



Polycom RealPresence Group Series

Poly announces the new release of Polycom RealPresence Group Series system software.

Note: If you're manually upgrading the RealPresence Group Series system using the system web interface and the current software version is lower than 6.2.0.2, you must first upgrade to 6.2.0.2 and then upgrade to 6.2.2.5.

This document provides the latest information on the following Poly software:

- Version 6.2.2.5 of the Polycom RealPresence Group Series system software
- Version 2.2.0 of the Polycom EagleEye Director II camera software
- Version 2.2 of the Polycom EagleEye Director camera software
- Version 1.2.2 of the Polycom EagleEye Producer system software
- Version 1.0.1 of the Polycom EagleEye Cube HDCI camera software
- Version 6.2.2.5 of the Polycom RealPresence Touch panel software
- Version 2.2.2.5 of the Polycom RealPresence Touch operating system software
- Version 6.2.2.5 of the Polycom Touch Control panel software
- Version 6.2.2.5 of the Polycom Touch Control operating system software

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What's New

There are no new features in this release.

Polycom Labs Experimental Features

Polycom may release experimental features during a release that administrators can enable and evaluate in nonproduction environments.

Experimental features aren't tested or supported. These features might or might not become official features in a future release.

The following experimental features are available in this release:

- VisualBoard advanced features
- Incoming NoiseBlock
- Polycom Acoustic Fence with Beam Shaping
- Auto Awake for the Polycom EagleEye Producer camera
- Content Stretch
- Dual live streaming
- Stamping log files

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

Enable Experimental Features

You can enable experimental features and evaluate them in a nonproduction environment.

To enable experimental features:

1. In the system web interface, go to **Admin Settings > General Settings > System Settings > Polycom Labs**.
2. Select the **Enable Polycom Labs Features** check box.

VisualBoard Advanced Features

You can enable the following experimental features for VisualBoard:

- **Enable PowerPoint Slide Conversion:** Share 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 you enable the Incoming NoiseBlock feature, the RealPresence Group Series 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 you enable **Incoming NoiseBlock** on a RealPresence Group 310 or 500 system and connect a computer to the RealPresence Group Series system HDMI input port as the content source, the audio from the HDMI input may fade in and out at the local end.

Polycom Acoustic Fence with Beam Shaping

The Polycom Acoustic Fence with Beam Shaping feature includes Beam Mode. 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.

Acoustic Beam greatly reduces sounds outside a well-defined beam. The beam width can vary from ± 10 degrees to ± 60 degrees.

For additional configuration information for Polycom Acoustic Fence with Beam Shaping Technology, see the *Polycom Acoustic Fence and Acoustic Fence with Beam Shaping Technology Technical Bulletin*.

Enable and Configure Polycom Acoustic Fence with Beam Shaping

When you enable Polycom Acoustic Fence with Beam Shaping, you can also configure the Beam Mode settings.

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

Note: You can't enable Acoustic Fence with Beam Shaping and Acoustic Fence Technology features at the same time. To disable Acoustic Fence, go to **Admin Settings > Audio/Video > Audio > General Audio Settings** in the system web interface and clear **Enable Acoustic Fence**.

To enable and configure Polycom Acoustic Fence with Beam Shaping:

- 1 In the system web interface, go to **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 Awake for the Polycom EagleEye Producer Camera

This feature enables a Polycom EagleEye Producer camera to automatically wake up when it detects the presence of people or faces.

Content Stretch

This feature allows RealPresence Group Series systems to stretch the content to fit the monitor. When you enable this feature, the content displays full screen without black bars, even if the receiving content aspect ratio isn't 16:9.

Dual Live Streaming

This feature is supported only on RealPresence Group 700 systems. Dual live streaming enables the system to combine video from two cameras as a single camera source. The encoded stream sent to the far site consists of a single stream of encoded video that includes two camera views. The far end sees two camera views from the far site and doesn't notice a difference in call connection, negotiation, or quality.

This feature supports the following layouts:

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

Stamping Log Files

This feature helps you in troubleshooting an issue by adding a log stamp whenever a system issue occurs. A log stamp is a numerical value that starts with 1 and increments each time you activate the feature. The log stamp value automatically restarts at number 1 when the system restarts.

When you encounter a system issue, you can add a log stamp from the following locations:

- RealPresence Group Series local interface
- RealPresence Group Series system web interface
- RealPresence Touch that is paired with a RealPresence Group Series system

Add a Log Stamp from the Local Interface

You can add a log stamp from the RealPresence Group Series local interface.

To add a log stamp from the RealPresence Group Series local interface:

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

Add a Log Stamp from the System Web Interface

You can add a log stamp from the RealPresence Group Series system web interface.

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

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

Add a Log Stamp from the RealPresence Touch Interface

You can add a log stamp from the RealPresence Touch interface.

To add a log stamp from the RealPresence Touch interface:

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

Security Updates

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

Software Installation and Upgrades

Procedures for installing and updating RealPresence Group Series system software vary. With your license key, you can update from software version 4.0.2 or later to 6.2.2.4. If your current software is lower than 6.2.0.2, you need to first upgrade to 6.2.0.2 and then upgrade to 6.2.2.4.

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

- If you're running version 4.0.0, 4.0.0.1, or 4.0.1, download and install version 4.0.2 from the [Poly Online Support Center](#) before you download and install a 4.1.x version.

If you're already running version 4.0.2 or later, you can follow the procedures described in the *Polycom RealPresence Group Series Administrator Guide* at the [Poly Online Support Center](#).

Hardware and Software Requirements

The following sections list the supported hardware and software versions when integrating accessories and peripherals with RealPresence Group Series systems.

Integrating a Polycom SoundStation IP 7000 Conference Phone

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

SoundStation IP 7000 Supported Software Versions

SoundStation IP 7000 Phone Software Version	RealPresence Group Series 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, 6.1.5, 6.1.6.1, 6.1.7, 6.1.7.1, 6.1.7.2, 6.2.0, 6.2.0.1, 6.2.0.2, 6.2.1, 6.2.1.1, 6.2.1.2, 6.2.2, 6.2.2.1, 6.2.2.2, 6.2.2.3, 6.2.2.4, 6.2.2.5
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 a Poly Trio System

To integrate a Poly Trio system with a RealPresence Group Series system, use the following software versions:

Poly Trio Supported Software Versions

RealPresence Group Series Software Version	Poly Trio Software Version
6.2.2.5	5.9.5AA or later
6.2.2.4	5.9.4AA or later
6.2.2.3	5.9.3AA or later
6.2.2.2	5.9.2AB or later
6.2.2.1	5.9.2AA or later
6.2.2	5.9.1AA or later
6.2.1.2	5.9.0AA or later
6.2.1.1	5.9.0AA or later
6.2.1	5.9.0AA or later
6.2.0.2	5.8.2AC or later
6.2.0.1	5.8.0AA or later
6.2.0	5.7.2AB or later
6.1.10	5.7.2AB or later
6.1.9	5.7.1AB or later
6.1.8	5.7.1AB or later

Integrating Polycom Touch Devices

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

Polycom RealPresence Touch

RealPresence Touch, after pairing with a RealPresence Group Series system, 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 RealPresence Group Series software. The RealPresence Touch operating system software version doesn't have to match the RealPresence Touch panel software version; however, Polycom recommends that you use the latest operating system software. You can update the RealPresence Touch operating system software through the administration pages on the RealPresence Touch or through the RealPresence Touch system web interface.

When you downgrade the RealPresence Group Series system software, the Polycom RealPresence Touch software automatically downloads a compatible version after being paired. However, the RealPresence Touch platform version 2.0 might not automatically downgrade to version 1.0. In this case, to manually downgrade from version 2.0 to 1.0, you must use a USB flash drive or initiate a downgrade from a server repository that includes version 1.0.

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 6.2.2 is compatible with RealPresence Group Series software versions 6.2.2 and 6.2.2.5.

Hardware and Software Compatibility

The following table lists RealPresence Group Series system software versions that are compatible with RealPresence Group Series system hardware.

Note: Poly recommends that you upgrade your Polycom devices with the latest software versions, as compatibility issues may already have been addressed by software updates. See the [Current Polycom Interoperability Matrix](#) to match product and software versions.

Hardware and Software Compatibility

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 later
RealPresence Group 700	2201-08090-xxx	Hardware version 7 Hardware version 8	4.1.3 and later 4.1.3 and later
RealPresence Group 700	2201-09770-xxx	Hardware version 6 Hardware version 7	4.0.2 and later 4.1.3 and later
RealPresence Group 500	2201-61078-xxx	Hardware version 20	4.2.0 and later
RealPresence Group 500	2201-68113-xxx	Hardware version 16 Hardware version 18	4.2.0 and later 4.2.0 and later
RealPresence Group 500	2201-09790-xxx	Hardware version 9 Hardware version 10 Hardware version 12 Hardware version 15 Hardware version 17	4.0.0 and later 4.1.3 and later 4.1.3 and later 4.1.3 and later 4.2.0 and later

Hardware Model	Part Number (or Serial Number)	Designation in User Interfaces	Compatible Software Versions
RealPresence Group 310	2201-61079-xxx	Hardware version 20	4.3.0 and later
RealPresence Group 310	2201-68990-xxx	Hardware version 16 Hardware version 18	4.3.0 and later 4.3.0 and later
RealPresence Group 300	2201-68108-xxx	Hardware version 16 Hardware version 18	4.2.0 and later 4.2.0 and later
RealPresence Group 300	2201-64752-xxx	Hardware version 9 Hardware version 10 Hardware version 12 Hardware version 15 Hardware version 17	4.0.0 and later 4.1.3 and later 4.1.3 and later 4.1.3 and later 4.2.0 and later
RealPresence Touch	2200-84709-xxx	Hardware version 7	6.1.2 and later

Supported Operating Systems and Web Browsers

The RealPresence Group Series system web interface supports the following web browsers and operating systems:

- Microsoft Edge 38.14393.2068.0 on Windows 10
- Apple Safari 13.0.5 on Mac OS Catalina 10.15.3
- Mozilla Firefox 73.0.1 on Windows 10
- Chrome Version 79.0.3945.130 on Windows 10

Supported Peripherals

RealPresence Group Series systems support the following peripherals:

- Polycom EagleEye Producer system
- Polycom EagleEye Director II camera
- Polycom EagleEye Director camera
- Polycom EagleEye Cube HDCI camera
- Polycom EagleEye IV camera
- Polycom EagleEye III camera
- Polycom EagleEye II camera
- Polycom EagleEye Acoustic camera
- Polycom EagleEye 1080 camera
- Polycom EagleEye View camera

- Polycom EagleEye HD camera
- Polycom RealPresence Touch device
- Polycom Touch Control
- 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. RealPresence Group Series systems support only HID-compliant monitors.

Supported Touch-Capable Monitors

Brand	Model	Size
Acer	T232HL	23"
Acer	T272HL	27"
HP Compaq	L2206tm	22"
LG	LG KT-T430 overlay on LG-43SL5B LG-43SE3B	43"
LG	LG KT-T490 overlay on LG-49SL5B LG-49SE3B	49"
LG	LG KT-T550 touch overlay on LG 55SL5B LG-55SE3B	55"
LG	LG KT-T650 touch overlay on LG 65LS33A	65"
NEC	V552TM	55"
Orion	Orion OLS-7010T6	70"
Planar	PCT2785	27"
Sharp	PN-L702B	70"

Brand	Model	Size
	PN-L703B	

Version History

This following table lists the release history of RealPresence Group Series system software.

Version History

Software Version	Release Date	Description
6.2.2.5	February 2021	Includes escalation fixes for customer support.
6.2.2.4	October 2020	Includes support for pinning an active speaker using the RealPresence Touch controller and a notification to the pinned active speaker.
6.2.2.3	June 2020	Includes support for pinning an active speaker (FECC Enhancement), disabling TLS 1.1, end of sale for the Skype for Business Interoperability License, and end of support for RealPresence Cloud provisioning.
6.2.2.2	March 2020	Includes escalation fixes for customer support.
6.2.2.1	December 2019	Includes escalation fixes for customer support and addresses a security issue.
6.2.2	September 2019	Includes configuring SCEP settings through a RealPresence Touch device, support for EagleEye Cube HDCI camera frame speaker functionality, ability to switch keyboard language, language change support on RealPresence Touch system web interface, ability to take a snapshot during a call, display site name rather SIP address during a SIP call, software update for EagleEye Director II camera.
6.2.1.2	August 2019	Provides support for web user interface option to enable or disable SSH access and a new Telnet command along with includes escalation fixes for customer support.
6.2.1.1	June 2019	Includes escalation fixes for customer support.
6.2.1	May 2019	Includes configuring SCEP settings through RealPresence Resource Manager, support for Location-Based Routing in Skype for Business hosted calls, show content in audio-only call, Integrating RealPresence Group Series with Polycom EagleEye Cube HDCI.
6.2.0.2	April 2019	Includes escalation fixes for customer support.

Software Version	Release Date	Description
6.2.2.5	February 2021	Includes escalation fixes for customer support.
6.2.0.1	February 2019	Includes escalation fixes for customer support.
6.2.0	December 2018	Includes Dial Plan Normalization; Large Conference; Managing the RealPresence Touch, Managing System Software, Microsoft Quality of Experience Monitoring Server Protocol, Calling with Skype for Business in Polycom RealPresence Touch, Simple Certificate Enrollment Protocol, 802.1x Authentication Support on RealPresence Touch Device.
6.1.7.2	October 2018	Includes escalation fixes for customer support.
6.1.7.1	October 2018	Includes escalation fixes for customer support.
6.1.7	June 2018	Includes escalation fixes for customer support.
6.1.6.1	May 2018	Includes escalation fixes for customer support.
6.1.5	February 2018	Includes VbSS (Video-based Screen Sharing), Managing Skype for Business Calls, System downgrade through the Skype for Business server, Conference recording with RealPresence Touch, Dialing through ISDN Gateway, RMX call escalation, and Display call participants names.
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.

Software Version	Release Date	Description
6.2.2.5	February 2021	Includes escalation fixes for customer support.
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.
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.

Software Version	Release Date	Description
6.2.2.5	February 2021	Includes escalation fixes for customer support.
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 system web interface, and adds accessible HTML help; adds support for a visual security classification feature; includes support for 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.
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.

Software Version	Release Date	Description
6.2.2.5	February 2021	Includes escalation fixes for customer support.
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.

Language Support

The RealPresence Group Series system 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

Resolved Issues

The following table lists the resolved issues for the RealPresence Group Series 6.2.2.5 release.

Resolved Issues

Category	Issue ID	Description
General	EN-189654	RealPresence Group Series reboots occasionally when the system loses its H.323 registration.
General	EN-160913	RealPresence Group Series is unresponsive locally and in the system web interface. The logs show large gaps in time between activity, and the system must be rebooted to restore functionality.

Known Issues

The following table lists the known issues for the RealPresence Group Series 6.2.2.5 release. If a workaround is available, it's noted in the table.

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

Known Issues

Category	Issue ID	Description	Workaround
API	EN-130354	When you connect an EagleEye Cube camera to a RealPresence Group Series system, the <code>camera near move right API</code> command fails to return the exact camera position after executing the <code>camera near setposition 0 0 0 API</code> command.	No workaround.
Audio	EN-12767	When you enable M-Mode, RealPresence Group Series systems can't receive audio from a Polycom QDX 6000 system.	Disable M-Mode on the RealPresence Group Series system.
Calendaring	EN-13505	The system's local interface and the RealPresence Touch device sometimes display only nine participants, even though the Calendar invitation includes more attendees.	No workaround.

Category	Issue ID	Description	Workaround
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.
Call Management	EN-16533	In an AVMCU call, the system doesn't capture the packet loss information in the Call Detail Report.	To get packet loss information in Skype call, check the QoE report on the AVMCU server.
Call Management	EN-85705	When a RealPresence Touch device is in Skype for Business mode, adding a participant to the meeting fails from RealPresence Touch.	Set the dialing preference to SIP instead of H.323.
Call Management	EN-96750	In an AVMCU call, don't place the call on HOLD while the system receives content.	No workaround.
Call Management	EN-98638	In a point-to-point call, while trying to add an invalid participant and escalate to AVMCU server, RealPresence Group Series systems fail to send the failure message.	No workaround.
Call Management	EN-178525	Occasionally, pressing and holding the star (*) key doesn't activate the pinned speaker feature in internal MCU SIP calls.	Press and hold the star (*) key again.
Calling	EN-15575	When you connect a SoundStation IP 7000 phone to a RealPresence Group Series system, blast dialing endpoints might fail.	Disconnect the phone from the system before you attempt a blast dial call.
Calling	EN-91123	During a large AVMCU conference call, the performance of the RealPresence Group Series system degrades when the system receives many messages from the AVMCU server.	Disable the System Log Setting; SIP/H.323 Trace, to avoid excessive logging.
Configuration	EN-10678	If you enable Dual Stack (IPv4 and IPv6), RealPresence Group Series systems fail to navigate from an IPv4 address to an IPv6 address.	When you enable Dual Stack , enter an IPv6 DNS server address as the first DNS entry.
Configuration	EN-10869	If the SIP registrar password includes a backslash character, RealPresence Group Series systems fail to register with the SIP server.	Don't use the "\" character in the SIP registrar password.
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.	No workaround.

Category	Issue ID	Description	Workaround
Configuration	EN-17366	The value of Transfer Frequency under Log Management changes to Manual from Auto at Threshold when you export and reimport system profile to a RealPresence Group Series system.	No workaround.
Configuration	EN-98284	Due to Lighttpd limitations of uploading huge files, the file upload fails occasionally while doing manual software updates.	No workaround.
Configuration	EN-94919	The RealPresence Touch device gets unpaired from the RealPresence Group Series system while transferring the update package to perform a manual upgrade.	No workaround.
Configuration	EN-68043	When the SIP server is down, and the SIP failover server is configured with another domain, RealPresence Group Series systems fail to register the Skype for Business client to the failover server.	Configure the user name as domain\username to successfully register in the failover environment.
Configuration	EN-114421	When you configure the PAC URL through DHCP option 252 in an Infoblox DHCP server, a null character is appended.	No workaround.
Configuration	EN-114594	Calls drop during a TIP call when you set the RealPresence Group Series system encryption to Required for Video Calls Only .	No workaround.
Configuration	EN-129543	RealPresence Group Series systems show the wrong error message when the SCEP renewal fails.	No workaround.
Configuration	VIDESC-18013	RealPresence Group Series systems fail to re-register with Skype for Business Online when the IP address is changed.	No workaround.
Configuration	VIDESC-16992 EN-19259	RealPresence Group Series systems fail to restore the configuration details of the RealPresence Touch home screen button when you restore the system configuration from system profile.	Manually reconfigure the home screen of the RealPresence Touch device in the RealPresence Group Series system web interface.
Content	EN-10990	When RealPresence Group Series systems share content in a long multipoint 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.

Category	Issue ID	Description	Workaround
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.	No workaround.
Content	EN-19994	The Polycom Touch Control device might not be able to send content from a USB-connected local computer running Windows 10.	No workaround.
Content	EN-25127	In some scenarios, it may take up to 15 seconds to receive Skype for Business desktop and window sharing.	No workaround.
Content	EN-48589	In a RealPresence Group Series conference call, if you share content using Polycom Pano you stop RealPresence Touch device content and start content using Pano, the RealPresence Group Series system local interface displays a black screen.	Use Polycom Pano to share content again.
Content	EN-64828	In a conference call, when a computer is sharing content to RealPresence Group Series using Polycom People+Content IP (PPCIP) and another computer tries to share content by entering an incorrect password, the content sharing from the first computer disconnects.	Share content from the second computer using the correct password.
Content	EN-85843	In Skype mode, there's no Visual Board support on the RealPresence Touch system when content is shared via VisualBoard from RealPresence Group Series system web interface.	No workaround.
Content	EN-86253	When you change the RealPresence Group Series system Microsoft desktop sharing mode from Disable to VBSS or vice versa, the video output port changes to the RealPresence Group Series system due to hardware limitations.	No workaround.
Content	EN-97384	In a Skype for Business Online environment, RealPresence Group Series systems occasionally delay displaying Remote Desktop Protocol (RDP) content.	No workaround.
Content	EN-104903	RealPresence Group Series systems display the received content slowly when the content is above 2 k resolution.	No workaround.

Category	Issue ID	Description	Workaround
Content	EN-133055	H.329 content sharing may fail intermittently between RealPresence Group Series systems and WebEx conference calls due to the system receiving a TokenRelease message from the WebEx end.	No workaround.
Directories/ Address Books	EN-17737	In the RealPresence Group Series system CDR, a RealPresence Touch device is listed as ptc in the View Name column.	No workaround.
Directories/ Address Books	EN-26786	On the Contacts tab of the RealPresence Group Series system web interface home page, the Global Entry link displays based upon client policy. The link displays when a user has a client policy with address book availability configured to WebSearchAndFileDownload . The link doesn't display when a user's client policy with address book availability is changed to WebSearchOnly .	No workaround.
Directories/ Address Books	EN-122518	While adding and removing speed dial contacts from the Microsoft directory server contacts in the RealPresence Group Series system web interface, the Edit Speed Dial contacts page doesn't respond and loading overrides to other system web interface areas.	No workaround.
Hardware	EN-86251	When you change the RealPresence Group Series system mode from Disable to VBSS or vice versa, the video output port changes from RealPresence Group Series system due to hardware limitations	No workaround.
Installation	EN-24249	Downgrading platform software using a USB flash drive might cause a RealPresence Touch device to stop the downgrade process and restart.	Don't use a USB flash drive. Instead, perform a downgrade using RealPresence Resource Manager and an HTTP server.
Interoperability	EN-7517	If you dial multiple Skype for Business clients at the same time, the call connects as audio-only.	Set the dialing preference to SIP . In Office 365 environments, disable H.323.
Interoperability	EN-10812	RealPresence Group Series systems connected to a Polycom ISDN Gateway with stereo enabled can't connect to an audio-only call.	No workaround.

Category	Issue ID	Description	Workaround
Interoperability	EN-10837	After a DNS failure during a call between a Poly Trio conference phone and a RealPresence Group Series system, the Poly Trio conference phone doesn't automatically disconnect from the call.	Manually disconnect the Poly Trio conference phone from the call.
Interoperability	EN-12773	While in Skype for Business mode, you might not be able to place a video call from the RealPresence Group Series system to voice mail.	Select the audio toggle on the RealPresence Touch device to make an audio call to voice mail.
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.	Don't transfer held calls involving a RealPresence Group Series system in a Unify environment.
Interoperability	EN-14154	When in a SIP call is using a Microsoft remote desktop registered to a RealPresence DMA system, RealPresence Group Series systems registered to Lync disconnect after you press Hold on RealPresence Group Series systems.	No workaround.
Interoperability	EN-18207	Office 365 environments don't support FIPS mode.	Disable FIPS mode in Office 365 environments.
Interoperability	EN-63382	When a RealPresence Group Series system places a 128-bit encrypted call to Avaya XT7000 or XT5000, there's no audio or video.	Set the encryption key to 256 on all endpoints.
Interoperability	EN-91394	RealPresence Group Series systems using a RealPresence Touch device registered in an Avaya environment restart when a video call with an Avaya 9641GS IP desk phone fails.	No workaround.
Interoperability	EN-150046	RealPresence Group Series systems reboot when connected to a conference call hosted by Cisco CMS (Cisco Meeting Server).	Enable Force Connection Reuse Settings on the RealPresence Group Series system web interface.
Network	EN-108475	Due to a network issue on AVMCU servers, RealPresence Group Series systems suddenly reboot and display a black screen	No workaround.

Category	Issue ID	Description	Workaround
Peripherals	EN-14094	After an EagleEye Director II system wakes from sleep, the EagleEye IV camera might not automatically move to the preset position.	Use the RealPresence Group Series local interface or the RealPresence Touch device to select the preset to move the camera to the selected preset position.
Peripherals	EN-14156	The USB 3.0 ports on the back panel of RealPresence Group 700 systems don't support USB headsets.	No workaround.
Peripherals	EN-17556	Camera 3 doesn't appear as content input on a RealPresence Touch device when the Camera 3 HDMI input is connected using DVI.	No workaround.
Peripherals	EN-151352	The blue LED on the EagleEye IV camera remains on when you shut down the RealPresence Group 310 system before the camera has fully powered on or awakened.	Allow at least 10 seconds after powering on the RealPresence Group 310 or awakening the camera before attempting to shut down.
Peripherals	EN-166606	The PPCIP application doesn't launch properly from a Mac device running the Catalina OS that's connected to RealPresence Touch with a USB connection.	No workaround.
Software	EN-148275	When you connect an EagleEye Director II camera to a RealPresence Group Series system that's being updated, the process takes approximately 90 minutes to complete. Don't interfere with the update process during this time.	No workaround.
Software	EN-152297	Manual software upgrades for RealPresence Group Series systems fail when upgrading from different web browsers at a time.	No workaround.
Software	EN-153051	RealPresence Touch devices crash and reboot automatically when the admin selects the Check for Software Update button and switches between the tabs in the system web interface.	Wait until the software list is populated.
User Interface	EN-10956	On some touch monitors, the virtual keyboard might not display during a call on RealPresence Group 500 and 700 systems.	End and redial the call.

Category	Issue ID	Description	Workaround
User Interface	EN-10984	If you enter an incorrect system password, then change the Lock Port After Failed Login setting in the system web interface, the system is locked out after the third password attempt, regardless of the setting value.	No workaround.
User Interface	EN-11236	On RealPresence Touch devices, the Help Desk number might display as a regular PSTN call on the participant list.	No workaround.
User Interface	EN-14148	After completing the setup wizard, you might see the Hello screen flash and hear a welcome sound before the logon screen displays.	No workaround.
User Interface	EN-14153	System information and user settings aren't available when a RealPresence Touch device isn't paired.	Pair a RealPresence Touch device to the RealPresence Group Series system to view the information or use the RealPresence Touch system web interface to view the information (the IP address is available on the unpaired screen).
User Interface	EN-15879	The log stamp feature might not display in the Polycom labs feature list in the system web interface.	Clear the Enable Polycom Labs Feature check box, then reselect it.
User Interface	EN-16260	When you enable the Restrict to HTTPS setting on a RealPresence Group Series system, the paired RealPresence Touch device might not download the device's application software.	No workaround.
User Interface	EN-17107	If you set monitor 1 to Far , then Content , then Near and set monitor 2 to Far , then Near and with Automatic Self View Control enabled, the far-end video displays full screen on monitor 2 and monitor 1 displays the background image in full screen (if configured) or black video (if not configured) with its local video in PIP.	No workaround.

Category	Issue ID	Description	Workaround
User Interface	EN-17594	If you set monitor 1 to Far , then Content , then Near , set monitor 2 to Far then Near , and then disable Automatic Self View and Self View , three identical layout choices may display on the RealPresence Group Series local interface and on the RealPresence Touch device.	No workaround.
User Interface	EN-19843	If you're logged out of the RealPresence Touch system web interface, the device screen might not refresh automatically and might continue to display the same screen and the login dialog.	No workaround.
User Interface	EN-19922	Far-end site camera presets aren't available on RealPresence Touch devices.	No workaround.
User Interface	EN-20175	When a RealPresence Group Series system joins a CCCP conference as an audio-only PSTN endpoint, the system may connect the call as audio/video. As a result, the PSTN party displays black video to the other participants.	No workaround.
User Interface	EN-23394	When you end a call, RealPresence Touch devices are intermittently slow to respond.	No workaround.
User Interface	EN-64672	In Skype for Business calls when all the attendees are muted, RealPresence Group Series systems don't show an attendee's video even after the organizer blocks and unblocks the attendee's video.	Change the layout on the RealPresence Group Series system.
User Interface	EN-68030	In a call, the TV user interface displays the RealPresence Group Series system name instead of the SIP user name for the far-end system.	No workaround.
User Interface	EN-87440	The RealPresence Group Series system fails to register with a Skype for Business client if the Skype for Business password contains double quotation marks.	No workaround.
User Interface	EN-100580	When RealPresence Group Series systems are in an audio AVMCU call and sharing VBSS content, if the call is changed from audio to video through RealPresence Touch, the RealPresence Group Series system fails to transmit the video.	No workaround.

Category	Issue ID	Description	Workaround
User Interface	EN-153052	When a RealPresence Touch device is paired with a RealPresence Group Series system, the system information page displays a Poly Trio system even though there isn't one connected.	No workaround.
User Interface	VIDESC-17011 EN-19622	When a SoundStation IP 7000 system that's connected to a RealPresence Group Series system makes a video call, the RealPresence Group Series system CDR displays "—" in the call details in the View Name column.	No workaround.
Video	EN-59502	The SmartPairing feature is not supported on RealPresence Group Series systems.	No workaround.
Video	EN-76550	When a Skype for Business client shares a window using a dual monitor with an extended display, the content received is displayed on half of the screen of the RealPresence Group Series system monitor.	Use the Desktop option and specify the monitor to share content.
Video	EN-147669	The RealPresence Immersive Studio may transmit a green or pink video image to the far side of a call.	On the RealPresence Touch interface, verify the green or pink video by selecting Self View On . Correct the symptom by restarting the system.
Video	EN-180129	Intermittently, Dual Stream on a RealPresence Group 700 system doesn't display properly.	In the system web interface, disable then re-enable Dual Stream.

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

Limitations

The following are lists of limitations to features and functionalities in this release.

Skype for Business Server Interoperability

RealPresence Group Series systems support up to 250 participants in a Skype for Business call.

Note: Polycom recommends that you avoid sharing high motion Remote Desktop Protocol (RDP) content for better audio, video, and content quality.

Microsoft Office 365

When migrating an Office 365 On-Premises account to an online deployment, the RealPresence Group Series local or system web interface may indicate that it's registered when the process isn't yet complete on the server end. If your RealPresence Group Series system can't 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 Series system that is set to auto configuration, you must make sure the server and proxy addresses have been cleared. If you have entered specific server addresses into the **Registrar server** and **Proxy server** fields 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 select **Save**. If you don't clear the server fields, SIP registration might fail.

Cn Attribute Searches

RealPresence Group Series systems don't support cn (common name) RealPresence Resource Manager attribute searches. When you perform cn searches, the system automatically uses the display name instead.

Samsung SyncMaster TA350 Monitor

When you connect a Samsung SyncMaster TA350 monitor to a RealPresence Group Series system as a second monitor and enable the **Dual Display** option in the system web interface, the brightness controls on the second monitor don't 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 Series systems may not function properly with the VisualBoard application and aren't 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, it can't simultaneously be used for camera 2 as people video.

Update to Account IDs

The text string *root* is no longer allowed when configuring the ID for the administrator or a 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 later 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 the root, the system automatically makes the following modifications during the upgrade process:

- The Admin ID changes to the default Admin ID: `admin`.
- The User ID changes to the default User ID: `user`.
- The existing password isn't modified.

Cameras

For third-party cameras connected to a RealPresence Group Series system, pan, tilt, and zoom are supported; however, the cameras may not accurately respond to and move into preset camera positions. Advanced camera functionalities such as aren't supported.

For more information about supported third-party cameras, see the [Polycom RealPresence Group Series Integrator Reference Guide](#).

Color reproduction accuracy can vary depending on environmental conditions and camera sensor capabilities.

Content Sharing in Microsoft Teams Mobile Client

RealPresence Group Series shows frozen content in a PEXIP CVI call when content is shared using the Teams mobile client with a resolution greater than 1080p vertical. Share content from Teams mobile client with a resolution of less than 1080p vertical to reduce content freezing.

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 doesn't affect the quality of the call.

Note: For more information about using Polycom RealPresence Group Series systems as part of a Polycom-partner product solution, see the Polycom-partner product deployment guides available at the [Poly Online Support Center](#).

Products Tested in This Release

Polycom RealPresence Group Series systems are tested extensively with a wide range of products. The following list isn't 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 Series systems, refer to [Hardware and Software Requirements](#).

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

Note: Poly recommends that you upgrade your Polycom devices with the latest software versions, as compatibility issues may already have been addressed by software updates. See the [Current Polycom Interoperability Matrix](#) to match product and software versions.

Management Systems and Recorders

Product Name	Interoperable Versions
Polycom RSS 4000	8.5.4
Polycom RealPresence Access Director	4.2.4
Polycom RealPresence Media Suite	2.8.2
Polycom RealPresence DMA	10.0.0.5
Polycom RealPresence Resource Manager	10.8.0

Gatekeeper, Gateways, External MCU, Bridges, Call Managers

Product Name	Interoperable Versions
Polycom RealPresence Collaboration Server 1500	8.5.13.3
Polycom RealPresence Collaboration Server, Virtual Edition	8.8.1 and 8.9.0
Polycom RealPresence Collaboration Server 1800/2000/4000	8.8.1 and 8.9.0
Polycom RealPresence Collaboration Server Gateway	8.8.1 and 8.9.0
Cisco TelePresence Video Communication Server (VCS)	X8.10
Cisco Unified Communications Manager	12.0.1
Cisco 3241 ISDN Gateway	2.2 (1.27)
Cisco 5310 MCU	4.5 (1.85)

Endpoints

Product Name	Interoperable Versions
Poly Trio	5.9.5
Poly G7500	3.2.1

Product Name	Interoperable Versions
Polycom HDX systems	3.1.14
Polycom Concierge solution	Phase 1
Polycom RealPresence Centro	6.2.2.5
Polycom RealPresence Debut	1.3.3
Polycom RealPresence Mobile for Android	3.10.1
Polycom RealPresence Mobile for iOS	3.11.1
Polycom RealPresence Desktop for Windows	3.10.4
Polycom RealPresence Desktop for Mac	3.10.4
Polycom RealPresence Immersive Studio	6.2.2.5
Polycom RealPresence Immersive Studio Flex	6.2.2.5
Polycom RealPresence OTX Studio	6.2.2.5
Polycom SoundStructure	1.7.8
Polycom VVX business media phones	6.1.0
Cisco C40, C90	7.3.21
Cisco DX70	CE9.13.1
Cisco DX80	CE9.13.1
Cisco EX90	7.3.21
Cisco SX10, SX20, SX80	7.3.21
Huawei TE40	2.0.600
Huawei TE30	2.0.600

Peripherals

Product Name	Interoperable Versions
Polycom ISDN Gateway	2.0.0.-39

Product Name	Interoperable Versions
Polycom Content App	1.3.2
Polycom EagleEye Producer	1.2.2
Polycom EagleEye Director	2.2.0
Polycom EagleEye Director II	2.2.0
Polycom EagleEye Cube HDCI	1.0.1
Polycom RealPresence Touch	6.2.2.5 panel software 2.2.2.5 operating system software
Polycom Touch Control	6.2.2.5 panel software 6.2.2.5 operating system software
Polycom VisualBoard application	4.1.3 software and later
Cisco ISDN TelePresence Link	IL1.1.6.a337554

Microsoft Interoperability

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

Servers

Product Name	Version
Microsoft Skype for Business Server 2015 (Feb 2017)	6.0.9319.559
Microsoft Skype for Business Server 2018 (Feb 2017)	7.0.2046.123
Microsoft Lync Server 2013	5.0.8308.1001
Microsoft Exchange Server 2013	15.00.1473.003 CU22
Microsoft Exchange Server 2016	15.1(Build 1531.3)
Microsoft Exchange Server 2019	15.2(Build 221.12)
Microsoft Skype for Business Online	Versions updated regularly and hosted by Microsoft

Product Name	Version
Microsoft Exchange Server Online	Versions updated regularly and hosted by Microsoft

Clients

Product Name	Version
Microsoft Skype for Business 2015	15.0.5111.1000
Windows client	16.0.9126.2315, 16.0.11328.20362
Mac client	16.20.90, 16.21.65, 16.21.87, 16.27.37
Surface Hub	1703(KB4477029)
Skype Room System v1 (Polycom CX8000)	1.00.11
Polycom RealConnect Solution	Versions updated regularly and hosted by Microsoft

Cisco and TIP Interoperability

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

- Cisco TelePresence System next generation interoperability with TIP Version 7
- Cisco IX5000 Version 9.1.0 (4)

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

Get Help

For more information about installing, configuring, and administering Poly products or services, go to the [Poly](#) site, select **Support**, and choose the option best suited to your needs.

Related Poly and Partner Resources

See the following sites for information related to this product.

- The [Poly Online Support Center](#) is the entry point to online product, service, and solution support information including Licensing & Product Registration, Self-Service, Account Management, Product-Related Legal Notices, and Documents & Software downloads.

- The [Polycom Document Library](#) provides support documentation for active products, services, and solutions. The documentation displays in responsive HTML5 format so that you can easily access and view installation, configuration, or administration content from any online device.
- The [Poly Community](#) provides access to the latest developer and support information. Create an account to access Poly support personnel and participate in developer and support forums. You can find the latest information on hardware, software, and partner solutions topics, share ideas, and solve problems with your colleagues.
- The [Poly Partner Network](#) are industry leaders who natively integrate the Poly standards-based RealPresence Platform with their customers' current UC infrastructures, making it easy for you to communicate face-to-face with the applications and devices you use every day.
- The [Polycom Collaboration Services](#) help your business succeed and get the most out of your investment through the benefits of collaboration.

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Plantronics, Inc. (Plantronics + Polycom, Now together as Poly)

345 Encinal Street
Santa Cruz, California
95060

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