



Polycom[®] RealPresence[®] Group Series

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Overview

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

- Version 5.0.2 of the Polycom RealPresence Group system software
- Version 2.2 of the Polycom® EagleEye™ Director software
- Version 1.1.1 of the Polycom® EagleEye™ Producer
- Version 5.0.2 of the Polycom® RealPresence Touch™ Panel software
- Version 1.0.1 of the Polycom RealPresence Touch Operating system software
- Version 5.0.2 of the Polycom® Touch Control™ Panel software
- Version 5.0.2 of the Polycom Touch Control Operating System software

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.

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 system has 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 the EagleEye cameras using their mounting options. The RealPresence Group 700 system can be rack mounted.

Remote Control Devices

The RealPresence Group Series remote control device is included with all RealPresence Group Series bundles and includes a USB rechargeable battery. Additional USB 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 IV-4x and the EagleEye IV-12x. An optional wide angle lens for the EagleEye IV camera increases the FOV 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 and 1m length are available. The Universal

Mounting shelf was designed for use with the EagleEye IV cameras and support monitor, wall and tripod mounting.

The RealPresence Group Series systems also support the EagleEye Director and the EagleEye Producer camera accessories. The EagleEye Producer includes a 'bunk bed' mount 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 array, SoundStation IP 7000 integration, SoundStructure integration, the HDX microphone array, and the ceiling microphone arrays.

More Interoperable Hardware and Accessory Options

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

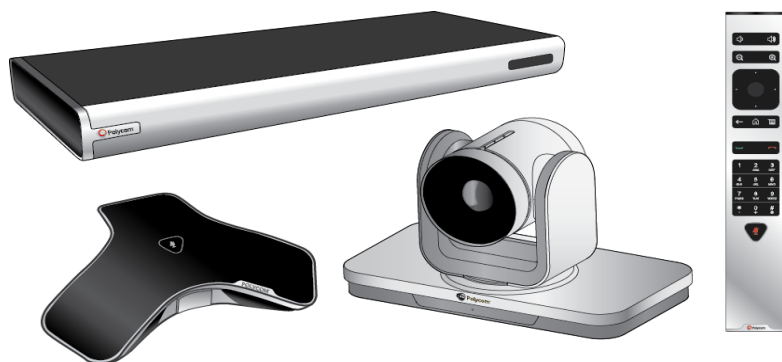
RealPresence Group System Bundles

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

RealPresence Group 310 Systems

RealPresence Group 310 systems ship with a Polycom® EagleEye™ IV camera, a RealPresence Group Remote Control, and a RealPresence Group Microphone Array.

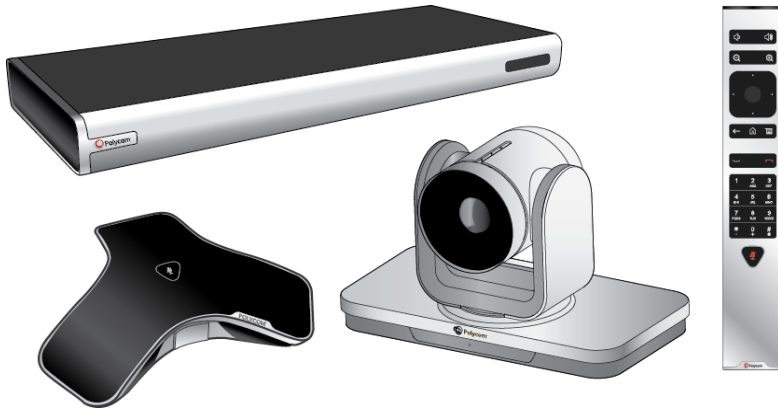
RealPresence Group 310 system and accessories



RealPresence Group 300 and 500 Systems

RealPresence Group 300 and 500 systems ship with a Polycom® EagleEye™ IV camera, a RealPresence Group Remote Control, and a RealPresence Group Microphone Array.

RealPresence Group 300 and Group 500 systems and accessories



RealPresence Group 700 Systems

RealPresence Group 700 systems ship with a Polycom EagleEye IV camera, a RealPresence Group Microphone Array, and a RealPresence Group Remote Control.

RealPresence Group 700 system and accessories



System Performance

The RealPresence Group systems are cutting-edge visual collaboration tools that provide high quality video and sound. 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, for a new level of clarity and realism. 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™, 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)
- English (UK)
- English (US)
- 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.

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

Because the RealPresence Group Series does not support High-bandwidth Digital Content Protection (HDCP), 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.

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 are displayed 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 the last four speakers.

System Configuration and Setup

The administrator settings can be configured in the system's web interface. Users can access calling functions using the remote control and user-friendly onscreen menus.

For more information about setting up and using the RealPresence Group systems, refer to the documents on the product pages at support.polycom.com.



Note: Powering on the RealPresence Group system

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.

Experimental Features

You can now enable experimental features and evaluate them in a non-production environment. For more information about the experimental features or to provide feedback on your experience, visit the [Polycom Support Community](#).



Note: Experimental features are not tested or supported.

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

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 to enable all experimental features.

These are the experimental features in this release:

[VisualBoard Advanced Features](#)

[Incoming Noise Block](#)

[Acoustic Fence with Beam Shaping](#)

[Auto Wakeup Feature for Polycom EagleEye Producer](#)

[Content Stretch](#)

VisualBoard Advanced Features

- **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 Noise Block

When the Incoming Noise Block 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.

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 ball, or a single EagleEye Acoustic camera forms the beam by appropriate signal processing on the microphones contained in the unit.

If two tabletop microphones or two ceiling balls are connected to the system, only sounds inside the intersection of the beams formed by each of the two tabletop microphones or two ceiling balls is picked up. In addition, you can connect one tabletop microphone and one ceiling ball, and only sounds within the intersection of their two beams is picked up.

Try using two desktop microphone arrays to define a region of audio pickup through the beam intersection. It will take some experimentation to find the optimal rotation angle and position of each array to create the desired audio pickup region.



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 checkbox next to Enable Acoustic Fence.

Enable Acoustic Fence with Beam Shaping

To use Acoustic Fence with Beam Shaping, you must enable the feature.

To enable and configure Acoustic Fence with Beam Shaping:

- 1 In the web interface, go to **Admin Settings > System Settings > Polycom Labs**. Select **Enable Acoustic Fence with Beam Shaping**.
- 2 To configure the **Acoustic Fence Sensitivity** setting, do one of the following:
 - For a desktop or ceiling microphone array, start with a value of 10, the maximum width angle. If you hear interfering sounds, decrease the value.
 - For the EagleEye Acoustic camera, start with a value of 5.

Auto Wakeup Feature for Polycom EagleEye Producer

This feature enables an EagleEye Producer to automatically wake up 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 though the receiving content aspect ratio might not be 16:9.

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 to version 5.0.2.

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 support.polycom.com 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 Software, Options, and Accessories* at support.polycom.com.

Software Version History

RealPresence Group System Software

Software Version	Release Date	Description
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.
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 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.

Release Notes

Polycom RealPresence Group Series

Software Version	Release Date	Description
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 Calendering 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.
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.

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 and Microsoft Office Communications Server or Microsoft Lync™ Server integrations.

For additional information and details, refer to 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.



Note: Update your system

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 to see the Current Polycom Interoperability Matrix.

Hardware Model	Part Number (or Serial Number)	Designation in User Interfaces	Compatible Software Versions
RealPresence Group 700	2201-08090-xxx	Hardware version 7 Hardware version 8	4.1.3 and higher 4.1.3 and higher
RealPresence Group 700	2201-09770-xxx	Hardware version 6 Hardware version 7	4.0.0 and higher 4.1.3 and higher
RealPresence Group 500	2201-68113-xxx	Hardware version 16 Hardware version 18	4.2.0 and higher 4.2.0 and higher
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 higher 4.1.3 and higher 4.1.3 and higher 4.1.3 and higher 4.2.0 and higher

Hardware Model	Part Number (or Serial Number)	Designation in User Interfaces	Compatible Software Versions
RealPresence Group 310	2201-68113-xxx	Hardware version 16 Hardware version 18	4.3.0 and higher 4.3.0 and higher
RealPresence Group 300	2201-68108-xxx	Hardware version 16 Hardware version 18	4.2.0 and higher 4.2.0 and higher
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 higher 4.1.3 and higher 4.1.3 and higher 4.1.3 and higher 4.2.0 and higher

The RealPresence Group system web interface requires Windows® Internet Explorer 9 or 10 on Windows 7, Apple® Safari® 6.0.4 on Mac OS® X (Lion), or Mozilla Firefox 22 on Windows 7.

RealPresence Group systems support the following components:

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

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

Security Updates

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

Corrected Issues in Version 5.0.2

The following table lists issues corrected in version 5.0.2.

Category	Issue ID	Description
API	GS-27197	If the meeting subject field is left blank when using the RealPresence Group system API command calendarmeetings, the API fails to display results thereafter and records a java error in the system logs. This issue has been corrected.
Calling	GS-27198	When using speed dial, a RealPresence Group 300 system installed with software version 5.0.0 might have been unable to place a call with a specified call rate. This issue has been corrected.
Calling	GS-27194	When a DMA-registered RealPresence Group 500 system was already in an H.323 video call, placing an additional audio-only H.323 call might not have connected, and could have caused the system to power off. This issue has been corrected.
Cameras	GS-27459	After upgrading a RealPresence Group Series system from software version 4.3.2 to 5.0.0, while displaying country/regional settings, the EagleEye III camera might have displayed a blue screen after video content. This issue has been corrected.
Cameras	GS-27204	An MPTZ camera might have intermittently zoomed in or out, despite stop commands sent from a RealPresence Group system. This issue has been corrected.
Contacts	GS-27460	The RealPresence Touch only displayed 100 contacts loaded from the RealPresence Group 500 system's contact list. This issue has been corrected.
Contacts	GS-27411	The RealPresence Touch device only displays 100 contacts loaded from the RealPresence Group 500 system contact list. This issue has been corrected.
Content	GS-26363	A RealPresence Group 500 system, installed with software version 4.3.2 and a multipoint license, might have failed to display content when a video call was placed first, then a SIP audio-only call was added. This issue has been corrected.
Interoperability Microsoft	GS-27203	RealPresence Group system calls to Lync 2013 client fails when host computer is connected to telephones with DECT enabled. This issue has been corrected.
Interoperability Microsoft	GS-27199	When RealPresence Group 500 system joined a Lync client AVMCU call, the video switched continuously between two different monitors. This issue has been corrected.
Interoperability Microsoft	GS-26648	A Microsoft Skype for Business client might have been unable to share content to a RealPresence Group system in a point-to-point call. This issue has been corrected.

Category	Issue ID	Description
Interoperability Microsoft	GS-26466	A Lync client might have been unable to connect a call with a Lync-registered RealPresence Group system running software versions 4.3.2 or 5.0.0. This issue has been corrected.
Interoperability Microsoft	GS-26319	A video call from a Lync 2010 client might not have connected with a RealPresence Group system installed with software version 4.3.0 or later. This issue has been corrected.
Interoperability Polycom SoundStation IP 7000	GS-27201	The SoundStation IP 7000 conference phone was not able to make SIP-authorized phone calls while connected to a RealPresence Group system, and when SIP was disabled on the RealPresence Group system. This issue has been corrected.
Logging	GS-27193	Logs for RealPresence Group systems did not include accurate packet loss data. This issue has been corrected.
User Interface	GS-27200	A RealPresence Group 500 system configured with two monitors might have incorrectly displayed Self View on Monitor 1 instead of Monitor 2. This issue has been corrected.
Video	GS-27635	A RealPresence Group Series 700 system with software version 5.0.0 might have displayed unexpected video on monitor outputs during a point-to-point call. This issue has been corrected.
Video	GS-27208	When a video input port 4 on a RealPresence Group 700 system is configured as a composite video input source, the video output showed a black border on the left and bottom on the display. This issue has been corrected.
Video	GS-27207	A RealPresence Group Series 700 system connected to a computer's DVI output via a DVI-HDMI cable cannot detect the video input signal in camera input 2 when using software versions later than version 4.1.5. This issue has been corrected.
Video	GS-27206	When a RealPresence Group system was configured with three monitors and was in a call with a Lync client via point-to-point or AVMCU, "All Monitors" appeared as a black screen on the RealPresence Group system when the Lync client shared "All Monitors". The screen displayed correctly on another Lync client. This issue has been corrected.

Known Issues in Version 5.0.2

The following table lists the known issues for the version 5.0.2 release. If a workaround is available, it is noted in the table.

Category	Key	Description	Workaround
API	GS-25980	The API calendar meetings command may not send notifications.	
Calendar	GS-25917	If there are overbooked meetings, the calendar in the local interface of the RealPresence Group system may display an incorrect day of the week for the overbooked meeting.	Press the information button on the overbooked meeting to see the correct day of the week.
Calling	GS-9293	When placing calls through an ISDN gateway, the system cannot dial line rates that are multiples of 56 kbps. RealPresence Group systems only support call rates that are multiples of 64 kbps.	
Calling	GS-13144	If the call rate is high when placing a call to a remote endpoint through a FW/NAT device, the video might become degraded due to reduced video rate.	
Calling	GS-16896	If a RealPresence Group system is in an SVC conference and the downlink bandwidth is 256k or less, the SVC call might be disconnected after a few minutes.	
Calling	GS-24637	If two RealPresence Group systems are registered with OpenScape Video (OSV), and encrypted calls are made through UNIFY's session border controller (SBC), calls may only connect over audio.	
Calling	GS-24638	In a UNIFY environment, content sharing and Far End Camera Control (FECC) may not be transmitted sometimes in a RealPresence Group system to a DMA VMR call if the Fixed Ports setting is enabled.	Disable the Fixed Ports setting. Go to Admin Settings > Network > IP Network > Firewall and disable Fixed Ports .

Category	Key	Description	Workaround
Calling	GS-24812	When a RealPresence Group system is registered to BroadWorks using Sonus SBC with the TLS transport protocol and a call is made from the RealPresence Group system to a RealPresence Distributed Media Application (DMA) VMR, the call may become disconnected at the RealPresence Group system if after 30 minutes into the call the call is placed on hold.	
Calling	GS-25043	Calls may not connect in a TCP-only federated environment with a Lync-registered RealPresence Group system in one domain to a VMR in a different domain.	Change from TCP to UDP.
Calling	GS-25097	When TIP is enabled, calls between a RealPresence Group system and a Cisco endpoint may fail the first time.	On the web interface, go to Admin Settings > Network > Dialing Preference > Dialing Option and disable the TIP setting. Alternatively, attempt the call again.
Calling	GS-25208	In a UNIFY OpenScope Video (OSV) environment, audio and video may not work sometimes on a RealPresence Group system after resuming a call that has been on hold for more than two and a half minutes.	
Calling	GS-25764	An active audio call disappears from manage call view if a video call is ended from a multipoint conference	Use the SoundStation IP-7000 or the local interface to end the audio call.
Cameras	GS-7098	When a RealPresence Group system is not in a call, the Mute button cannot be used to enable or disable EagleEye Director tracking.	Enable or disable camera tracking from the Menu screen in the local interface.
Cameras	GS-8418	When changing the Country setting from a PAL to NTSC country, or vice versa, on a RealPresence Group system that is attached to an EagleEye 1080 camera, the system must be restarted before the change takes effect on the camera.	
Cameras	GS-9822	If you replace one of the cameras in the EagleEye Director automatic camera positioning system while it is in use, the RealPresence Group system might not be able to detect the EagleEye Director.	Power off the EagleEye Director, then power it back on and ensure that the RealPresence Group system properly detects the EagleEye Director.

Category	Key	Description	Workaround
Cameras	GS-12308	If the name of a camera connected to a RealPresence Group system is longer than 32 characters, the following error message displays in the web interface: One or more errors occurred. Please try again.	Make sure the camera name is no longer than 32 characters.
Cameras	GS-17535	If a RealPresence Group system is running a software version earlier than 4.1.3 and is connected to an EagleEye IV camera, the system might continuously restart.	Before connecting an EagleEye IV camera, update the RealPresence Group system to version 4.1.3 or later.
Cameras	GS-24293	A RealPresence Group system may incorrectly show multiple camera status when controlling the remote endpoint cameras.	
Contacts	GS-26569	On the RealPresence Touch, deleting contacts using the virtual keyboard sometimes does not function as expected.	Press and hold the contact you want to delete or use the Delete button in the Input field.
Content	GS-9043	Sharing content on a RealPresence Group system by using a 1280 x 1024 resolution with a 85 Hz refresh rate is not supported.	Use a refresh rate of 60 Hz or 75 Hz.
Content	GS-10151	The RealPresence Group series does not support HDCP (high-bandwidth digital content protection). If you connect a content source that sends HDCP-encrypted content, the content is not shown (on the local or far side) and the screen displays black video.	When sending content, do not use a content source using HDCP.
Content	GS-15020	When a RealPresence Group Series system is configured with TIP enabled and joins a TIP-aware Real Presence Collaboration Server conference, content sent from the RealPresence Group system is played on the People channel.	On the web interface, go to Admin Settings > Network > Dialing Preference > Dialing Option and disable the TIP setting.
Content	GS-15320	On a RealPresence Group 700 system, VGA content might take a few seconds to start. During this time, the system might intermittently display Sending Content. When the content begins, the resolution might be incorrect.	

Category	Key	Description	Workaround
Content	GS-18148	If the RealPresence Group system is deployed as an external WAN client outside a firewall, H.239 content using ICE is not supported.	
Content	GS-22879	Tapping a single point while the VisualBoard application is calibrating may occasionally end the calibration process.	Restart the calibration process.
Content	GS-23968	In an RMX call, if you switch content from PPCIP to VisualBoard, content might not launch on the first try.	Relaunch VisualBoard to show content.
Content	GS-24508	RealPresence Group systems do not support reloading shared content when a VMR call with multiple participants is placed on hold and then resumed.	
Directory	GS-20379	Directory entries imported from RealPresence HDX systems to RealPresence Group systems using the Directory Import/Export feature do not maintain the RealPresence HDX Directory grouping structure.	
Directory	GS-25910	The focus may disappear when you add a contact to favorites by searching the directory on the local interface.	
Gatekeepers	GS-11469	RealPresence Group systems cannot be configured to use Avaya gatekeepers.	
General	GS-12796	A Chinese user name is not supported in LDAP connections.	
Hardware	GS-22016	Factory restore might not work correctly in the following scenario: the power cord is unplugged, the factory restore button is pressed, and the power cable is plugged back in (this is an improper way to power down the system).	For the correct factory restore procedure, refer to the <i>Polycom RealPresence Group Series Administrator Guide</i> .
Interoperability Cisco	GS-7279	When dialing out from a Cisco TelePresence Server to RealPresence Group system, the RealPresence Group system disconnects from conference calls due to an unspecified error.	Set the transport protocol to TCP.

Category	Key	Description	Workaround
Interoperability Cisco	GS-21963	When a RealPresence Group 500 system is in an encrypted SIP call that is registered over TLS to a Cisco VCS, and the RealPresence Group 500 system places a SIP call to a RealPresence Group 700 system, the RealPresence Group 700 system may not receive video from the RealPresence Group 500 system.	On the web interface of the RealPresence Group 500 system, go to Admin Settings > Network > IP Network > SIP and enable the Force Connection Reuse setting.
Interoperability Cisco	GS-23624	When a RealPresence Group system is registered on OpenScape Video (OSV) and a Cisco C60 system is registered on a Cisco Video Communications Server (VCS), a call from the RealPresence Group system to the Cisco C60 system will establish successfully, and then in five seconds the video on the Cisco C60 system will disappear.	
Interoperability Cisco	GS-24645	When a RealPresence Group system connects to a Cisco C-Series system in a H.323 encrypted conference call, loud screeching audio may be heard when the Cisco C-series encryption KeySize is set to Min1024bit.	On the Cisco C-series system, set Encryption KeySize to Max1024bit (the default).
Interoperability LifeSize	GS-12496	If a LifeSize Team 220 system is the first system called in a SIP conference call, video is not received from the LifeSize system.	Either do not dial the LifeSize system first, or dial the system at a very low call rate such as 384 kbps.
Interoperability LifeSize	GS-13316	A call between a RealPresence Group system and a LifeSize desktop client that uses an unregistered IP address might not have video.	Register both systems to a SIP proxy.
Interoperability LifeSize	GS-20717	When a RealPresence Group system is in a multipoint call with a LifeSize ICON 600 endpoint using SIP protocol at a 1920k rate, the RealPresence Group system does not receive content.	
Interoperability Microsoft	GS-12982	When a RealPresence Group system is in a multipoint call hosted by a Microsoft Lync AV MCU, the RealPresence Group system participant name, number, and system values on the Settings > System Information > Call Statistics screen might be incorrect.	

Category	Key	Description	Workaround
Interoperability Microsoft	GS-16065	When recording is paused on a Lync 2013 client, the red icon still displays in the local interface.	
Interoperability Microsoft	GS-18630	RealPresence Group systems currently do not support Lync mobility clients.	
Interoperability Microsoft	GS-20484	When in a point-to-point SIP call using Microsoft remote desktop registered to a Polycom DMA system, RealPresence Group Series systems registered to Lync disconnect after pressing Hold on RealPresence Group Series systems.	
Interoperability Microsoft	GS-20722	When the RealPresence Group Series is in a Lync 2013 AVMCU call where the Lync client is registered to a 2010 Lync server, the RealPresence Group Series displays the video mute icon when the Lync 2013 client leaves the conference.	Register the Lync 2013 client to a Lync 2013 server or register a Lync 2010 client to a Lync 2010 server.
Interoperability Microsoft	GS-20828	A conference call might not connect or might connect with no video between Lync Front End Server SIP registered RealPresence Group Series and HDX systems.	
Interoperability Microsoft	GS-20919	RealPresence Group Series endpoints might take more than 30 seconds to connect to a federated Lync online meeting that requires media over TCP.	
Interoperability Microsoft	GS-21088	RealPresence Group system does not register with SIP protocol to the backup Lync server in failover tests.	
Interoperability Microsoft	GS-21200	Consultative transfer is not supported with Lync Server 2010 Attendant and RealPresence Group systems.	
Interoperability Microsoft	GS-21207	Blind transfers from an internal RealPresence Group Series system to a federated external RealPresence Group Series system over Lync Attendant Console do not work.	
Interoperability Microsoft	GS-21208	A RealPresence Group system cannot join a consultative transfer from the Lync Client 2013.	

Category	Key	Description	Workaround
Interoperability Microsoft	GS-21450	When a RealPresence Group Series system becomes the active speaker in conference calls with a Lync client and an HDX system, the RealPresence Group Series system video delays and freezes on the HDX.	
Interoperability Microsoft	GS-23632	If the presenter in a MeetNow call mutes the call and the RealPresence Group system participant tries to unmute, the RealPresence Group system participant will not receive a notification that they cannot unmute the call.	Request the presenter unmute the call.
Interoperability Microsoft	GS-24004	When Auto is selected as the SIP Server Configuration type, RealPresence Group systems fail to register with Lync 2010.	Go to Admin Settings > Network > IP Network > SIP and select Specify for SIP Server Configuration .
Interoperability Microsoft	GS-24290	RealPresence Group system calls to Lync 2013 client fails when host computer is connected to telephones with DECT enabled.	
Interoperability Microsoft	GS-24545	RealPresence Group systems do not support scrolling through Microsoft Lync or Skype for Business content.	
Interoperability Microsoft	GS-24602	RealPresence Group systems may disconnect a remote desktop call when an external user on Lync 2013 shares content.	Escalate the call to a MeetNow conference and resend content.
Interoperability Microsoft	GS-24640	Remote desktop (RDP) content is delayed for 15 seconds on a RealPresence Group system when sharing from Lync client on an Apple Mac computer in a point-to-point call.	
Interoperability Microsoft	GS-25431	A point-to-point call between two RealPresence Group systems registered with Lync may not remain active for more than 24 hours.	Reconnect the call.
Interoperability Microsoft	GS-25692	A point-to-point call between a RealPresence Group system and Lync may disconnect when video from a Lync Client with a Polycom CX5500 Unified Conference Station is started or stopped.	

Category	Key	Description	Workaround
Interoperability RealPresence Resource Manager	GS-24332	If a RealPresence Group system is dynamically managed by RealPresence Resource Manager and the host name of the RealPresence Group system is longer than 64 bytes, login at the web interface may fail.	Make sure the hostname of the RealPresence Group system, including the domain, is less than 64 bytes.
Interoperability RealPresence Touch	GS-22650	The logout control in the RealPresence Touch web interface does not function properly in a Firefox or Chrome browser.	Use a different browser, such as Internet Explorer, or close the browser when you are done working in the web interface.
Interoperability RealPresence Touch	GS-23211	The Place a Call screen on the RealPresence Touch displays the Keypad sub menu, even when a different sub menu is selected from the Select Preferred Sub Menu drop-down list in the RealPresence Group system web interface.	From the RealPresence Touch Home screen, tap the Place a Call icon. On the Place a Call screen, choose a sub menu.
Interoperability RealPresence Touch	GS-23521	System information and user settings are not available when the RealPresence Touch is not paired.	Pair the RealPresence Touch with a RealPresence Group system to find the information. Alternatively, use the RealPresence Touch web interface to find the information (IP address is available in the unpaired screen).
Interoperability RealPresence Touch	GS-23570	You cannot download system logs from the RealPresence Group system web interface from the RealPresence Touch administration page.	Open a web browser, go to the RealPresence Group system web interface, and download system logs.
Interoperability RealPresence Touch	GS-24738	An error message is not displayed when a USB storage device is removed from a RealPresence Touch before logs are completely transferred to the USB storage device. However, when the USB storage device is removed, the RealPresence Touch displays a message that log transfer was successfully completed.	Wait until the "Log transferred successfully" message is displayed on the RealPresence Touch screen before removing the USB storage device.
Interoperability RealPresence Touch	GS-24781	A RealPresence Touch paired with a RealPresence Group system sometimes becomes unpaired and is unable to automatically repair.	On the RealPresence Group system web interface, go to Admin Settings > General Settings > Pairing > Polycom Touch Device and click Forget this Device .
Interoperability Polycom SoundStation IP 7000	GS-12543	If a SoundStation IP 7000 conference phone is disconnected and then reconnected to a RealPresence Group system during a multipoint mixed-mode call, the video from the system might freeze.	Restart the RealPresence Group system.

Category	Key	Description	Workaround
Interoperability Polycom SoundStation IP 7000	GS-13406	When using a SoundStation IP 7000 conference phone attached to a RealPresence Group system for an audio call, an incoming video call to the RealPresence Group system might result in the audio call being put on hold with no way of retrieving or hanging up the call.	
Interoperability Polycom SoundStation IP 7000	GS-21059	When a RealPresence Group system is in a call with a SoundStation IP 7000 system and places the call on hold, only the video call from the RealPresence Group system is placed on hold. The audio call from the SoundStation IP 700 system is still active.	
Interoperability Polycom Touch Control	GS-14978	If you attempt to pair a Polycom Touch Control and a RealPresence Group system before finishing the setup wizard, a login failed error message might display on the Polycom Touch Control.	Finish the setup wizard on the RealPresence Group system before attempting to pair it with a Polycom Touch Control.
Interoperability Polycom Touch Control	GS-23726	Rarely, if a RealPresence Group system is paired with a Polycom Touch Control and a remote control with a low battery is used, a message that the battery power is low is displayed and will not go away.	Unpair the Polycom Touch Control and recharge the battery.
Interoperability Polycom Touch Control	GS-25894	You cannot update the Auto Answer Point-to-Point Video and Auto Answer Multipoint Video settings on the Polycom Touch Control web interface.	Use the RealPresence Group system web interface to update the Auto Answer Point-to-Point Video and Auto Answer Multipoint Video settings.
Interoperability Polycom Touch Control	GS-25908	The Download and Install Software button on the Polycom Touch Control web interface is grayed out sometimes and cannot be selected.	Use the Download and Install Software button on the Polycom Touch Control local interface.
Interoperability Polycom Touch Control	GS-25992	If during the setup wizard for Polycom Touch Control you skip the pairing screen, you receive an error message about a failure in Directory Provider. You can dismiss the message and continue the setup process, but you will continue to see the error message after each system restart until the Polycom Touch Control is paired.	Do not skip the pairing screen or dismiss the error message. Pair the Polycom Touch Control with a RealPresence Group system.
Interoperability Polycom VisualBoard	GS-14553	When using the VisualBoard application, monitor 2 shows black video if the resolution is set to 1080i60.	Configure monitor 2 to use 1080p60.

Category	Key	Description	Workaround
Interoperability Polycom VisualBoard	GS-15621	NTFS formatted USB flash drives are not supported with VisualBoard.	Use FAT or FAT32 formatted USB flash drives.
Interoperability Polycom VisualBoard	GS-15734	When VisualBoard content is shared between endpoints in a call and one endpoint is using a 1080p monitor while the other endpoint is using a 720p monitor, the border around the content window will display multiple times.	Ensure both endpoints are using a 1080p monitor.
Interoperability Polycom VisualBoard	GS-23505	While using the VisualBoard application, you may occasionally see an unexpected Save icon in the toolbar area.	
Interoperability Polycom VisualBoard	GS-23510	You may occasionally see arrows on the right-bottom corner of the VisualBoard application toolbar.	Reconnect the USB storage device.
Interoperability Radvision	GS-2160	When in a mixed H.323/SIP call with a Radvision Scopia XT1000 as the MCU, the RealPresence Group system that connected as a H.323 endpoint does not transmit video.	Make the call using either H.323 or SIP.
Interoperability Radvision	GS-13522	The RealPresence Group Series systems do not receive video from the Radvision Scopia 100 P10 gateway.	
Interoperability Radvision	GS-13892	When a RealPresence Group Series system is configured for UDP/BFCP and dials into a Radvision Scopia Elite bridge, the content stream is not always negotiated. Instead, content is sent over the people channel.	Use TCP/BFCP in this environment.
Interoperability Radvision	GS-17405	When a RealPresence Group system and a Radvision Scopia XT1000 are registered to a DMA, and the RealPresence Group system starts sending content before the Radvision system does, the Radvision system cannot send content.	Stop sending content from the RealPresence Group system, and then start sending content from the Radvision Scopia XT1000 system.
Interoperability TANDBERG	GS-601	Content does not work when a RealPresence Group system is in a SIP call with a Tandberg MXP system.	Instead of using the SIP protocol, use H.323.
Logging	GS-21913	Users can enter special characters into a CSR field and receive no notification of an invalid entry. This results in a certificate request failure.	

Category	Key	Description	Workaround
Monitors	GS-8188	On the RealPresence Group 700 system, the output display is always black when Monitor 1 is a VGA monitor with a Sleep setting of No Signal. If Monitor 2 and Monitor 3 are VGA monitors and the Sleep setting is No Signal, the system does not send a signal to those monitors when it goes to sleep.	
Monitors	GS-23998	Some Philips VGA monitors may display distorted images on RealPresence Group systems.	
Monitors	GS-25845	After a softupdate, displays might remain on if the sleep timer is set to less than three minutes.	Do not set the codec sleep timer to less than three minutes.
Network	GS-15219	A Polycom Touch Control might not automatically get a new IP address when switching to a different DHCP server.	Turn the Polycom Touch Control off and back on.
Network	GS-24166	After a failed registration attempt due to an invalid DNS, SIP registration may fail when you enter the correct DNS address.	Restart the RealPresence Group system before entering the correct DNS address.
Network	GS-25875	In a point-to-point call between two RealPresence Group systems in a UNIFY environment with IPV6, BFCP negotiation may sometimes fail if the call exceeds two and a half minutes.	
People+Content	GS-563	The RealPresence Group Series systems do not support Enterprise People+Content.	Use H.239 standards-based People+Content.
Remote Control	GS-15678	These 6 buttons found on the HDX remote control do not function with a RealPresence Group system: Play Stop, Pause, Record, Forward, Rewind.	Use the API button command
Security	GS-21618	When SSH is disabled on the RealPresence Group system, connection is still allowed to enter username and password. This is not consistent with Telnet operation. Entering a password does give the correct Access Denied notification with SSH disabled.	

Category	Key	Description	Workaround
Setup Wizard	GS-13961	When running the setup wizard, a VGA component monitor is not detected automatically.	
Setup Wizard	GS-8140	When enabling 802.1x authentication using the setup wizard, the only indication that invalid credentials were entered is that the RealPresence Group system has no IP address.	Verify that the credentials you enter are correct.
SIP	GS-11823	In some multipoint SIP calls, the system might not display video.	Make sure H.239 (dual-stream content) is enabled.
SNMP	GS-24357	SNMP GET may not work when a RealPresence Group system is dynamically managed by RealPresence Resource Manager and the whitelist is set to "."	
Software Update	GS-25821	When the RealPresence Touch platform software is downgraded using a USB device or using the Polycom link, the downgraded software version is installed with the factory restore image.	
Software Update	GS-10296	RealPresence Group system 300/500 users with software version 4.0.0, 4.0.0.1, or 4.0.1 cannot update to version 4.1.x using the web interface.	Use one of the following methods: -Update via USB device with the appropriate .tar and sw_keys.txt files. -Use the web interface to update to version 4.0.2, then update to version 4.1.x.
Software Update	GS-13298	If the software update key is not on the USB storage device during factory restore, the RealPresence Group system may become nonoperational.	Restart the factory restore process with a valid software update key on the USB storage device.
Software Update	GS-16450	The RealPresence Group 700 system with hardware version 7 supports software versions 4.1.3 and higher. However, if a previous version of software is installed using the factory restore method, the conference link no longer works.	Install software version 4.1.3 or higher.
USB	GS-8186	The RealPresence Group 700 system only supports USB factory restore or downgrade from the front panel USB. Restoring or downgrading the system from the rear panel USB port is not supported.	Use the front panel USB port to perform a factory restore or downgrade.

Category	Key	Description	Workaround
USB	GS-24467	Only one USB storage device can be connected to one host port on a RealPresence Group system, whether it is connected directly or through a hub.	
USB	GS-25054	When in MSM mode, the remote control may sometimes stop working when you attach and then disconnect a USB keyboard.	
USB	GS-25071	If you have accessed content from a USB storage device while in MSM mode, and then start a new VisualBoard application session, you may sometimes see the content from the USB storage device from the previous session although the USB storage device is no longer connected.	
User Interface	GS-14652	The Recent Calls list might show multiple entries for a failed call to a directory entry.	
User Interface	GS-15307	If an admin password entry is added and then removed, the Admin Settings screen in the local interface displays the lock icon and prompts for credentials.	Enter a user name, but leave the password field empty.
User Interface	GS-22702	On a Lync client, you might see incorrect presence information.	
User Interface	GS-22730	After terminating a call that used video mute, you might continue to see the video mute icon on the secondary monitors.	
User Interface	GS-22796	If a customized background picture is replaced with a default background, the customized background is displayed after the RealPresence Group system is restarted.	
User Interface	GS-23231	The layout screen on the local interface of RealPresence Group systems may take a few seconds to open during a call.	
User Interface	GS-23744	After completing the out-of-box (OOB) setup wizard, you may see the Hello screen flash with hear sound before the logon screen appears.	

Category	Key	Description	Workaround
User Interface	GS-23862	If the monitor display is set to No Signal and the RealPresence Group system is set to go to sleep by pressing and holding the hangup button, and you manually put the system to sleep using the remote control, you will not see a notification that the system is going to sleep.	
User Interface	GS-25718	When you change the software update server address and then click the Cancel button on the Polycom Touch Control web interface, you may not always receive a response.	
User Interface	GS-25740	When terminating a call, you may sometimes see the same user name twice in the participants list.	
User Interface	GS-25816	Sometimes, a RealPresence Group system microphone may not display a green indicator when the system is in a multipoint call and the call is placed on hold or resumed.	
User Interface	GS-25896	You may sometimes receive an error message about login failure when you try to connect to a RealPresence Group system with an administrator account and do not use the correct password.	
Video	GS-15259	Using the Polycom EagleEye II camera, far end video may show degradation when an object moves quickly.	
Video	GS-16315	When the VGA port on a RealPresence Group system has no VGA signals, the monitor may display random patterns (the pattern can be different depending on the VGA monitor or monitor manufacturer's setting).	
Video	GS-17374	The RealPresence Group system does not properly record near-end video in an SVC conference call.	
Video	GS-22112	Jagged diagonal lines might appear on the far end's center and right displays.	On the web interface, set the Power Frequency to match the regional setting. For example, for countries with power frequency 50, set the Power Frequency to 50. Go to Admin Settings > Audio/Video > Video Inputs > General Camera Settings > Power Frequency

Category	Key	Description	Workaround
Video	GS-22113	When people move around in the room, you may experience stuttering video.	On the web interface, go to Admin Settings > Network > IP Network > Network Quality . Uncheck Automatically Adjust People/Content Bandwidth and set the Quality Preference to Both .
Video	GS-22127	The video aspect ratio for a Polycom HDX system is different from the other participants when a Sony XG80 participates in a multipoint call hosted by a RealPresence Group system.	
Video	GS-22794	If the network cable is unplugged and the RealPresence Group system is rebooted, you may see black video for about 20 seconds while the RealPresence Group system looks for the network.	
Video	GS-24169	An EagleEye Producer with an EagleEye III camera and a RealPresence Group 300 or 500 system does not display video after running the setup wizard and changing NTSC to PAL in the RealPresence Group system user interface.	Disconnect and reconnect the EagleEye Producer HDCI cable.
Video	GS-24574	If you terminated a just initiated call and promptly dialed another call, the far end system might not see the secondary and tertiary video from the near end system.	
Video	GS-25694	In a UNIFY environment with a RealPresence Group system as MCU and a Polycom VVX phone is one of the participants, the RealPresence Group system may send black and white video.	
Video	GS-25738	If the RealPresence Group system participant in an internally hosted multipoint call switches between held calls, erratic video behavior may occur.	
Video	GS-25899	In a UNIFY environment, you may sometimes experience pixelated video on RealPresence Group systems when the RealPresence Group system acts as MCU.	

Category	Key	Description	Workaround
Web Interface	GS-17048	When the RealPresence Mobile application is paired with a RealPresence Group system using SmartPairing, the web interface might not connect to the RealPresence Group system.	
Web Interface	GS-21047	After the initial setup, the RealPresence Group Series system does not display the EagleEye Producer camera type on the system status page.	Close and re-open the RealPresence Group Series system status page.
Web Interface	GS-21182	When the RealPresence Group system is being remotely updated via the web interface, is connected to a low-bandwidth Internet connection, and using Internet Explorer 9, the system might experience upgrade issues.	When updating the RealPresence Group system remotely via the web interface on a low bandwidth connection, use Firefox or Chrome rather than Internet Explorer.
Web Interface	GS-21532	On the RealPresence Group Series web interface status page, the VisualBoard status is still shown as active after the monitor USB connection is removed from the system.	
Web Interface	GS-24432	If content is repeatedly started and stopped between multiple call participants, the call statistics may not accurately reflect the number of participants in the call.	
Web Interface	GS-24664	The RealPresence Group system Time Zones list does not include (GMT +5:30) Mumbai, New Delhi.	
Web Interface	GS-24975	The list of participants for a mixed endpoint call with an internal MCU may differ from the Hangup list.	

This document includes known issues for RealPresence Group systems deployed in Avaya, Broadsoft, IBM, Siemens, Microsoft, and Cisco environments. For information about those environments, refer to the Polycom release notes for those solutions at http://support.polycom.com/PolycomService/support/us/support/strategic_partner_solutions/index.html.

Other Known Issues

Disabling HDCP on an Apple Computer

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 that is manufactured by Apple Computer, Inc.

Hardware and Software Requirements

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
4.0.7 and Updater 5.0.5	4.3.0, 4.3.1, 4.3.2, 5.0.0, 5.0.1, 5.0.2
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 Polycom Touch Devices

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

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. For example, the RealPresence Touch with operating system software version 1.0.1 is compatible with RealPresence Touch panel software and RealPresence Group system software version 5.0.2. The RealPresence Touch operating system software can be updated through the administration pages on the RealPresence Touch or through the RealPresence Touch web interface.

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 4.1.1 is compatible with RealPresence Group Series software versions 4.1.1 and 4.1.1.1.

Integrating 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 1.1.1 is compatible with

version 5.0.0 and higher of RealPresence Group Series. For more information, refer to the current Polycom Supported Products matrix at Polycom Service Policies.



Note: Run the latest software with EagleEye Producer hardware version E

You must ensure you are running the latest RealPresence Group Series software version 4.3.1 and EagleEye Producer software version 1.0.1.17 or later, when you use the latest EagleEye Producer hardware, version E. If you downgrade the RealPresence Group system software from version 4.3.1, EagleEye Producer software is automatically downgraded as well and you might experience issues with EagleEye Producer hardware version E and with your RealPresence Group system.

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: Partner solutions

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 support.polycom.com.

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: Update your system

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 to see the Current Polycom Interoperability Matrix.

Product	Interoperable Versions
Management Systems and Recorders	
Polycom RSS™ 4000	8.5.3
Polycom® RealPresence® Access Director™	4.2.1
Polycom® RealPresence® Media Suite™	2.1.0
Polycom® RealPresence® Distributed Media Application™ 7000	6.3.0

Product	Interoperable Versions
Polycom® RealPresence® Resource Manager	8.4.0
Gatekeeper, Gateways, External MCU, Bridges, Call Managers	
Cisco® TelePresence® Video Communication Server (VCS)	X8.2.1
Codian 4505 MCU	4.5(1.45)
Cisco 3241 Gateway	2.2(1.49)
Cisco 5310 MCU	4.5(1.45)
Cisco 8710 MCU	4.2(4.18)
Polycom® RealPresence™ Collaboration Server 800s	8.4.2
Polycom® RealPresence™ Collaboration Server 1500	8.5.4
Polycom® RealPresence™ Collaboration Server 1800	8.6.0
Polycom® RealPresence™ Collaboration Server 2000	8.6.0
Polycom® RealPresence™ Collaboration Server 4000	8.6.0
Polycom® RealPresence™ Collaboration Server Gateway	8.6.0
Radvision® Scopia® 100 P10 Gateway	5.7.2.1.47
Radvision® ECS Gatekeeper	7.7.0.0.27
Endpoints	
Avaya Aura® Communication Manager	6.3 R016x.03.0.124.0
Avaya Aura® Session Manager	6.3 6.3.0.8.5682
Cisco E20	4.1.3
Cisco C90	7.1.4
Cisco C20	7.1.4
Cisco EX90	7.1.4
Cisco SX20	7.1.4
Cisco SX80	7.1.4
Huawei TE40	1.1.24.5
LifeSize® SoftPhone	8.1.12
LifeSize Express 220	4.12.3
LifeSize Room	4.7.22
LifeSize Team 200	4.7.22

Product	Interoperable Versions
LifeSize Team 220	4.12.3
LifeSize ICON 600	2.0.0
LifeSize Passport	4.12.0
Polycom HDX® Systems	3.1.8
Polycom QDX® 6000	4.0.3
Polycom® RealPresence® Mobile Android	3.4.1
Polycom RealPresence Mobile IOS	3.4.1
Polycom® RealPresence® Desktop Windows	3.4.1
Polycom RealPresence Desktop Mac	3.4.1
Polycom® Immersive Telepresence Series	3.1.4
Polycom® RealPresence Immersive Studio™	5.0.2
Polycom® RealPresence OTX Studio	5.0.2
Polycom® SoundPoint® IP 650	4.0.7
Polycom® SoundStation® IP 4000	4.0.6
Polycom® Telepresence m100	1.0.7
Polycom® VVX® 500	5.4.0
Polycom VVX 600	5.4.0
Polycom VVX 1500	5.4.0
Radvision Scopia XT1000	2.5.416
Radvision Scopia XT5000	8.3.0.61
Sony PCS-1	3.42
Sony PCS-G50	2.72
Sony PCS-TL50	2.42
Sony PCS-XG80	1.20
TANDBERG 1700 MXP	F9.3.1
TANDBERG Edge95 MXP	F9.3.1
TANDBERG T150	L6.1
Peripherals	
Polycom EagleEye Producer	1.1.1

Product	Interoperable Versions
Polycom EagleEye Director	2.2
Polycom® RealPresence Touch™	5.0.2 Panel software 1.0.1 Operating System software
Polycom® Touch Control	5.0.2

Cisco and TIP Interoperability

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

- Cisco TelePresence System version 1.10.10 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 TelePresence Multipoint Switch version 1.9.1 interoperability
- Cisco TelePresence TX9000 Series System version 6.1.7
- Cisco TelePresence Server version 4.1(1.79)

The following features are not supported in this release:

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

EagleEye Producer Corrected Issues

The following table lists issues corrected in EagleEye Producer version 1.1.1.

Category	Issue ID	Description
Software Update	EEP-357	A blue video screen was displayed when an EagleEye III camera was attached to an EagleEye Producer, and the RealPresence Group system software was upgraded with a software package that included the same version of EagleEye Producer as the currently installed version of EagleEye Producer. This issue has been corrected.

EagleEye Producer Known Issues

The following table lists the known issues for the EagleEye Producer version 1.1.1 release. If a workaround is available, it is noted in the table.

Category	Issue ID	Description	Workaround
Framing	EEP-262	When two or more people sit in the corner of the room and they are within the border of the EagleEye Producer framing range, overlapped faces causes incorrect framing.	Set the tracking speed to a slower speed and group framing to wide to minimize the side-effects.
Software Update	EEP-342	Connecting more than one EagleEye Producer unit to a RealPresence Group system causes the software update process to repeat multiple times.	Connect only one EagleEye Producer unit to a RealPresence Group system. Currently, connecting more than one EagleEye Producer unit to a RealPresence Group system is not supported.

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