified Communications (UC) environments integrated with Polycom solutions are available from Polycom Global Services, and its certified Partners, to help customers successfully design, deploy, optimize, and manage Polycom visual communication within their third-party

UC environments. UC Professional Services for Microsoft® Integration is mandatory for Polycom Conferencing for Microsoft Outlook or Skype for Business Server integrations.

For additional information and details, refer to [professional\\_services/index.html](http://professional_services/index.html) or contact your local Polycom representative.

## Hardware and Software Compatibility

The following table lists RealPresence Group system software versions that are compatible with RealPresence Group system hardware, and RealPresence Touch software and hardware.



**Note:** 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](http://PolycomService/support/us/support/service_policies.html) to see the Current Polycom Interoperability Matrix.

| Hardware Model         | Part Number (or Serial Number) | Designation in User Interfaces   | Compatible Software Versions   |
|------------------------|--------------------------------|--|--|
| RealPresence Group 700 | 2201-84248-xxx                 | Hardware version 20  | 6.0.1 and higher   |
| RealPresence Group 700 | 2201-08090-xxx                 | Hardware version 7<br>Hardware version 8   | 4.1.3 and higher<br>4.1.3 and higher   |
| RealPresence Group 700 | 2201-09770-xxx                 | Hardware version 6<br>Hardware version 7   | 4.0.2 and higher<br>4.1.3 and higher   |
| RealPresence Group 500 | 2201-61078-xxx                 | Hardware version 20  | 4.2.0 and higher   |
| RealPresence Group 500 | 2201-68113-xxx                 | Hardware version 16<br>Hardware version 18   | 4.2.0 and higher<br>4.2.0 and higher   |
| RealPresence Group 500 | 2201-09790-xxx                 | Hardware version 9<br>Hardware version 10<br>Hardware version 12<br>Hardware version 15<br>Hardware Version 17 | 4.0.0 and higher<br>4.1.3 and higher<br>4.1.3 and higher<br>4.1.3 and higher<br>4.2.0 and higher |
| RealPresence Group 310 | 2201-61079-xxx                 | Hardware version 20  | 4.3.0 and higher   |
| RealPresence Group 310 | 2201-68113-xxx                 | Hardware version 16<br>Hardware version 18   | 4.3.0 and higher<br>4.3.0 and higher   |
| RealPresence Group 300 | 2201-68108-xxx                 | Hardware version 16<br>Hardware version 18   | 4.2.0 and higher<br>4.2.0 and higher   |
| RealPresence Group 300 | 2201-64752-xxx                 | Hardware version 9<br>Hardware version 10<br>Hardware version 12<br>Hardware version 15<br>Hardware version 17 | 4.0.0 and higher<br>4.1.3 and higher<br>4.1.3 and higher<br>4.1.3 and higher<br>4.2.0 and higher |
| RealPresence Touch     | 2200-84709-xxx                 | Hardware version 7   | 6.1.2 and higher   |

## Supported Operating Systems and Web Browsers

The RealPresence Group system web interface is supported on the following web browsers and operating systems:

- Windows® Internet Explorer 10 or 11 on Windows 8
- Apple® Safari® 9.0.3 on Mac OS® X (Yosemite)
- Mozilla Firefox 44 on Windows 8

## Supported Peripherals

RealPresence Group systems support the following peripherals:

- Polycom EagleEye Producer
- Polycom EagleEye Director II
- Polycom EagleEye Director
- Polycom RealPresence Touch
- Polycom Touch Control
- Polycom EagleEye Acoustic, EagleEye III, EagleEye II, EagleEye 1080, EagleEye View, EagleEye HD, and EagleEye IV cameras
- Polycom RealPresence Group Microphone Array
- Polycom® HDX® system table microphone arrays and ceiling microphone arrays
- Polycom® SoundStructure®
- Polycom Stereo Speaker Kit
- Polycom® SoundStation® IP 7000 phone

For specific version support information, see [Products Tested in this Release](#).

## Supported Touch-Capable Monitors

The touch-enabled user interface and VisualBoard are compatible with the following touch-capable monitors.

| Brand     | Model   | Size |
|-----------|---|------|
| Acer      | T232HL  | 23"  |
| Acer      | T272HL  | 27"  |
| HP Compaq | L2206tm   | 22"  |
| LG        | LG KT-T430 overlay on<br>LG-43SL5B<br>LG-43SE3B | 43"  |
| LG        | LG KT-T490 overlay on<br>LG-49SL5B<br>LG-49SE3B | 49"  |

| Brand  | Model   | Size |
|--------|---|------|
| LG     | LG KT-T550 touch overlay on<br>LG 55SL5B<br>LG-55SE3B | 55"  |
| LG     | LG KT-T650 touch overlay on<br>LG 65LS33A             | 65"  |
| NEC    | V552TM  | 55"  |
| Orion  | Orion OLS-7010T6                                      | 70"  |
| Planar | PCT2785   | 27"  |
| Sharp  | PN-L702B<br>PN-L703B                                  | 70"  |

## Third-Party Camera Support

For third-party cameras, the basic functionality of pan, tilt, and zoom are supported, however, preset recall might not accurately recall to the stored position. Advanced camera functionalities like Backlight Compensation, White Balance, Brightness, and Color Saturation are not supported.

## Security Updates

### *TLS v1.0*

TLS 1.0 is enabled by default for all system applications using TLS. To disable TLS 1.0, go to the system web interface at **Admin Settings > Security > Global Security > Encryption** and select the **Disable TLS v1.0** checkbox. This setting disables the use of TLS 1.0 for SIP/TLS 1.0, 802.1x authentication, and the remote system log. One exception is the webserver running on port 443, where TLS 1.0 is not disabled.

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

## Resolved Issues in Version 6.1.4

The following table lists issues resolved in this version 6.1.4 release.

| Category | Issue ID | Description   |
|----------|----------|---|
| API      | EN-46119 | The API command <code>camera near tracking on</code> does not work for Polycom EagleEye Director II camera system.                              |
| Audio    | EN-41971 | When <b>Auto Answer</b> and <b>Audio mute auto-answered calls</b> are enabled on the RealPresence Group Series system, the audio does not mute. |



| Category | Issue ID | Description  |
|----------|----------|--|
| Audio    | EN-41409 | On adjusting the call volume on Polycom RealPresence Touch device, a delay is observed.  |
| Audio    | EN-35738 | There is a delay of the Dual Tone Multi-Frequency (DTMF) from RealPresence Group Series 500 system when dialing to a VMR number.   |
| Audio    | EN-35263 | The volume does not increase when tapping the volume bar's speaker on RealPresence Touch device.   |
| Calling  | EN-49974 | Polycom RealPresence Group Series system uses H.323 protocol as priority when placing a call via remote control.   |
| Calling  | EN-48541 | During a multipoint call in a Skype for Business environment for a long duration with RealPresence Group Series system, content sharing restarts occasionally.   |
| Calling  | EN-42911 | On hanging up a call on Polycom RealPresence Touch device, a delay of 8 seconds is observed while disconnecting the call.  |
| Calling  | EN-35376 | When Advanced Encryption Standard (AES) is set to <b>When Available</b> on RealPresence Group Series system and the Secure Real Time Protocol (SRTP) is disabled on Polycom Trio system, calls from RealPresence Group Series system to Polycom Trio does not connect. |
| Calling  | EN-34545 | In an AVMCU call between RealPresence Group Series system and Skype for Business client installed on iPad, the video quality becomes poor.   |
| Calling  | EN-21926 | The RealPresence Touch device does not display a warning pop-up message when an ongoing call reaches the maximum time limit.   |
| Calling  | EN-60038 | In an AV MCU conference call, the video content stops due to packet loss.  |
| Calling  | EN-58979 | In an AV MCU call between RealPresence Group Series system and Skype for Business client, the video quality becomes poor.  |
| Calling  | EN-42499 | During an SVC call connected via RMX, the RealPresence Group Series system does not display other participants in the layout.  |
| Calling  | EN-41642 | When RealPresence Group Series 500 system connected with SoundStation IP 7000 and 2 microphones, experiences degraded audio when sharing 1080p content at 2Mbps or above when placing a call to another Group Series system.   |
| Content  | EN-34210 | In a Skype for Business call, RealPresence touch intermittently disconnects with Group Series system while receiving the RDP content.  |
| Content  | EN-57299 | When RealPresence Group Series system shares content in an encrypted H.323 call to WebEx, the far end can either view the participants or the content shared.  |

| Category         | Issue ID             | Description  |
|------------------|----------------------|--|
| Content          | EN-56385             | In a Skype for Business meeting, RealPresence Group Series system does not send or receive video content.  |
| Content          | EN-34415             | When two monitors are configured with RealPresence Group Series system and latter shares content, both the monitors display near-end camera content even if <b>Lock Video Spotlight</b> feature is enabled on Skype for Business client. |
| Content          | EN-25796             | When RealPresence Group Series system dials out to an endpoint connected to BlueJeans network and either of the endpoint shares content, the video quality becomes poor.   |
| Interoperability | EN-24154             | When the AES encryption for Cisco endpoint is set as <b>Min 1024</b> in a call, the RealPresence Group Series system does not receive audio and video.   |
| Network          | EN-58510             | RealPresence Group Series system goes to failover mode when the primary SIP registrar is disconnected during a network outage.   |
| Security         | EN-10214<br>EN-26638 | When the Group Series administrator logs on RealPresence Resource Manager (RPRM) system having External Authentication enabled, the RPRM administrator account is locked.  |
| Security         | EN-23879             | The administrator cannot log on to RealPresence Group Series system using local Web configuration utility credentials when the RPRM server goes offline after the polling interval.  |

## Known Issues in Version 6.1.4

The following table lists the known issues for the version 6.1.4 release. If a workaround is available, it is noted in the table.



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

| Category        | Issue ID | Description   | Workaround  |
|-----------------|----------|---|---|
| Calendering     | EN-13505 | The RealPresence Group Series system local interface and the RealPresence Touch device might display only nine participants, even though the Calendar invitation might include more attendees.  |   |
| Call Management | EN-14149 | When initiating a multipoint call, you might not be able to include audio endpoints and video endpoints in the same call.   | Dial audio endpoints separately from the video calls.   |
| Calling         | EN-15575 | When a SoundStation IP 7000 phone is connected to a RealPresence Group Series system, blast dialing endpoints might fail.   | Disconnect the SoundStation IP 7000 phone from the system before you attempt a blast dial call. |
| Configuration   | EN-12795 | The Picture-In-Picture configuration option is only applicable when Tracking mode is set to Frame Speaker, but the option is available for all Tracking modes even though it is not applicable. |   |
| Configuration   | EN-10869 | If the SIP registrar password includes a backslash character, RealPresence Group systems might have failed to register with the SIP server.   | Do not use the "\" character in the SIP registrar password.                                     |
| Configuration   | EN-10678 | If dual stack (IP v4 and IP v6) is enabled, the RealPresence Group Series system fails to navigate from an IP v4 address to an IP v6 address.   | When dual stack is enabled, enter an IP v6 DNS server address as the first DNS entry.           |

| Category                  | Issue ID | Description  | Workaround  |
|---------------------------|----------|--|---|
| Content                   | EN-48589 | In a point-to-point RealPresence Group Series conference call, content is shared using Polycom® Pano™. A user stops content using the RealPresence Touch device, and then starts content using the device. This results in the RealPresence Group Series system local interface displaying a dark screen instead of content.   | Use Polycom Pano to share content again.                |
| Content                   | EN-12332 | In H.323 calls above 1472 kbps, the RealPresence Group Series system might receive black video when sharing content in a RealPresence Collaboration Server (RMX) call.   |   |
| Content                   | EN-14150 | If monitor 2 is turned off, RDP content might be presented in PIP layout mode instead of full screen mode on monitor 1.  |   |
| Content                   | EN-25127 | In some scenarios, Skype for Business desktop and window sharing might take up to 15 seconds to be received.   |   |
| Content                   | EN-19994 | The Polycom Touch Control device might not be able to send content from a USB-connected local computer running Windows 10.   |   |
| Content                   | EN-10990 | When a RealPresence Group system shares content in a long duration, multi-point call, the content may be sent over the people channel instead of the video channel.  | Hang up the call, redial the call, and restart content. |
| Directories/Address Books | EN-26786 | On the home page Contacts tab of the RealPresence Group Series system web interface, the Global Entry link is displayed based upon client policy. The link is displayed when a user has a client policy with address book availability configured to <code>WebSearchAndFileDownload</code> . The link is not displayed when a user's client policy with address book availability is changed to <code>WebSearchOnly</code> . |   |

| Category         | Issue ID | Description   | Workaround   |
|------------------|----------|---|--|
| Documentation    | EN-14260 | The RealPresence Group Series system Frequently Used setting in the web interface displays a list of numbers that were dialed most frequently in the past week. The criteria of listing these numbers is not clearly mentioned in the Polycom RealPresence Group Series Administration Guide. |  |
| Installation     | EN-23562 | When a RealPresence Touch device is not paired with a version 6.1.2 RealPresence Group Series system, a device software upgrade from version 2.1.1 to 2.1.2 using the <b>polycom</b> software server might fail.  | Before you upgrade the RealPresence Touch device software to version 2.1.2, pair the device with a version 6.1.2 RealPresence Group Series system. |
| Installation     | EN-24249 | Performing a platform software downgrade using a USB storage device might cause the RealPresence Touch device to stop the downgrade process and restart.  | Do not use a USB storage device. Instead, perform a downgrade using RealPresence Resource Manager and an HTTP server.                              |
| Interoperability | EN-19586 | On the RealPresence Group Series remote control, DTMF conference controls might not work in an AV MCU conference.   | Use the RealPresence Touch device in Office 365 mode or use another Office 365 client to control the meeting.                                      |
| Interoperability | EN-18207 | The Office 365 environment does not support FIPS mode.  | Disable FIPS mode in Office 365 environments.  |
| Interoperability | EN-14154 | When in a point-to-point SIP call using Microsoft remote desktop registered to the RealPresence DMA system, RealPresence Group Series systems registered to Lync disconnect after pressing Hold on RealPresence Group Series systems.   |  |
| Interoperability | EN-14151 | In Unify server environments, you might not be able to resume held calls after the call was transferred on a RealPresence Group Series system.  | Do not transfer held calls involving a RealPresence Group system in a Unify environment.   |

This document includes known issues for RealPresence Group systems deployed in Avaya, Broadsoft, IBM, Siemens, Microsoft, and Cisco environments. For more information about those environments, refer to the Polycom release notes for those solutions at [Strategic Partner Solutions](#).

## Limitations

The following topics list limitations in this release.

### ***Microsoft Office 365***

When migrating an Office 365 on-premises account to online, the system local or web interface may indicate that it is registered when the process has not yet completed on the server end. If a system is not able to make a call after migration, wait a few minutes and try again. The migration process can take 30 minutes or more to complete.

Prior to registering an Office 365 account with a RealPresence Group system that is set to Auto Configuration, make sure the server and proxy addresses are cleared. If you have entered specific server addresses into the address fields Registrar server and Proxy server at **Admin Settings > Network > IP Network > SIP** before you change the SIP Server Configuration setting from **Specify** to **Auto**, you must clear the address fields and then click **Save**. If the server fields are not empty, SIP registration might fail.

### ***Cn Attribute Searches***

RealPresence Group systems do not support `cn` (common name) RealPresence Resource Manager attribute searches. When `cn` searches are performed, the system automatically uses `displayname` instead.

### ***Samsung SyncMaster TA350 Monitor***

When a Samsung SyncMaster TA350 monitor is connected to a RealPresence Group system as a second monitor and the **Dual Display** setting is enabled in the web interface, brightness controls on the second monitor do not work. As a workaround, disconnect the HDMI cable from the Samsung SyncMaster TA350 monitor and then reconnect it.

### ***Wireless Mice***

Wireless mice connected to RealPresence Group systems might not function properly with the VisualBoard application and are not recommended.

### ***Camera 2 and VisualBoard CSC Usage***

Camera 2 and the VisualBoard application share a single color space converter (CSC). If a CSC is used for VisualBoard, camera 2 cannot simultaneously be used to display **People**. Instead, set camera 2 to display **Content**.

### ***Polycom EagleEye Director II Updates***

After you update the Polycom EagleEye Director II camera system from version 1.0 to 1.1, you must power the system off and back on. This step insures that the remote IR controller is updated to the new version.

## Hardware and Software Requirements

The following sections outline the supported hardware versions, software versions, and notices for accessories and peripherals that work with RealPresence Group systems.

### ***Integrating a Polycom SoundStation IP 7000 Conference Phone***

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

| SoundStation IP 7000 Phone Software Version | RealPresence Group System Software Version                      |
|---|---|
| 4.0.11 and Updater 5.0.11                   | 5.1.2, 6.0.0, 6.0.1, 6.1.0, 6.1.1, 6.1.2, 6.1.2.1, 6.1.3, 6.1.4 |
| 4.0.7 and Updater 5.0.5                     | 4.3.0, 4.3.1, 4.3.2, 5.0.0, 5.0.1, 5.0.2, 5.1.0, 5.1.1          |
| 4.0.6 and Updater 5.0.x                     | 4.2.0   |
| 4.0.4 and Updater 5.0.x                     | 4.1.3, 4.1.3.2  |
| 4.0.4 and BootRom 5.0.1                     | 4.1.1, 4.1.1.1  |
| 4.0.3F and BootRom 5.0.1                    | 4.0.1, 4.0.2  |
| 4.0.2 Revision B and BootRom 5.0.1          | 4.0.0, 4.0.0.1  |

### ***Integrating an EagleEye Producer***

Updates to EagleEye Producer software are included with the RealPresence Group system software updates. To integrate your EagleEye Producer, connect it to the RealPresence Group system before you run a software update. The software update program detects the EagleEye Producer and updates it if necessary. No license number or key code is needed to update the EagleEye Producer.

EagleEye Producer must run a software version that is compatible with the software version on the RealPresence Group system to function properly. EagleEye Producer version 1.2 is compatible with version 6.0.0 and higher of RealPresence Group Series. For more information, refer to the current Polycom Supported Products matrix at Polycom Service Policies.

### ***Integrating the Polycom<sup>®</sup> UC Board<sup>™</sup>***

The Polycom UC Board, when connected to a Polycom RealPresence Group Series or Polycom HDX system, enables you to annotate content by using either a second monitor or a whiteboard and projector. You can easily share the results with other participants in a call.

The hardware and software requirements for the Polycom UC Board are based on test scenarios. Your system's performance may vary based on your hardware configuration.

| System Type                                 | Supported Software and Hardware Versions  |
|---|---|
| Polycom RealPresence Group system software  | 4.13 or later   |
| Polycom RealPresence Group systems hardware | Supports single monitor, dual monitor, or 3 monitors (RealPresence Group 700 only), and a keyboard and a wired mouse connected to the system codec.<br>Supports one UC Board stylus at a time<br>Supported on all RealPresence Group Series systems, including RealPresence Group 300/310/500/700 |
| Polycom HDX system software                 | 3.1.2 or later  |
| Polycom HDX system hardware                 | Single or dual monitor system with selected monitor set to content<br>Supports one UC Board stylus at a time<br>HDX 4500 system<br>HDX 7000 HD system with Hardware Versions C and D<br>HDX 8000 HD system with Hardware Version B<br>HDX 9006 system   |

For information on configuring your system for the UC Board, refer to the *Polycom RealPresence Group Series Administrator Guide*. For details on setting up and using the UC Board, refer to the *Polycom UC Board Quick Start Guide*. Both documents are available at [Polycom Support](#).

## Integrating Polycom Touch Devices

To integrate a RealPresence Touch or Polycom Touch Control with a RealPresence Group system, you must use a compatible software version.

### Polycom RealPresence Touch

The RealPresence Touch, after pairing with RealPresence Group Series, verifies the compatibility of the RealPresence Touch panel software and requests a software update. Polycom recommends that you update the software on RealPresence Touch to match the Group Series software. The RealPresence Touch operating system software version does not have to match the RealPresence Touch panel software version, however, Polycom recommends that you use the latest operating system software. The RealPresence Touch operating system software can be updated through the administration pages on the RealPresence Touch or through the RealPresence Touch web interface.

When you downgrade the RealPresence Group Series system software, the Polycom RealPresence Touch software is automatically downloaded to a compatible version after being paired.

RealPresence Group Series system versions 6.1.2 and higher support RealPresence Touch hardware version 7.



## Polycom Touch Control

The first three numbers of the Polycom Touch Control software version must match the first three numbers of the RealPresence Group Series software version. For example, Polycom Touch Control software version 6.1.1 is compatible with RealPresence Group Series software versions 6.1.1 and 6.1.1.1.

## 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.



**Note:** For more information about using Polycom RealPresence Group Systems as part of a Polycom-partner product solution, refer to the Polycom-partner product deployment guides available at [Polycom Support](#).

## Products Tested in this Release

Polycom RealPresence Group 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. For Polycom peripherals that are compatible with the RealPresence Group systems, refer to [Hardware and Software Compatibility](#).

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



**Note:** 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](http://PolycomService/support/us/support/service_policies.html) to see the Current Polycom Interoperability Matrix.

| Product  | Interoperable Versions |
|--|------------------------|
| <b>Management Systems and Recorders</b>                          |                        |
| Polycom RSS™ 4000  | 8.5.4                  |
| Polycom® RealPresence® Access Director™                          | 4.2.4                  |
| Polycom® RealPresence® Media Suite™                              | 2.8.0                  |
| Polycom® RealPresence® Distributed Media Application™ (DMA) 7000 | 6.4.1.1                |
| Polycom® RealPresence® Resource Manager                          | 10.1.0                 |

| Product  | Interoperable Versions |
|--|------------------------|
| Gatekeeper, Gateways, External MCU, Bridges, Call Managers       |                        |
| Avaya Aura® Communication Manager                                | R017x.00.0.441.0       |
| Avaya Aura® Session Manager                                      | 7.0.0.0.0.700007       |
| Cisco® TelePresence® Video Communication Server (VCS)            | X8.8.1                 |
| BroadSoft Server   | R21.sp1_1.551          |
| Sonus SBC  | 05.00.02-R000          |
| Cisco Unified Communications Manager                             | 11.5.1                 |
| Codian 4505 MCU  | 4.5 (1.85)             |
| Cisco 3241 Gateway   | 2.2 (1.114)            |
| Cisco 5310 MCU   | 4.5 (1.85)             |
| Cisco 8710 MCU   | 4.2 (4.18)             |
| OpenScape Voice  | V8 R1.47.1             |
| OpenScape UC   | V7 R3.0.11             |
| OpenScape SBC  | V8 R1.12.00            |
| OpenScape Branch   | V8 R1.02.00            |
| Polycom® RealPresence® Collaboration Server 1500                 | 8.5.12                 |
| Polycom® RealPresence® Collaboration Server 1800/4000            | 8.7.4                  |
| Polycom® RealPresence® Collaboration Server 800, Virtual Edition | 8.7.4                  |
| Polycom® RealPresence® Collaboration Server Gateway              | 8.7.3                  |
| Radvision® Scopia® 100 P10 Gateway <sup>1</sup>                  | 5.7.2.1.47             |
| Radvision® ECS Gatekeeper  | 7.7.0.0.27             |
| Endpoints  |                        |
| Avaya Scopia XT5000  | 8.3.2.534              |
| Avaya Scopia XT7000  | 8.3.2.225              |
| BroadSoft BroadTouch Business Communicator (BTBC) - Windows      | 21.5.1.1179            |
| BroadSoft BTBC - iOS   | 22.0.1.5871            |
| BroadSoft BTBC - Android   | 21.5.4.5513            |
| Cisco 9971   | sip9971.9-4-2sr2-2     |
| Cisco C20, C40, C90  | 7.3.7                  |

| Product                                      | Interoperable Versions |
|--|------------------------|
| Cisco DX70/DX650                             | 10-2-5-212             |
| Cisco DX80                                   | ce8.2.1                |
| Cisco E20                                    | 4.1.7                  |
| Cisco EX90                                   | 7.3.7                  |
| Cisco SX10, SX20, SX80                       | 8.2.2                  |
| Huawei TE40                                  | 2.0.600                |
| Huawei TE30                                  | 2.0.600                |
| LifeSize® SoftPhone                          | 8.1.12                 |
| LifeSize® Express 220                        | 5.0.9 (2)              |
| LifeSize® Team 220                           | 5.0.9 (2)              |
| LifeSize® ICON 600                           | 2.9.0                  |
| LifeSize® Passport                           | 4.12.0                 |
| Polycom HDX Systems                          | 3.1.11                 |
| Polycom Concerige Solution                   | Phase 1                |
| Polycom® RealPresence Centro™                | 6.1.4                  |
| Polycom® RealPresence® Debut™                | 1.2.1                  |
| Polycom® RealPresence® Mobile Android        | 3.8.0                  |
| Polycom RealPresence® Mobile IOS             | 3.8.0                  |
| Polycom® RealPresence® Desktop for Windows®  | 3.8.0                  |
| Polycom® RealPresence® Desktop for Mac®      | 3.8.0                  |
| Polycom® Immersive Telepresence (ITP) Series | 3.1.4                  |
| Polycom® RealPresence Immersive Studio™      | 6.1.4                  |
| Polycom® RealPresence Immersive Studio™ Flex | 6.1.4                  |
| Polycom® RealPresence® OTX® Studio           | 6.1.4                  |
| Polycom® SoundPoint® IP 650                  | 4.0.7                  |
| Polycom® SoundStructure®                     | 1.7.5                  |
| Polycom® VVX® Business Media Phones          | 5.5.1.11526            |
| Radvision Scopia XT1000                      | 2.5.416                |
| Sony PCS-1                                   | 3.42                   |
| Sony PCS-G50                                 | 2.72                   |

| Product                      | Interoperable Versions                                  |
|------------------------------|---|
| Sony PCS-TL50                | 2.42  |
| Sony PCS-XG80                | 2.46  |
| Sony PCS-XG100               | 1.6   |
| TANDBERG 1700 MXP            | F9.3.4  |
| TANDBERG Edge95 MXP          | F9.3.4  |
| TANDBERG T150                | L6.1  |
| Unify OpenStage 60/80        | V3 R4.10.0 SIP 160728                                   |
| OpenScape UC                 | V7 R1.46.18 (70.1.46.0018)                              |
| Peripherals                  |   |
| Polycom ISDN Gateway         | 1.0.0.77  |
| Polycom EagleEye Producer    | 1.2.1.5   |
| Polycom EagleEye Director    | 2.2   |
| Polycom EagleEye Director II | 1.1.0   |
| Polycom RealPresence Touch   | 6.1.4 Panel software<br>2.1.4 Operating system software |
| Polycom Touch Control        | 6.1.4 Panel software<br>6.1.4 Operating system software |
| VisualBoard Application      | 4.1.3 software version and later                        |

<sup>1</sup> The RealPresence Group Series systems do not receive video from the Radvision Scopia 100 P10 Gateway.

## ***Microsoft Interoperability***

The RealPresence Group systems support interoperability with the following Microsoft software versions.

### **Servers**

| Product Name   | Version             |
|--|---------------------|
| Microsoft Skype for Business Server 2015 (Feb. 2017) | 6.0.9319.277        |
| Microsoft Lync Server 2013                           | 5.0.8308.987        |
| Microsoft Exchange Server 2013                       | 15.00.1263.005 CU15 |

| Product Name                        | Version  |
|-------------------------------------|--|
| Microsoft Skype for Business Online | Versions updated regularly and hosted by Microsoft |
| Microsoft Exchange Server Online    | Versions updated regularly and hosted by Microsoft |

## Clients

| Product Name                          | Version                        |
|---------------------------------------|--------------------------------|
| Microsoft Skype for Business 2015     | 15.0.4953.1000                 |
| Microsoft Lync 2013                   | 15.0.4963.1000                 |
| Windows client                        | 16.0.6925.1049, 16.0.7329.1047 |
| Mac client                            | 16.2.156, 16.2.240, 16.5.0.185 |
| Polycom® Trio™ (with video)           | 5.4.4                          |
| Skype Room System v1 (Polycom CX8000) | 1.00.11                        |
| Polycom® RealConnect™ Solution        | Supported                      |
| Skype Room System v2                  | Not supported                  |

## Cisco and TIP Interoperability

The RealPresence Group systems support interoperability with the following Cisco equipment and TIP protocols:

- Cisco TelePresence System 1.10.15 (4) interoperability (People video 1080p resolution at 30 Hz; content frame rate for XGA at 5 fps)
- Cisco TelePresence System next generation interoperability with TIP Version 7
- Cisco TX Series Version 6.1.12
- Cisco IX5000 Version 8.1.2 (12)
- Cisco TelePresence Server 4.2 (4.18)

The following features are not supported in this release:

- Media encryption through Datagram Transport Layer Security (DTLS) or Standard SRTP (SDES)
- Secure registration to Cisco Unified Communications Manager.

## VisualBoard Interoperability

The VisualBoard application is an integrated application that is supported on all Polycom® RealPresence® Group Series systems. If you have not yet enabled the VisualBoard application, refer to the *Polycom RealPresence Group Series Administrator Guide* at [Polycom Support](#).

## ***Third-Party Cameras***

For third-party cameras connected to a RealPresence Group Series system, pan, tilt, and zoom are supported, however, the cameras might not accurately respond to and move into preset camera positions. Advanced camera functionalities such as Backlight Compensation, White Balance, Brightness, and Color Saturation are not supported.

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