

Release Notes

Polycom® HDX® Systems, Version 3.1.4



Polycom announces the latest release of Polycom HDX system software. This document provides the latest information about the following Polycom software:

- Version 3.1.4 of the Polycom HDX System software
- Version 2.2 of the Polycom EagleEye™ Director software
- Version 1.10 of the Polycom Touch Control Operating System software
- Version 1.10 of the Polycom Touch Control Panel software

For more information about using the features described in this document, refer to the product documentation available for each Polycom HDX system at www.polycom.com/videodocumentation.



When making a connection from a web browser to configure the Polycom HDX system, enter the address of the Polycom HDX system, for example:

`http://hostname`, `http://10.11.12.13`
`http://2001:0:120:0:2e0:dbff:fe0d:3a26`
`http://[abcd::8000]` (IP v6 address)

If Security Mode is enabled on your system, you must use secure HTTPS access; for example, you can enter `https://10.11.12.13`. Click **Yes** in the security dialog boxes that appear.

Using the HTTPS protocol ensures that the configuration of all login credentials (such as user names and passwords) are transmitted using an encrypted channel, including those user names and passwords used to communicate with third-party systems on your network. Using the HTTPS protocol severely limits the ability of anyone on the network to discover these credentials.

Installing the Software

Procedures for installing Polycom HDX system software are different depending on whether the system is covered by warranty or a service plan. For more information about installing software updates, refer to *Installing Software and Options for Polycom HDX Systems and Accessories* at www.polycom.com/videodocumentation.

Installation Scenarios

How you perform a software update depends upon what software version you currently have or if you have a service contract.

- If you have an HDX version prior to version 2.6.1, you must install version 2.6.1 before you can upgrade to later versions, such as 3.0.x or 3.1.x.

- If your HDX version is earlier than 3.0, you must purchase a software upgrade or purchase a service contract which entitles you to upgrades. See the important Heartbleed advisory below.
- If you have entitlement to a software upgrade, you can install version 3.1.4.
- If you have HDX version 3.1.x, you can install version 3.1.4.



Protect Your Systems From Heartbleed: Polycom highly recommends that you install version 3.1.3.2 or 3.1.4 software so that your HDX systems are protected from the Heartbleed OpenSSL Security Vulnerability in third party software. For more information, refer to the *Polycom HDX Systems Version 3.1.3.2 Release Notes* at www.polycom.com/videodocumentation and the Security Bulletin, CVE ID (CVE-2014-0160) at http://support.polycom.com/PolycomService/support/us/support/documentation/security_center.html.

Software Version History

Polycom HDX System Software

| Software Version | Release Date | Description |
|------------------|--------------|---|
| 3.1.4 | May 2014 | Features include Polycom® SmartPairing™ support on the web and local interfaces; system temperature threshold alert; automatic download of Certificate Revocation Lists; and the ability to disable KPML using Telnet commands |
| 3.1.3.2 | April 2014 | Correction for the Heartbleed OpenSSL Security Vulnerability in third party software |
| 3.1.3 | January 2014 | Features include Multitiered Directory support for non-provisioned HDX systems; and corrections for customer-reported issues |
| 3.1.2 | August 2013 | Features include Microsoft Lync 2013 compatibility; support for EagleEye Director 2.1; Multidomain Microsoft Active Directory authentication; Polycom VisualBoard™ Technology; People+Content IP compatibility with Apple Macintosh computers; incoming call alert for hearing-impaired users; corrections for customer-reported issues |
| 3.1.1.3 | April 2013 | Correction for a customer-reported issue where incoming calls had the default setting of Do Not Disturb mode |
| 3.1.1.2 | March 2013 | Features include Polycom® SmartPairing™ technology in automatic mode; multitiered directory navigation; Polycom Touch Control remote management; Cisco and TIP interoperability; correction for customer-reported issues |

| Software Version | Release Date | Description |
|------------------|---------------|---|
| 3.1.0 | December 2012 | Enhancements include Active Touch content annotation capabilities with touch panels; SmartPairing in manual mode; audit trail for configuration settings; setup wizard security enhancement; correction for customer-reported issues |
| 3.0.6 | May 2013 | Security update for HDX system version 3.0.5 |
| 3.0.5 | August 2012 | Features added to obtain Microsoft® Lync® 2010 client qualification; support for connecting to Polycom SIP-based RealPresence solutions using Acme Packet Session Border Control (SBC); inclusion of software that supports a future release of HDX 7000 hardware version D; introduction of the Polycom RealPresence® Resource Manager system |
| 3.0.4 | March 2012 | Correction for issues related to gatekeeper registration, and to HDX system interoperability with Cisco, Microsoft, and Polycom Touch Control; correction for customer-reported issues; enhancements to the Polycom UC Board application, which now allows you to save and retrieve content on a USB storage device |
| 3.0.3.1 | November 2011 | Correction for issues related to Polycom Distributed Media Application™ (DMA™) failover support and to Brazilian conformance failures for Session Initiation Protocol (SIP) and H.323 |
| 3.0.3 | October 2011 | Improved integration with Microsoft Lync Server, which includes Call Admission Control; SIP Director and Failover support; RTV B-Frames encoding and Centralized Conferencing Control Protocol (CCCP); improved SIP interoperability with POCN partners; Cisco TIP improvements; stronger media encryption keys in SIP & H.323; support for IPv6 Gatekeeper registration and calling; Bundled Provisioning; POST tests during boot-up; support for the UC Board annotation application; and security enhancements |
| 3.0.2.1 | August 2011 | Correction for issues related to the HDX 4000 system privacy shutter, HDX system camera start up, Camera 2 video on HDX 6000 systems, and HDX systems registered to a SIP server |
| 3.0.2 | June 2011 | Support for TelePresence Interoperability Protocol (TIP) |
| 3.0.1 | May 2011 | Support for new EagleEye III and EagleEye Director, new HDX 4500 system; updated HDX system software |
| 3.0.0.2 | February 2011 | Maintenance release that includes updates from software testing with Microsoft® Lync™ Server 2010 |

Polycom Touch Control Software

| Software Version | Description |
|--|--|
| 1.10 Panel Software 1.10 Operating System | Corrections for the Polycom Touch Control for customer-reported issues |
| 1.9.0 Panel Software 1.9.0 Operating System | Features include managing PIP outside of a call using the Polycom Touch Control; softupdate synchronization with HDX systems; and corrections for customer-reported issues |
| 1.8.0 Panel Software 1.8.0 Operating System | Correction for the Polycom Touch Control operating in a Microsoft Lync environment |
| 1.7.0 Panel Software 1.7.0 Operating System | Support for remote management of the Polycom Touch Control using a web interface |
| 1.6.0 Panel Software 1.6.0 Operating System | Support for Macintosh OS X through USB content input and corrections for customer-reported issues |
| 1.5.0 Panel Software 1.5.0 Operating System | Support for a user to unpair from an HDX system |
| 1.4.0 Panel Software 1.4.0 Operating System | Correction for displaying private meeting information on HDX systems |
| 1.3.0 Panel Software 1.3.0 Operating System | Support for the Conference Composer feature in CCCP and additional file types when showing USB content |
| 1.2.0 Panel Software 1.2.0 Operating System | Support for USB content with the Polycom Touch Control (Experimental feature) |
| 1.1.0 Panel Software | Support for EagleEye Director and Centralized Conferencing Control Protocol (CCCP) |
| 1.0.3 Panel Software 1.0.3 Operating System | Support for Hardware Version 5 of the Polycom Touch Control and corrections for pairing issues |
| 1.0.1 Panel Software | Corrections for pairing issues |
| 1.0.0 Panel Software 1.0.0 Operating System | Initial release |

Polycom EagleEye™ Director Software

| Software Version | Description |
|------------------|---|
| 2.2 | Corrections for various EagleEye Director issues |
| 2.1 | Corrections for various EagleEye Director issues |
| 2.0 | You can now detach the establishing shot camera from the EagleEye Director base |
| 1.0 | Initial release of the software |

New Features in Version 3.1.4

The HDX system version 3.1.4 software includes the features and functionality of version 3.1.3, with the following additions.

SmartPairing Support for Local and Web Interfaces

You can now enable and disable SmartPairing in the local and web interfaces. In previous releases, the settings were only available using Telnet commands.

For information on SmartPairing modes, configuration settings, and security considerations, refer to the *Administrator's Guide for the Polycom HDX Systems*.

System Temperature Threshold Alert

The **System Temperature Threshold** alert now appears in the web and local interfaces. When the HDX internal system temperature has exceeded the normal range, an alert message displays. If the system is operating within a normal temperature range, **System Temperature Threshold** is not displayed.

High temperature is a critical factor and affects the HDX system performance. This alert informs the user about the system temperature; it is not designed to lower the system temperature.

For information on viewing the status in the web and local interfaces and for tips on regulating system temperature, refer to the *Administrator's Guide for the Polycom HDX Systems*.

Automatic Download of Certificate Revocation List (CRL)

HDX systems can now automatically download Certificate Revocation Lists (CRLs) from Certificate Authorities (CAs) who make CRLs available for retrieval by HTTP.

As a prerequisite for this feature, the system administrator must do the following on HDX systems:

- Enable PKI certificate validation.
- Configure the system to use CRLs.

For configuration information, refer to the *Administrator's Guide for the Polycom HDX Systems*.

Telnet API Command Provides Ability to Disable KPML

KeyPad markup language (KPML) is a SIP event package that enables the monitoring of dual tone multifrequency signals. The KPML package collects supplemental key presses or key presses during a call. KPML support is required to pass DTMF tones out of Cisco Unified Communications Manager (CUCM) to gateways without using media termination (which terminates video).

If you do not use CUCM, you might want to disable KPML, as follows:

To disable KPML:

Use the following telnet API command on port 24:

```
kpm1support false
```

Hardware and Software Compatibility

The following table lists HDX system software versions that are compatible with Polycom hardware.

| Hardware Model | Designation in User Interface | Part Number (or Serial Number) | Compatible Software Versions (see Notes) | Real-Time Clock |
|---------------------|-------------------------------|----------------------------------|--|-----------------|
| Polycom HDX 4000 | — | 2201-24657-XXX 2215-24647-XXX | 2.0.1 or later (but not 2.0.3.2 or 2.5) | No |
| Polycom HDX 4000 HD | — | 2201-24176-XXX 2215-24646-XXX | 2.0.1 or later (but not 2.0.3.2 or 2.5) | No |
| Polycom HDX 4000 HD | Rev C | 2201-12698-XXX 2215-12699-XXX | 2.7.0J, 3.0 or later | Yes |
| Polycom HDX 4500 | — | 2201-61845-XXX 2215-09830-XXX | 3.0.1 or later | Yes |
| Polycom HDX 6000 HD | — | 2201-28619-XXX 2215-28711-XXX | 2.5.0.6 or later | Yes |

| Hardware Model | Designation in User Interface | Part Number (or Serial Number) | Compatible Software Versions (see Notes) | Real-Time Clock |
|---------------------|--|--|--|-----------------|
| Polycom HDX 7000 | — | 2201-27285-XXX 2215-27427-XXX | 2.0.2 or later (but not 2.5) | No |
| Polycom HDX 7000 | — | 2201-28629-XXX 2215-28632-XXX | 2.5.0.1 or later | Yes |
| Polycom HDX 7000 HD | Hardware Version A (running 2.5.x or later versions of software, blank with earlier versions) | 2201-27284-XXX 2215-27426-XXX | 2.0.2 or later (but not 2.0.3.2 or 2.5) | No |
| Polycom HDX 7000 HD | Hardware Version B | 2201-28128-XXX 2215-28127-XXX | 2.5.0.1 or later | Yes |
| Polycom HDX 7000 | Hardware Version C | 2201-26773-XXX 2215-26771-XXX | 2.5.0.7_G or later | Yes |
| Polycom HDX 7000 | Hardware Version D | 2201-64679-XXX 2215-64681-XXX | 3.1.2 or later | Yes |
| Polycom HDX 8000 HD | Hardware Version A (2.5.x or later versions of software, blank with earlier versions) | 2201-24506-XXX 2215-24614-XXX | 2.0 or later (but not 2.0.0J, 2.0.3.2, or 2.5) | No |
| Polycom HDX 8000 HD | Hardware Version B | 2201-27951-XXX 2215-27952-XXX | 2.5.0.1 or later | Yes |
| Polycom HDX 9001 | — | 2201-23784-XXX 2201-23795-XXX 2215-23796-XXX 2201-28218-XXX | 2.0.0J, 2.0.2 or later (but not 2.0.3.2 or 2.5) | Yes |
| Polycom HDX 9002 | — | 2201-23783-XXX 2201-23782-XXX 2215-23788-XXX 2201-28217-XXX 2215-23788-XXX 2201-29004-XXX | 2.0.5J or later (but not 2.5 or 2.5.0.1) | Yes |

| Hardware Model | Designation in User Interface | Part Number (or Serial Number) | Compatible Software Versions (see Notes) | Real-Time Clock |
|--|-------------------------------|--|---|-----------------|
| Polycom HDX 9004 | — | 2201-23722-XXX 2201-23283-XXX 2215-23358-XXX 2201-28216-XXX 2215-23358-XXX 2201-29006-XXX | 2.0.0J and 2.0.2 or later (but not 2.0.3.2, 2.5, or 2.5.0.1) | Yes |
| Polycom HDX 9006 | Hardware Version B | 2201-32806-XXX 2215-61826-XXX | 2.6 or later | Yes |
| <p>Notes:</p> <ul style="list-style-type: none"> The column “Compatible Software Versions” shows the approved/qualified software versions. Software Update enforces most of these rules. Systems that do not have a real-time clock will not retain the time of day across reboots. They should be configured to use an NTP server. | | | | |

HDX 7000 Hardware Version D

Starting with HDX version 3.1.2, Polycom is shipping Hardware Version D on all HDX 7000 systems. Hardware Version D replaces HDX 7000 hardware version C. The main difference between the versions is that Hardware Version D does not have the output labeled **VCR**. This output included dual RCA jacks and an S-Video jack.

Corrected Issues in Version 3.1.4

The following table lists issues corrected in version 3.1.4:

| Category | Jira ID | Description |
|--|--------------|--|
| Calling | VIDEO-110538 | When Secure Real-time Transport Protocol (SRTP) was enabled, the HDX system ignored telephony-events in SIP messages. In this scenario, the HDX system reverted to in-band DTMF signaling. However, during non-encrypted (SRTP disabled) calls, the HDX system sent DTMF tones correctly as RTP events. This problem has been corrected. |
| Calling | VIDEO-109259 | During multipoint conference calls, your HDX system might have disconnected, become unresponsive, and then restarted. Also, before the restart, the HDX system displayed proxy timeout errors. This problem has been corrected. |
| Cameras | VIDEO-111102 | When you performed a calibration using EagleEye Director, the video might have switched from the right camera to the left camera. When this occurred, you might not have seen a successful calibration message and the calibration Start button was displayed, but you could not select it. This problem has been corrected. |
| Interoperability Polycom RMX System | VIDEO-111279 | When sending or receiving an MCU call at a higher bandwidth than configured, the actual bandwidth (displayed on the RMX interface) exceeds the maximum bandwidth that was configured on the HDX system. This problem has been corrected. |
| Interoperability Polycom Touch Control | VIDEO-110698 | Loss of pairing between a Polycom Touch Control and an ITP system sometimes occurred. The pairing was not restored automatically even though the equipment was connected correctly. This problem has been corrected. |
| Local Interface | VIDEO-111274 | In the local interface, HDX 4000 systems allowed only 15 characters in the Host Name. However, HDX 4000 systems displayed more characters when configured from the web interface. This problem has been corrected. |
| Multipoint | VIDEO-111292 | When calling from an HDX system hosting a multipoint call to a SIP audio-only bridge, you might have been unable to transmit calls to a meeting room using DTMF dial tones. This problem has been corrected. |
| Multipoint | VIDEO-110894 | When an HDX system hosted multipoint calls, DTMF tones were not sent to the SIP server. Point-to-point conferences sent DTMF tones as expected. This problem has been corrected. |
| Web Interface | VIDEO-111261 | When you added a local directory from the Global Address Book, the directory might not have appeared in the Favorites folder. This occurred when the directory was added from the Home page in the web interface. This problem has been corrected. |

Known Issues

The following table lists the known issues for the version 3.1.4 and the 3.1.3 releases. If a workaround is available, it is noted in the table.

| Category | Issue ID | Found in Release | Description | Workaround |
|-------------------------|-------------|------------------|---|---|
| Active Directory Server | VIDEO-85246 | 3.0 | Setting the Security Profile to Maximum during the Setup Wizard causes External Authentication to be enabled. Although administrators can create local user IDs and passwords, local users will not be able to access the HDX system as long as External Authentication is enabled. | After you complete the Setup Wizard, go to System > Admin Settings > General Settings > Security > External Authentication and disable the Enable Active Directory Authentication setting to enable local users to access the system. |
| Analog Phone | VIDEO-80791 | 2.6 | Incoming calls from analog phones do not display on the Recent Calls screen. | |
| API | VIDEO-97893 | 3.0.5 | When using telnet API commands on port 24, you might encounter this scenario. From the first IP address, type a command to dial a phone number, then on the second IP address, type a command to answer the call. The call might not be answered within the required 20 seconds. | |
| API | VIDEO-95475 | 2.6.1.3 | The API command answer phone does not always return feedback. | |
| API | VIDEO-95466 | 3.0.4 | When using a camera near API command and switching back to camera 1, auto-tracking is not re-enabled. | |
| API | VIDEO-51280 | 1.0 | The <code>remotecontrol enable all</code> command does not work after disabling the remote. Use <code>remotecontrol disable none</code> to enable the remote control buttons. | |

| Category | Issue ID | Found in Release | Description | Workaround |
|----------|-------------|------------------|--|------------|
| API | VIDEO-55286 | 1.0.2 | <p>API sessions that are registered for call state notifications using the callstate register command will receive a notification with the word BONDING for IP calls. Example from 1.0.2 API session:</p> <pre>-> dial manual 512 172.26.48.42 h323 dialing manual cs: call[38] chan[0] dialstr[172.26.48.42] state[ALLOCATED] cs: call[38] chan[0] dialstr[172.26.48.42] state[RINGING] cs: call[38] chan[0] dialstr[172.26.48.42] state[BONDING] cs: call[38] chan[0] dialstr[172.26.48.42] state[COMPLETE] active: call[38] speed[512]</pre> <p>The following notification is not applicable to calls made to and received from IP endpoints:</p> <pre>cs: call[38] chan[0] dialstr[172.26.48.42] state[BONDING]</pre> | |
| API | VIDEO-97277 | 3.0.5 | API command: unexpected successful response for "vcraudioout" commands on HDX 7000 system hardware version D. | |
| Audio | VIDEO-55634 | 1.0.1 | If you establish multiple calls between the two systems, you may experience audio feedback. | |
| Audio | VIDEO-60669 | 2.0 | Incoming voice calls do not work in a password-protected conference. | |

| Category | Issue ID | Found in Release | Description | Workaround |
|----------|-------------|------------------|--|------------|
| Audio | VIDEO-70543 | 2.5 | When you plug a headset into the HDX 4000 series system panel, the system's built-in microphones and any attached microphones are automatically muted even though the Enable Polycom Microphones and Enable Built-In Microphones configuration settings remain selected. | |
| Audio | VIDEO-69705 | 2.5 | Starting with the release 2.5, HDX systems do not play music while restarting. HDX systems running software version 2.6 play an announcement tone once the system has been successfully restarted. | |
| Audio | VIDEO-69796 | 2.5 | You cannot enable or disable Stereo while in a call. | |
| Audio | VIDEO-69797 | 2.5 | Do not connect or disconnect a Polycom SoundStation IP 7000 conference phone or HDX system digital microphones while in a call. Doing so may result in some anomalous behavior such as audio coming out both the conference phone and HDX system. To restore normal operation, hang up the call. | |
| Audio | VIDEO-71505 | 2.5.0.1 | Volume changes made during the setup wizard are lost when the system restarts. | |

| Category | Issue ID | Found in Release | Description | Workaround |
|----------|--------------|------------------|--|--|
| Audio | VIDEO-97677 | - | When the Polycom StereoSurround setting is enabled on HDX 4000 series systems, audio might drop during a call that connects to a Virtual Meeting Room (VMR) through the Polycom Halo H.323 Meet-Me Service. Polycom Halo H.323 Meet-Me Service users must disable the Enable Polycom StereoSurround setting in HDX 4000 series systems by navigating to Admin Settings > Audio Settings. | |
| Calling | VIDEO-111143 | 3.1.3 | During ISDN calls, a ghost participant might appear as an unknown participant. This occurs when a non-provisioned HDX system calls an HDX system in provisioned mode. An unknown participant string displays, but that participant is not on the call. | |
| Calling | VIDEO-110675 | 3.1.3 | When the last 3 digits of an HDX system to RMX system virtual meeting room (VMR) dial string contains "888" the call might fail. When the dial string contains 888** and a passcode is entered, an incorrect VMR ID might result. In such cases, you might be asked to enter the VMR ID again. | |
| Calling | VIDEO-110472 | 3.1.2 | After powering your HDX system off and on and setting it to configured for SIP Transport = TLS, the HDX system logs an error when it begins the SIP registration process: SIPNIC[0]: Client couldn't bind to local address. err 98. | Change the SIP Transport setting from TLS to TCP, and then back to TLS. This causes the HDX system to use port 5061 for SIP/TLS traffic. |

| Category | Issue ID | Found in Release | Description | Workaround |
|----------|--------------|------------------|--|---|
| Calling | VIDEO-109342 | 3.1.2 | During calls when the Admin setting for Auto Answer Point-to-Point Video is set to Yes and the setting for Auto Answer Multipoint is set to Do Not Disturb , your HDX system might show incorrect Status (Presence) in some scenarios. You might observe this issue when the HDX system is configured with the CMA presence server and the multipoint key is enabled. | |
| Calling | VIDEO-109314 | 3.1.2 | During H.323 calls between two HDX systems, you might receive a Login Failed message though you never tried to log in. The far-end system might receive a login window alert of an incoming call after the call is disconnected. This might occur when one endpoint has AES Encryption set to Required and the other endpoint has AES Encryption set to Off and Auto Answer enabled. | |
| Calling | VIDEO-91639 | 3.0.2 | During multipoint video conference calls using the Lync Server, the video conference session might not completely disconnect when the Organizer disconnects from the conference. This behavior depends upon how Meeting Policies are configured on the Lync Server, and might be observed when the Lync Client is the organizer or when the HDX system is the organizer. | |
| Calling | VIDEO-78158 | 2.6 | Meeting passwords are not supported in SIP calls. | Use H.323 for calls that require meeting passwords. |
| Calling | VIDEO-51286 | 1.0 | Calls dialed using analog voice lines will not roll over to other call types if the call is busy or otherwise fails. | |

| Category | Issue ID | Found in Release | Description | Workaround |
|----------|-------------|------------------|---|--|
| Calling | VIDEO-51323 | 1.0 | Do not mix unrestricted (speeds that are a multiple of 64 kbps) and restricted (multiple of 56 kbps) participants in an internal multipoint conference. | |
| Calling | VIDEO-70792 | 2.5 | Do not use H.323 names that include a comma. | |
| Calling | VIDEO-76492 | 2.5.0.6 | Calls do not connect if the HDX system is not restarted after changing ISDN settings. To avoid this issue, restart the HDX system any time an ISDN parameter is changed. | |
| Calling | VIDEO-80193 | 2.6 | When an HDX system hosting a multipoint call is connected to the maximum number of video endpoints, the Place A Call screen displays Add Video Call instead of Add Audio Call. The HDX system will be able to connect to an additional audio endpoint, but will not be able to connect to another video endpoint. | |
| Calling | VIDEO-88199 | 3.0 | HDX systems using call rates of 2x56 kbps or 2x64 kbps might fail to connect V.35 calls. | Use a call rate of 1x112 kbps or 1x128 kbps. |
| Calling | VIDEO-98104 | 3.0.5 | During virtual meeting room calls to three remote sites, the two SIP calls remained connected at 6144Kbps and 1024Kbps, but the third ISDN call intermittently failed at 6144 kbps. | |
| Calling | VIDEO-98136 | - | The 'mpautoanswer donotdisturb' command sets the HDX system to Do Not Disturb both in and out of calls. The command is supposed to place the HDX system in the Do Not Disturb state only when it is already in a call. | |

| Category | Issue ID | Found in Release | Description | Workaround |
|----------|--------------|------------------|--|---|
| Calling | VIDEO-98245 | 3.0.5 | When you place a point-to-point call from an HDX system registered to a SIP server with a DMA IPv4 address to a far-end HDX system registered to a SIP server with a DMA IPv6 address, the call might fail. | Disable H.239 for improved performance. |
| Cameras | VIDEO-108184 | 3.1.1.2 | When EagleEye Director cameras are asleep, they do not point at the same location. | |
| Cameras | VIDEO-100251 | 3.0.5 | When an HDX system camera is changed, all presets are reset to default and must be configured for the new camera. | |
| Cameras | VIDEO-95512 | 3.0.3.1 | An EagleEye III camera on an HDX system is compared unfavorably to a EagleEye II camera because of video noise. | EagleEye II cameras provide higher quality video than EagleEye III cameras. |
| Cameras | VIDEO-80258 | 2.6 | The only supported camera for the HDX 4000 series system is part of the video screen that is shipped with the HDX 4000 series system. If a different camera is connected to the HDX 4000 system, the HDX 4000 system will turn off (if powered on) or will not power on if in a powered off state. | Remove the unsupported camera and reconnect the video screen that was shipped with the HDX 4000 series base system. |
| Cameras | VIDEO-80077 | 2.5 | The HDX system enables you to select a 4:3 aspect ratio when an EagleEye Director is selected, even though it is not a supported aspect ratio. The HDX system will automatically default to the supported 16:9 aspect ratio without informing the user that the 4:3 aspect ratio was not a supported resolution. | |
| Cameras | VIDEO-80255 | 2.6 | When an HDX 4000 series system is in a call, pressing the 0 button does not move the HDX 4000 series camera to the default camera preset 0. | Manually adjust the camera to the desired position. |
| Cameras | VIDEO-80582 | 2.6 | Far-end camera control is not supported when in a multipoint call. | |

| Category | Issue ID | Found in Release | Description | Workaround |
|----------|---|------------------|---|--|
| Cameras | VIDEO-51830 VIDEO-52304 VIDEO-80196 | 1.0 | You may see blue video for a few seconds while the HDX system camera wakes up. The camera may also take a few seconds to focus after waking up. | |
| Cameras | VIDEO-59339 | 2.0 | If you downgrade the software to a version earlier than 2.0, you may need to reconfigure white balance on the EagleEye HD camera. | Select the detect camera command in the user interface or web interface, and then configure the white balance. |
| Cameras | VIDEO-97527 | 3.0.5 | The HDX 8000 system only shows second camera information under System Information in the web interface and the local interface. | |
| Cameras | VIDEO-71003 | 2.5 | If you have an external power supply attached to a camera and you want to move that camera from one port to another, you must follow these steps: <ol style="list-style-type: none"> 1. Power off the camera. 2. Connect the camera to the new port. 3. Power on the camera. 4. Select Detect Camera in the system's user interface. | |
| Cameras | VIDEO-81290 | 2.5 | When an EagleEye 1080 camera is attached to an HDX system, you can select a 4:3 aspect ratio, which will result in video stretched vertically with black bars on the side of the video. | Select an aspect ratio of 16:9. |

| Category | Issue ID | Found in Release | Description | Workaround |
|----------|-------------|------------------|--|---|
| Cameras | VIDEO-82747 | 2.5.0.4 | The camera name can be modified only with Roman-based characters. If you modify the camera name using non-Roman-based characters, a message displays instructing you to use valid characters on the keyboard. Trying to modify the camera name with non-Roman-based character results in the camera name disappearing. | Use Roman-based characters only when modifying the camera name. |
| Cameras | VIDEO-84040 | 2.6.1 | When an EagleEye View camera is connected to an HDX system, the Power Frequency drop-down menu is shown on the Cameras Settings page. The Power Frequency drop-down menu is not applicable for the EagleEye View camera. | |
| Cameras | VIDEO-84272 | 2.6.1 | The Backlight Compensation setting is not applicable when an EagleEye 1080 camera is connected as the main camera and the Power Frequency setting is set to 50Hz, even though the Backlight Compensation check box is not grayed out. | |
| Cameras | VIDEO-84274 | 2.6.1 | When an EagleEye View camera is connected to an HDX system, the Camera Settings page displays the Backlight Compensation setting. As backlight compensation is not applicable to a EagleEye View camera, this setting should not be displayed. | |
| Cameras | VIDEO-90458 | 3.0.1 | The EagleEye Director does not support the People on Content Feature. | Use alternative cameras. |

| Category | Issue ID | Found in Release | Description | Workaround |
|----------|-------------|------------------|---|---|
| Cameras | VIDEO-90460 | 3.0.1 | Depending on where people are sitting in relation to the EagleEye Director, two people who sit close together and take turns talking over a period of time might not be correctly framed together by the camera. | |
| Cameras | VIDEO-90461 | 3.0.1 | If a Room View adjustment or camera calibration is taking place, the EagleEye Director will not send or will stop sending content. Users can send content after the adjustment or calibration is completed. | |
| Cameras | VIDEO-90462 | 3.0.1 | When the EagleEye Director is in a point-to-point or multipoint call with an RMX 2000/4000 series system, version 7.2, the switch between People View and Room View causes flashes of white video on the far side. | Turn off the Auto Brightness setting on the RMX2000/4000 series system. |
| Cameras | VIDEO-90463 | 3.0.1 | In sleep mode, the EagleEye Director does not go to the back-facing positions. | |
| Cameras | VIDEO-90465 | 3.0.1 | If the EagleEye Director is focused on a speaker with another person in the frame, in either foreground or background, EagleEye Director will not focus on the second person if he or she begins speaking immediately after the first speaker. | Ensure that adequate spacing exists between people in the room, or have speakers who are close together wait until EagleEye Director refocuses on the room before having the second person begin talking. |
| Cameras | VIDEO-90467 | 3.0.1 | The EagleEye Director has a range of approximately 10 feet, or 3 meters, when it has panned to a 90-degree angle. People located at the extreme of this range might not always be recognized by the tracking feature, and therefore the camera may not focus on them as they speak. | Ensure that all speakers are located well within the camera's range. |

| Category | Issue ID | Found in Release | Description | Workaround |
|---------------|-------------|------------------|--|---|
| Cameras | VIDEO-90468 | 3.0.1 | If a factory restore function is performed on the EagleEye Director, the version of software shown will be the same as before the factory restore was done, even though the camera has returned to the software load with which it was provisioned. | Have the HDX system redetect the EagleEye Director, and check the software version from the HDX system. Both the EagleEye Director and the HDX system will now report the correct software version. |
| Cameras | VIDEO-90469 | 3.0.1 | The EagleEye Director draws green lines on the screen to perform calibration. If the HDX system restarts while the EagleEye Director is calibrating, the green lines will still be present after the HDX system restarts. | To remove the green lines, either go to the EagleEye Director calibration page again, or restart the EagleEye Director. |
| Cameras | VIDEO-90470 | 3.0.1 | An EagleEye Director close-up shot may appear off-center when displayed in 4:3 aspect ratio. | Set the HDX system People Video Adjustment to None or Stretch on all HDX systems in the call. |
| Certificates | VIDEO-86209 | 3.0 | If certificates are installed, you might get a Page Cannot Be Displayed message after manually changing the date or time. | Restart the HDX system after you manually change the date or time. |
| Chair Control | VIDEO-80896 | 2.6 | When a system acting as chair control selects an endpoint and selects the View Site icon, the endpoint's video will be shown but the web interface will provide a status of denied. | |
| Chair Control | VIDEO-80895 | 2.6 | When a system acting as chair control selects an endpoint and selects the View Site icon, the endpoint's video will be shown. When the system with chair control selects the Stop Viewing Site icon, the web interface provides a status of denied but the endpoints video is no longer displayed. | |

| Category | Issue ID | Found in Release | Description | Workaround |
|-----------------|--------------|------------------|---|--|
| Chair Control | VIDEO-80897 | 2.6 | When a system acting as chair control selects the Disconnect Site icon to disconnect an endpoint from a conference, the web interface returns a status of denied, even though the endpoint was disconnected from the conference. | |
| Chair Control | VIDEO-74353 | 2.5.0.4 | When selecting a system to have chair control, the endpoint does not stay highlighted as being the chair control. To release chair control, highlight all the participants in the Meeting Participants window and select Release Chair . | |
| Closed Captions | VIDEO-59615 | 2.0 | When providing closed captions over a serial connection, you must manually go to near video before entering text. | |
| Closed Captions | VIDEO-60912 | 2.0 | Closed captioning (sent through either the serial port or the web interface) is limited to 31 characters per line. | |
| Contacts | VIDEO-70317 | 2.5 | HDX systems can share presence information with up to 200 Contacts. If a remote site attempts to invite the HDX system as a Contact after it has reached its limit of 200 Contacts, the HDX system rejects the invitation but does not display a warning message to the local user. | |
| Contacts | VIDEO-68749 | 2.5 | You cannot delete Contacts using the web interface. | Instead, delete them in the system's local interface. |
| Content | VIDEO-111285 | 3.1.3 | When content is sent, the bandwidth rate might not automatically scale back to 192k from 448k during asynchronous calls. When this occurs, the image quality received at the far-end site is compromised. | Configure the HDX system Call Speed as 512k and place a symmetric call rather than an asymmetric call with a higher rate. |

| Category | Issue ID | Found in Release | Description | Workaround |
|----------|--------------|------------------|--|---|
| Content | VIDEO-111389 | 3.1.4 | After 1080p content is sent, multiple HDX systems might simultaneously reboot. This issue is usually observed when HDX systems are in HALO/Mavericks environments. A silent system restart might also occur, where logs do not record data or errors. | |
| Content | VIDEO-110917 | 3.1.3 | When H.323-enabled HDX and Group Series systems dial in to an RMX system through an Internet guest and connect directly to the VMR, an HDX system starts sharing content and all systems can see the content. After another system starts sharing content, all systems can see the content except for the HDX system that originally shared content. | Ask the system that originally shared content to stop sharing content before another system starts content. |
| Content | VIDEO-109273 | 3.1.2 | In a multipoint call involving HDX systems sharing content, the systems might restart unexpectedly. This might also occur with ITP systems that have TIP (SIP) enabled. | |
| Content | VIDEO-108157 | 3.1.1.2 | Content video appears to be superimposed over People video. This only occurs when you dial out from an RMX system at 1920 kbps and set your HDX system monitor setting to Monitor 1: 16:9; HDMI: 1080p; and PIP: on. | |
| Content | VIDEO-107219 | 3.1.1.2 | The HDX 6000 system reports an incorrect receive frame rate when sending content in a call with an RMX system. This occurs when both the camera and content sources are set for motion. In this scenario, the web interface and local interface both report that the HDX system video receives over 60 fps. | |

| Category | Issue ID | Found in Release | Description | Workaround |
|----------|--------------|------------------|---|--|
| Content | VIDEO-105298 | 3.1.0 | During SIP calls, the HDX system only receives 1024 x 576 resolution on content sent by RealPresence mobile devices. | |
| Content | VIDEO-105483 | 3.1.0 | During a multipoint call with HDX systems and Radvision systems, the HDX systems receive content, but Radvision systems do not. However, the Radvision systems do receive content during point-to-point calls between the HDX and Radvision systems. | |
| Content | VIDEO-51633 | 1.0 | Some DVI video sources (such as certain laptops) do not correctly support the hot plug detect pin (HPD). This can result in the source sending video in the wrong format for HDX system video input ports 4 and 5. Please consult your equipment manuals to find out the behavior of the HPD pin. | |
| Content | VIDEO-55041 | 1.0.2 | Presets support switching from one People source to another. Presets do not support switching from a People source to a Content source or from one Content source to another. | |
| Content | VIDEO-58577 | 2.0.5.4 | Content at a resolution of 1280 x 1024 is scaled and sent to the far site in 1024 x 768 format unless the far site can display it at 1280 x 1024. | |
| Content | VIDEO-59132 | 2.0 | You cannot send content from an HDX 4000 series system using the Content button on an HDX system remote control. | You must use the built-in keypad button. |
| Content | VIDEO-70799 | 2.5 | When hosting a multipoint call, HDX systems typically stop showing content when a new participant joins the call. It may fail to do so when the fourth participant joins. | |

| Category | Issue ID | Found in Release | Description | Workaround |
|-----------|--------------|------------------|--|---|
| Content | VIDEO-81293 | 2.5.0.5 | If the Quality Preference setting on the Cameras screen is configured for content and a call is placed at 6 Mbps, the allocated bandwidth for content is only 1.5 Mbps. | |
| Content | VIDEO-75994 | 2.5.0.6 | Occasionally, an HDX 9000 series system will not show content when a computer connected directly to the HDX system is coming out of sleep mode. | Stop the content and resend it. |
| Content | VIDEO-98160 | 3.0.5 | H.320 endpoints connected to RMX system conferences do not receive content from HDX systems connected via SIP to the same RMX system conference when the connection rates differ significantly between the HDX and the H.320 endpoints. | Lower the connection speed of the HDX system connected through SIP to match the connection rate of the H.320 endpoints. |
| Content | VIDEO-100086 | 3.0.5 | When H.239 is disabled and the call has AES Encryption enabled for a call, content is sent as a People stream and Polycom People+Content is not used. | To use encryption and to share content in People+Content dual streams, do the following: In the web interface, go to Admin Settings > Network > Call Preference and select Enable H.239 . |
| Directory | VIDEO-110569 | 3.1.3 | You might not be able to delete contacts, such as Polycom RealPresence Desktop Client contacts, from dynamically-managed HDX system directories. This typically occurs when the HDX system is registered with the RealPresence Resource Manager provisioning server. Contacts can be added, but not deleted. | |

| Category | Issue ID | Found in Release | Description | Workaround |
|-----------|--------------|------------------|---|--|
| Directory | VIDEO-110570 | 3.0.5 | You might observe that dynamically-managed HDX systems cannot see non-dynamically managed HDX systems in their Global Address Book. This occurs when at least one HDX system is registered with either CMA or RealPresence Resource Manager provisioning servers (and one HDX system is not registered with a provisioning server). | |
| Directory | VIDEO-109322 | 3.1.2 | Calls from the Directory using the H.323 type do not work when the setting is Admin Settings > Network > Call Preference > Preferred Dialing method and is set to Auto . In this scenario, the Video Dialing Order is set to 1: IP SIP 2: H.323. However, after the you add a Directory contact with only H.323 specified, the call connects as SIP instead of H.323. | |
| Directory | VIDEO-109300 | 3.1.2 | After you select Browse and use the Export Directory/ Import Directory function, you might be unable to add or save the specific directory to Favorites. | |
| Directory | VIDEO-104129 | 3.1.0 | Search strings enclosed in double quotes do not return results in directory address searches. | Do not use double quotes when performing directory address searches. |
| Directory | VIDEO-61245 | 2.0.1.1 | When a directory entry has both an ISDN and IP address, calls placed as IP connect at the designated call rate for ISDN. | |
| Directory | VIDEO-65729 | 2.0.5_J | An entry in a custom directory group may be removed from the group if you edit the entry. The entry is still available in the Contacts group. | |
| Directory | VIDEO-70647 | 2.5 | From time to time a directory query may not return a full list of matching entries. | Reissue the request. |

| Category | Issue ID | Found in Release | Description | Workaround |
|---------------|--------------|------------------|---|--|
| Directory | VIDEO-76896 | 2.5.0.7 | If the HDX system is downgraded to a version earlier than 2.5.0.x and new directory groups are created, the groups will not be retained in subsequent upgrades. | |
| Documentation | VIDEO-111327 | 3.1.4 | In the <i>Integrator's Reference Manual for Polycom HDX Systems</i> , descriptions in the API command netstats topic for "pktloss" and "%pktloss" output are incomplete. In addition to the information given, the following statements are true: <ul style="list-style-type: none"> Both pktloss and %pktloss report only numbers related to packet loss on the transmit. These numbers are not affected by packet loss on the Real-time Transport Protocol (RTP) that is received. The number listed for %pktloss is not cumulative and is calculated every 5 seconds. The number listed for pktloss is calculated every 5 seconds and is cumulative. | |
| Documentation | VIDEO-91812 | 3.0.4 | The <i>User's Guide for HDX Systems</i> incorrectly states the special character limitations and maximum number of characters for speed dial entries. Any special characters entered after the @ symbol are truncated. | Do not enter special characters after the @ symbol. On the web interface, a maximum of 34 characters can be displayed on the Home screen. On the local interface, the maximum limit depends upon the button image width. |
| Encryption | VIDEO-77204 | 2.5.0.7 | When an unencrypted HDX system calls into an encrypted call between a Cisco MXP system and a Sony PCS-G50 system, the HDX system will connect but the Sony system will hear loud, distorted audio. | Enable encryption on the HDX system. |

| Category | Issue ID | Found in Release | Description | Workaround |
|-----------------|-------------|------------------|--|---|
| Factory Restore | VIDEO-80175 | 2.6 | When performing a factory restore on an HDX 9000 series system, green video is displayed for a few seconds before the system restarts. This is normal behavior and the system will boot to the setup wizard. | |
| Gatekeepers | VIDEO-95510 | 3.0.3 | Due to a missing refresher parameter, HDX systems do not respond to 200 OK messages from a System Architecture Evolution (SAE) media gateway. | |
| Gatekeepers | VIDEO-60344 | 2.0 | Registering to a gatekeeper may change the dialing order configured on the system. | |
| Hardware | VIDEO-93328 | 3.0.1 | Field-upgraded hardware does not function correctly if restored to a factory partition with software that is not recent enough to support it. For example, upgrade kits for HDX 7000 and 8000 series systems require software version 2.5.0.7 or later. HDX 4000 series upgrade kits require version 3.0 or later. | Contact your Polycom representative or customer support to ensure that the factory partition contains a software version that supports the upgraded hardware. |
| Hardware | VIDEO-80075 | 2.5.0.5 | HDX systems with a QBRI card installed do not issue an SNMP alert when the QBRI card is replaced with a PRI card. | |
| Hardware | VIDEO-80072 | 2.5.0.5 | HDX systems do not issue an SNMP alert when a V.35 card is installed or uninstalled | |
| Hardware | VIDEO-82738 | 2.6 | HDX systems restart when the HDX system microphone cable is connected incorrectly. | Connect the HDX system microphone cable correctly. |

| Category | Issue ID | Found in Release | Description | Workaround |
|---------------------------|--|------------------|--|------------|
| Hardware | VIDEO-98155 | 3.0.2 | Intermittently, HDX systems customers may experience an HDX 7000 series system rebooting automatically during a conference. When this occurs, all configurations of the HDX 7000 series system are lost. However, after reconfiguring the HDX system, the conference continues. | |
| ICMP | VIDEO-86436 | 3.0 | The ICMP Transmission Rate Setting on the LAN Properties screen applies only to "error" ICMP packets. This setting has no effect on "informational" ICMP packets, such as echo requests/replies. | |
| Interoperability Cisco | VIDEO-108849 | 3.1.2 | During multipoint HDX system SIP calls using non-secure CUCM registration, the first HDX system that joins the call switches to SIP audio-only after the second HDX system dials in as type H.323. For the second call, no Video Protocol or Video Format statistics display on the Call Statistics Page. | |
| Interoperability Cisco | VIDEO-109316 | 3.1.2 | In a conference hosted by a Cisco bridge, if an HDX system connects to the call through H.323-to-SIP gateway, and after the HDX system attempts to send content, other participants connected to the conference might be unable to send content. | |
| Interoperability Cisco | VIDEO-108736 VIDEO-105559 VIDEO-108709 | 3.1.0 | HDX systems connected to a Cisco 4505 bridge over SIP might receive H.263 4CIF resolution in SIP calls. This occurs in both dial-in and dial-out conferences. | |

| Category | Issue ID | Found in Release | Description | Workaround |
|---------------------------|--------------|------------------|---|--|
| Interoperability Cisco | VIDEO-108217 | 3.1.1.2 | An HDX system connected to Cisco TelePresence Video Communication Server (VCS) over SIP might disconnect from the call 30 seconds after entering DTMF tones to join the meeting room. In this scenario, the SIP call is made through Guest Dial in VCS. The call drops after joining the TPS meeting using (audio-only) interactive voice response. | |
| Interoperability Cisco | VIDEO-104842 | 3.1.1.2 | In an internal multipoint call hosted by a Cisco C90 system, the HDX system connected through SIP might display a black screen on its content monitor after another HDX system connected through SIP stops sending content. | |
| Interoperability Cisco | VIDEO-104840 | 3.1.1.2 | If an HDX system is rebooted, it may not receive video from the Cisco C90 system in SIP calls. | Reregister the HDX system and try the call again. |
| Interoperability Cisco | VIDEO-105293 | 3.1.0 | During point-to-point calls between the HDX system and Cisco TelePresence System (CTS) with the call speed at 384 kbps, your call may become audio-only after performing the Hold/Resume function. | |
| Interoperability Cisco | VIDEO-105486 | 3.1.0 | During point-to-point calls between Cisco TelePresence System (CTS) and ITP rooms when registered to CUCM at line rates 2.5 MB and above, you may experience 720p resolution instead of 1080p resolution. | |
| Interoperability Cisco | VIDEO-105449 | 3.1.0 | You may intermittently hear an echo on the Polycom® OpenTelePresence Experience™ (OTX) system within five minutes of the call. | Mute and then unmute the OTX system to correct the echo. |

| Category | Issue ID | Found in Release | Description | Workaround |
|---------------------------|--------------|------------------|---|---|
| Interoperability Cisco | VIDEO-105498 | 3.1.0 | When making calls from an OTX 300 system to multiple ITP systems, the primary HDX system registered to RMX system connects to the conference and displays video, but one slave monitor displays black video. | |
| Interoperability Cisco | VIDEO-105494 | 3.1.0 | When joining an RMX conference that is hosting calls with other ITP room systems, the OTX 300 system might sporadically fail to connect one of the slave systems. | |
| Interoperability Cisco | VIDEO-105386 | 3.0.5 | Content in cascaded SIP MCU calls does not work. | Ensure that all endpoints dial into the same virtual meeting room to avoid cascading. |
| Interoperability Cisco | VIDEO-104467 | 3.1.0 | When an HDX system and a Cisco Jabber client are in a call, the HDX system cannot display content sent from Jabber. A gray screen is displayed on the HDX system. However, The HDX system can send content to Jabber. | |
| Interoperability Cisco | VIDEO-104731 | 3.1.0 | When an HDX system called into the Cisco EX90, the HDX system warning on the local interface stated that the call failed due to an encryption requirement on the far-end site. | On the HDX system where the call originates, set the encryption to Off and update. Next, set encryption to When available and update. |
| Interoperability Cisco | VIDEO-95620 | 3.0.4 | When connecting to a Cisco TelePresence 3010 system, Polycom OpenTelePresence Experience (OTX) systems might take 90 seconds or more before showing video on the center screen. | |
| Interoperability Cisco | VIDEO-94999 | 3.0.4 | When an HDX system dials into Cisco Unified Videoconferencing (CUVC) through H.323, it does not receive content from Cisco TelePresence System (CTS). | |

| Category | Issue ID | Found in Release | Description | Workaround |
|-------------------------------|--------------|------------------|--|--|
| Interoperability Cisco | VIDEO-87667 | 3.0 | Encrypted calls between HDX systems and Cisco systems using 2x56 K ISDN have poor audio and video quality. | |
| Interoperability DMA | VIDEO-93525 | 3.0.3 | When a VVX 1500 business media phone and two HDX endpoints are registered to a DMA system's SIP server, a video call initiated from the VVX 1500 phone to the first HDX system gets disconnected after the VVX 1500 phone tries to transfer the call to the second HDX system, which also gets disconnected. | |
| Interoperability LifeSize | VIDEO-86789 | 3.0 | Calls between HDX systems and Lifesize Room Systems over IPv6 do not connect when both systems are configured for maximum security. | |
| Interoperability Microsoft | VIDEO-110740 | 3.1.3 | Microsoft Lync clients are unable to join encrypted multipoint calls when two participants are already participating in the call. When this occurs, the two participants in the original call can be using either a HDX or Group Series system, but the Microsoft real-time video (RTV) setting is disabled on the HDX system. Any Lync clients that attempt to join the call as a third party are immediately disconnected. | Lync clients should dial into the call first, and then the HDX and Group Series systems can join the call. |
| Interoperability Microsoft | VIDEO-110571 | 3.1.2 | HDX systems cannot register IPv6 addresses in a Microsoft Lync 2013 environment. This occurs because Lync 2013 does not support IPv6 addresses. | Disable the IPv6 setting on the HDX system. |
| Interoperability Microsoft | VIDEO-110609 | 3.1.3 | During a Microsoft Lync audio or video point-to-point call from a mobile device to an HDX system, you might experience blurry video on the HDX system. | |

| Category | Issue ID | Found in Release | Description | Workaround |
|-------------------------------|--------------|------------------|--|------------|
| Interoperability Microsoft | VIDEO-110741 | 3.1.3 | If an HDX system is used in an Lync 2013 environment where the CAC policies are defined, the CAC policies are not imposed on the HDX system. This occurs even if the HDX system belongs to sites where CAC policies are defined. CAC policies work correctly with HDX systems in Lync 2010 environments. | |
| Interoperability Microsoft | VIDEO-109332 | 3.1.2 | During CCCP calls from Microsoft Lync clients to an HDX system, no pop-up message displays when you attempt to unmute your system. The following message should display: "You cannot unmute yourself because you have been muted by the host." | |
| Interoperability Microsoft | VIDEO-109297 | 3.1.2 | During Microsoft Lync 2013 audio/video bridge conferences, you might notice that external HDX system calls fail to connect to the host Lync conference. This issue does not occur with internal HDX system calls to the Microsoft Lync conference. | |
| Interoperability Microsoft | VIDEO-109212 | 3.1.2 | During Microsoft Lync 2013 audio and video conferences in virtual meeting rooms, external HDX calls made through Edge servers might fail to connect to the Microsoft Lync conference. | |

| Category | Issue ID | Found in Release | Description | Workaround |
|-------------------------------|------------------------------|------------------|---|--|
| Interoperability Microsoft | VIDEO-108554 | 3.1.2 | <p>Microsoft Lync 2013 does not support H.263 (previously available in Microsoft Lync 2010) for the following HDX systems:</p> <ul style="list-style-type: none"> • HDX 9006 • HDX 8000 HD (Hardware Version B) • HDX 7000 HD (Hardware Versions C and D) • HDX 4500 HD • HDX 4000 HD (Hardware Version C) <p>Calls made in the Microsoft Lync 2013 environment without RTV keys might receive audio only.</p> | If you previously purchased an RTV license for Microsoft Lync 2010, you can request a free RTV license supported for Microsoft Lync 2013 from your sales representative. |
| Interoperability Microsoft | VIDEO-109120 | 3.1.2 | HDX systems support only the Microsoft Internet Explorer 8 browser. Polycom plans to provide support for Internet Explorer 10 in a future HDX system release. | |
| Interoperability Microsoft | VIDEO-109202 | 3.1.0 | HDX systems currently support only NTLM Version 1 on the Microsoft Exchange Server calendaring connection and the Microsoft Lync Directory Server connection. If these servers are configured to support NTLM Version 2 and not NTLM Version 1, you might be unable to connect to these servers. | |
| Interoperability Microsoft | VIDEO-105138 | 3.1.1.2 | During video conferences between a Microsoft Lync client and an HDX system, your HDX system might shut down unexpectedly if you frequently use Mute Audience to mute and unmute the Lync client. | |
| Interoperability Microsoft | VIDEO-108221 VIDEO-104360 | 3.1.1.2 | An HDX system registered to Microsoft Lync Server 2013 displays garbled video when connected to a Lync 2013 client registered to the same Microsoft Lync server. | |

| Category | Issue ID | Found in Release | Description | Workaround |
|-------------------------------|--------------|------------------|---|---|
| Interoperability Microsoft | VIDEO-104841 | 3.1.0 | During multipoint Microsoft Lync Real-Time Video (RTV) calls, the HDX Connectivity Service Application closes when Hold/Resume is selected on the Polycom Touch Control. | |
| Interoperability Microsoft | VIDEO-104815 | 3.1.0 | Video from the HDX system does not start on Microsoft Lync on a transfer from Lync Attendant. The Lync client receives no video from the HDX system. However, if the Lync client calls to Lync Attendant and the call is transferred to the HDX system, both sides display video. | To restore video, perform a Hold/Resume on either the HDX system or on Microsoft Lync. |
| Interoperability Microsoft | VIDEO-100447 | 3.0.5.1 | In a Microsoft Lync environment, an HDX system video call stopped responding when five to ten percent packet loss occurred. Macroblock artifacts were also observed under these packet loss conditions. | |
| Interoperability Microsoft | VIDEO-95478 | 3.0.3.1 | The Polycom Touch Control cannot retrieve the Favorites list or directory entries from the OCS 2007 R1 Edge server because OCS 2007 R1 is no longer supported. | |
| Interoperability Microsoft | VIDEO-95476 | 3.0.3 | You cannot add a third participant to an AV/MCU-based Lync CCCP call when the Enable PSTN dial-in conferencing setting is disabled. | |
| Interoperability Microsoft | VIDEO-95370 | 3.0.4 | Incompatible Windows NT LAN Manager (NTLM) settings might cause an HDX system reset. This issue occurs when the Server Authentication Level is set to Send NTLMv2 response only, and Refuse LM, NTLM, and the HDX system is set to NTLMv1 . | Set the HDX system NTLM setting to Auto or NTLMv2 . |

| Category | Issue ID | Found in Release | Description | Workaround |
|-------------------------------|-------------|------------------|---|---|
| Interoperability Microsoft | VIDEO-94943 | 3.0.1 | When using external authentication such as Active Directory, ensure that the local admin account is password protected. You should also enable Require Login for System Access and set a user password. | |
| Interoperability Microsoft | VIDEO-93528 | 3.0.3 | When using Microsoft Office Communications Server 2007 or Microsoft Lync Server 2010 as your global directory, if you search for a common last name, the HDX system might return the first 200 matches without giving any warning that there might be more matches. | |
| Interoperability Microsoft | VIDEO-91317 | 3.0.1 | HDX systems do not support public switched telephone network (PSTN) calls on the Mediation Server Gateway in a Microsoft OCS or Microsoft Lync Environment. | To make a PSTN call, append "+" before the number to dial. |
| Interoperability Microsoft | VIDEO-91540 | 3.0.1 | During a Lync client call to an HDX system, video pixelation or blurriness might result when the Lync client disables and then restarts video. | Use the Pause Video function instead of the End Video function. |
| Interoperability Microsoft | VIDEO-90594 | 3.0.2 | When the Microsoft Lync client places a call on hold, the HDX system incorrectly indicates that the call was muted. | |
| Interoperability Microsoft | VIDEO-86180 | 3.0 | Internet Explorer version 8 shares cookies among all active sessions. If you manage multiple HDX systems within the same Internet Explorer 8 browser session, you might encounter unexpected behavior. | When using Internet Explorer 8, do one of the following: <ul style="list-style-type: none"> • Manage only one HDX system at a time. • Use the -noframemerging option in each new instance of Internet Explorer for each system. |
| Interoperability Microsoft | VIDEO-86859 | 3.0 | Calls using the ICE protocol support call rates of up to 1564 kbps. | |

| Category | Issue ID | Found in Release | Description | Workaround |
|---|--|------------------|--|--|
| Interoperability Microsoft | VIDEO-90607 | 3.0.1 | For Microsoft qualification configuration, enable Security Mode in the Admin Settings and select the Medium security profile to ensure secure web (https) access to the HDX system. | |
| Interoperability Microsoft | VIDEO-98318 | 3.0.5 | In multipoint calls using Microsoft Lync clients and HDX systems routed through an ICE-enabled RMX system, video artifacts may appear on far-end HDX systems after Hold/Resume is performed. | |
| Interoperability Microsoft | VIDEO-98341 | 3.0.5 | HDX systems receive very low video frame rates during OCS R2 calls. This causes blurred video on the HDX systems. When this condition occurs, the far-end video on the OCS clients (MOC) is not affected. | |
| Interoperability Polycom CMA | VIDEO-109321 VIDEO-108609 VIDEO-108625 | 3.1.2 | After Polycom Video Border Proxy™ (VBP®) and CMA are upgraded to versions 11.2.3 and 6.2.1, your HDX systems might reset to their original configuration settings. | |
| Interoperability Polycom CMA | VIDEO-109311 | 3.1.2 | During H.323 multipoint calls when CMA is registered as the gatekeeper, group calls might not be available using the PathNavigator. When the PathNavigator is set to Never , the Group Call option button does not display. | When you place multipoint Group Calls from the PathNavigator, change the setting to Always or Dynamic instead of Never . |
| Interoperability Polycom HDX 4500 System | VIDEO-89500 | 3.0.1 | The Polycom ReadManager® SE200 system does not support the HDX 4500 system. | Use Polycom CMA version 5.5 or later. |
| Interoperability Polycom RMX System | VIDEO-110869 | 3.1.3 | During an RMX system VMR call, HDX system calls fail when the numbers "888**" are included in middle of the dial string. The call either disconnects or connects to the Virtual Entry Queue instead of the desired VMR. | Dial the VEQ number, enter the VMR ID, and then the passcode. Or, if you hear the incorrect VMR ID prompt, reenter the VMR ID, and then enter your passcode. |

| Category | Issue ID | Found in Release | Description | Workaround |
|---|--------------|------------------|---|---|
| Interoperability Polycom RMX System | VIDEO-95511 | 3.0.3 | In a call with an RMX system, HDX systems paired with the Polycom Touch Control display an incorrect number of participants. | |
| Interoperability Polycom RMX System | VIDEO-95449 | 3.0.3 | When HDX systems dial into an RMX system conference, audio might fail during the call. | Upgrade the RMX system to version 7.6.1. |
| Interoperability Polycom RMX System | VIDEO-88649 | 3.0 | An HDX system cannot dial into a password-protected call on an RMX system using a dial string in the format <conference ID>##<password> (for example, 1111##2222). | Dial into the conference and then provide the password using DTMF tones when prompted. |
| Interoperability Polycom RMX System | VIDEO-88800 | 3.0 | An HDX system might receive Siren14 audio rather than Siren 22 Stereo audio when it is in a 6 Mbps H.323 call on an RMX system. | Configure the HDX system's preferred call rate as 4096 kbps. |
| Interoperability Polycom RMX System | VIDEO-98319 | 3.0.5 | Content loss may be experienced in a SIP call on an HDX system using RMX conferencing with Avaya System Manager 6.2.0. This scenario can occur when the Avaya system registers two 1XC clients, where one 1XC client uses H.323 signaling and the second 1XC client uses SIP signaling. Content loss happens when the HDX system sends content from People+Content IP. While both 1XC calls initially receive content, content loss may occur when the active speaker changes. | |
| Interoperability Polycom Touch Control | VIDEO-110822 | 3.1.3 | The Polycom Touch Control, when not paired with an HDX system, cannot perform a softupgrade from the RealPresence Resource Manager. This issue occurs when Automatically Check for Software Updates is selected in the Polycom Touch Control Admin settings. | You must pair the Polycom Touch Control with a HDX system prior to scheduling the software update provisioned by the RealPresence Resource Manager. |

| Category | Issue ID | Found in Release | Description | Workaround |
|---|--------------|------------------|---|--|
| Interoperability Polycom Touch Control | VIDEO-110558 | 3.1.3 | When the Polycom Touch Control is paired with an HDX system, content from the USB drive fails to display when content from the People+Content IP application is displayed first. The USB content is not displayed because the Polycom Touch Control cannot establish a connection to the content. | Share the USB content first. Then when the People+Content IP content is started, the USB content is overridden and the People+Content IP content displays correctly. |
| Interoperability Polycom Touch Control | VIDEO-110783 | 3.1.3 | During a point-to-point call, if you attempt a call to an HDX system that has the multipoint key disabled, the Polycom Touch Control might stop responding, or you might not be able to hang up the call. | Disconnect the Polycom Touch Control cable, then power off the Polycom Touch Control, reconnect the cable, and power it back on. |
| Interoperability Polycom Touch Control | VIDEO-110559 | 3.1.3 | When the Polycom Touch Control is paired with an HDX system (registered to a CMA server), the CMA server does not display Polycom Touch Control software version information after restarting. | Disconnect the Polycom Touch Control LAN connection and reconnect it. This causes the software version information to display correctly. |
| Interoperability Polycom Touch Control | VIDEO-110574 | 3.1.3 | The Polycom Touch Control displays the auto upgrade option when it is in an unpaired state, but auto upgrade is not supported in the unpaired state. | Pair the Polycom Touch Control with the HDX system before you select the option to Automatically Check for Software Updates. |
| Interoperability Polycom Touch Control | VIDEO-108035 | 3.1.1.2 | When an HDX system is in an H.323 call and an analog call is added using Polycom Touch Control, the far-end system may experience a loss of transmitted video. In this scenario, all calls connect through an RMX system with a DMA system as the gatekeeper. | |
| Interoperability Polycom Touch Control | VIDEO-104924 | 3.1.0 | When the HDX system is paired with the Polycom Touch Control, the UC Board thumb drive view disappears after the subfolder number reaches the maximum number of 10. | In the thumb drive view, limit the maximum number of subfolders to 9. |

| Category | Issue ID | Found in Release | Description | Workaround |
|---|--------------|------------------|--|--|
| Interoperability Polycom Touch Control | VIDEO-104534 | 3.1.0 | When the Admin setting Display Time in Call Elapsed Time , the Polycom Touch Control does not display elapsed time in format (mm:ss). | |
| Interoperability Polycom Touch Control | VIDEO-105129 | 3.1.0 | When performing upgrades or downgrades in SIP configurations and when the Polycom Touch Control is paired with an HDX system, warning messages may display, but the actual upgrade or downgrade is successful. | |
| Interoperability Polycom Touch Control | VIDEO-105134 | 3.1.0 | In a call involving a Polycom Touch Control paired to an HDX system, the far-end site name on the call statistics page on the Polycom Touch Control is different from the name on the HDX system. | |
| Interoperability Polycom Touch Control | VIDEO-105291 | 3.1.0 | Intermittently, the Polycom Touch Control might not display content from a USB device source. | |
| Interoperability Polycom Touch Control | VIDEO-104583 | 3.1.0 | The Polycom Touch Control directory does not download file names that contain special characters such as %, \$, and #. | Rename the file to remove any special characters. |
| Interoperability Polycom Touch Control | VIDEO-95369 | 3.0.4 | The Polycom Touch Control cannot perform a Detect Camera function. | Use the web interface to detect newly installed cameras. |
| Interoperability Polycom Touch Control | VIDEO-95084 | 3.0.3.1 | On the Polycom Touch Control, the global address book and Favorites pages sometimes appear to be blank. | |
| Interoperability Polycom Touch Control | VIDEO-91524 | 3.0.2 | Due to synchronization issues between CMA and LDAP, some favorites on the Polycom Touch Control might not be listed. | |

| Category | Issue ID | Found in Release | Description | Workaround |
|---|-------------|------------------|--|---|
| Interoperability Polycom Touch Control | VIDEO-88161 | 3.0 | Do not touch or hold the Polycom Touch Control device by the black border outside the visible screen. Doing so may interfere with the Polycom Touch Control device's ability to detect touches. | |
| Interoperability Polycom Touch Control | VIDEO-88304 | 3.0 | When an HDX system is paired with a Polycom Touch Control device and using a Global Directory Server (GDS), the HDX system downloads directory information only from the server configured in the first entry in the directory configuration page. | |
| Interoperability Polycom Touch Control | VIDEO-88331 | 3.0 | If you place a call from the HDX system's web interface and subsequently attempt to dial that site from the Polycom Touch Control device's recent calls list, the call will not connect and will remain in the calling state indefinitely. | Restart the HDX system. |
| Interoperability Polycom Touch Control | VIDEO-88850 | 3.0.0.1 | The Polycom Touch Control might display the status of offline HDX systems as Available . | |
| Interoperability Polycom Touch Control | VIDEO-88862 | 3.0 | When the Polycom Touch Control is paired with an HDX 6000 series system that is configured for a content source but not receiving video on that source, the Polycom Touch Control incorrectly reports that the source is playing. | |
| Interoperability Polycom Touch Control | VIDEO-93434 | 3.0.3 | If Require Login for System Access is enabled in the HDX system Security Settings, you cannot use Polycom Touch Control to wake up the HDX system after it has gone to sleep. | Use the HDX system web interface to disable the Require Login for System Access setting. |

| Category | Issue ID | Found in Release | Description | Workaround |
|---|-------------|------------------|--|---|
| Interoperability Polycom Touch Control | VIDEO-91751 | 3.0.2 | After you disconnect the Polycom Touch Control and press a button on the remote, the HDX system home screen returns after 30 seconds. Also, if you unpair the device through the web interface using the Forget This Device button, the home screen reappears. | |
| Interoperability Polycom Touch Control | VIDEO-91743 | 3.0.2 | When upgrading from a previous software release to the current software release, the Android 2.2 operating system might encounter an open application and the Android 2.2 "Force Close" message is displayed. | Press Enter to close the associated open application and the upgrade process will continue as designed. |
| Interoperability Polycom Touch Control | VIDEO-89551 | 3.0.0.2 | On occasion when adjusting the volume or brightness slider, the slider does not respond. | Try again. |
| Interoperability Polycom Touch Control | VIDEO-89553 | 3.0.0.2 | When entering a Meeting Password, asterisks (*) are shown. However, if you navigate away from the screen and back to it, the asterisks are no longer being displayed even though the meeting password has been entered. Also, the information screen shows a green icon indicating that the meeting password has been set. | |
| Interoperability Polycom Touch Control | VIDEO-97968 | 3.0.5 | When using the Polycom Touch Control and when registered to a Microsoft Lync server for directory services, the Contacts group is sent to the Polycom Touch Control with a group name of "~" instead of "Contacts". | |
| Interoperability Polycom Touch Control | VIDEO-98103 | 3.0.5 | When an OTX system customer puts a call on Hold from Polycom Touch Control, the primary caller goes on Hold and the remote site remains active. | |

| Category | Issue ID | Found in Release | Description | Workaround |
|---|--------------|------------------|--|---|
| Interoperability Polycom Touch Control | VIDEO-98159 | 3.0.5 | During H.323 point-to-point calls, OTX 300 system customers may experience a frozen Venus audio page after increasing the volume to Maximum on a Polycom Touch Control system. When this condition occurs, the Polycom Touch Control system freezes and customers cannot lower the volume. | |
| Interoperability Radvision | VIDEO-109658 | 3.1.3 | HDX systems do not receive video from the Radvision Scopia 100 P10 Gateway. | |
| Interoperability Polycom RMX System | VIDEO-110572 | 3.1.2 | During RMX Gateway system calls, you might observe that the HDX system SIP site is unable to control the HDX H.323 site's camera. When the you place a HDX system H.323 to a SIP gateway call, the far-end site's camera control fails at the H.323 site. | |
| Interoperability Sony | VIDEO-105491 | 3.1.0 | During HDX system 384 kbps H.320 calls with a Sony PCS-XG80 system, video might not be received on the Sony system. However, video is seen on the HDX system. | |
| Interoperability Sony | VIDEO-95480 | 3.0.3.1 | At higher call speeds, an HDX system in a call with a Sony PCS-HG90 system shuts down intermittently. | Place calls at lower call speeds, such as 384 kbps. |
| Interoperability Sony | VIDEO-88119 | 3.0 | HDX systems are unable to send content in H.320 conferences hosted by the Sony PCS-G50 MCU. | |
| Interoperability SoundStation IP 7000 | VIDEO-88170 | 3.0 | When an HDX system is paired with a Polycom SoundStation IP 7000, the HDX system and the SoundStation IP 7000 might occasionally play audio same time. | Do one of the following: <ul style="list-style-type: none"> Lower the volume on one of the two units. Hang up the call and reconnect. |

| Category | Issue ID | Found in Release | Description | Workaround |
|--------------|----------------------------|------------------|---|--|
| Localization | VIDEO-71092 | 2.5 | Directory entries with localized names longer than 21 characters are truncated on the Edit Entry screen. | Limit localized names to 20 or fewer characters on the Edit Entry screen. |
| Localization | VIDEO-70798 | 2.5 | Localized system names longer than 13 characters are truncated on some of the system's local interface screens. | Limit localized system names to 13 or fewer characters. |
| Localization | VIDEO-70797 | 2.5 | Localized meeting names longer than 14 characters are truncated on some of the system's local interface screens. | Limit localized meetings names to 14 or fewer characters. |
| Localization | VIDEO-70796 | 2.5 | Localized Names in the directory longer than 17 characters are truncated on some of the system's local interface screens. | Limit localized names in the directory to 17 or fewer characters. |
| Localization | VIDEO-80894 | 2.6 | The tilde "~" and minus "-" symbols display as a box on the Calendar and Meeting Details screen when a user is using a Japanese version of Outlook running on the Japanese version of Windows and the HDX system language is configured for Japanese. | |
| Logging | VIDEO-111290 | 3.1.1.3 | The HDX system syslog might stop storing logs when Remote Logging is enabled and DNS cannot resolve the server Fully Qualified Domain Name . | |
| Logging | VIDEO-66818 VIDEO-66119 | 2.0.5_J | By default, both system and error logs downloaded from an HDX system are named log.txt. | Download the full System Support Package, which contains both system and error logs. |

| Category | Issue ID | Found in Release | Description | Workaround |
|----------|--------------|------------------|--|--|
| Monitors | VIDEO-109274 | 3.1.2 | When your OTX 300 and RPX 400 systems are attached to a laptop HDMI through a DisplayPort in extended display mode, you might see green dots or speckles in the center of the screen. This issue is more visible on PowerPoint slides, especially those with dark backgrounds. | Remove the combiner connected to the system to improve the display problem. (VGA/DVI splitter, part number 1457-61827-001) |
| Monitors | VIDEO-51308 | 1.0 | User interface distortion might occur if a monitor is configured with a 4:3 aspect ratio for a resolution of 1280 x 720. | |
| Monitors | VIDEO-53390 | 1.0 | Distorted video may occur in a multipoint call between PAL and NTSC systems if Zoom People Video to Fit Screen is enabled. | |
| Monitors | VIDEO-58841 | 2.0 | When Dual Monitor Emulation is enabled, the composite video in multipoint calls with five or more sites is clipped on the left and right sides. | |
| Monitors | VIDEO-82953 | 2.6 | The only supported display for the HDX 4000 series system is the Polycom display. If a third party display is connected to the HDX 4000 series system, the system will turn off if already powered on, or will not power on if in a powered off state. | . |
| Monitors | VIDEO-60148 | 2.0 | If Monitor 1 is connected to the HDX system using a different format than what is configured in the user interface, you may get a blank screen. | Press and hold the Display button on the remote control, then select the appropriate format in the remote control window. Alternatively, change the monitor format using the web interface. |

| Category | Issue ID | Found in Release | Description | Workaround |
|----------|-------------|------------------|---|---|
| Monitors | VIDEO-77493 | 2.6 | <p>If a VGA monitor is connected to an HDX 9001, 9002, or 9004 system, the HDX system splash screen is tinted green.</p> <p>If a monitor does not support the timing mode selected by U-Boot for its splash screen, the video artifact will depend on the monitor.</p> | Manually configure the HDX system and the monitor to match each other. |
| Monitors | VIDEO-70791 | 2.5 | Some monitors may fail to correctly center video and user interface screens from an HDX system. If this occurs, use your monitor's horizontal adjustment feature to center the video. | |
| Monitors | VIDEO-77975 | 2.5.0.7 | If a computer is connected to an HDX system, and the computer's monitor is configured to turn off after a period of inactivity, the monitor will automatically send content when the monitor wakes if Send Content When PC Connects is enabled. Send Content When PC Connects is enabled by default. | To avoid this issue, go to System > Admin Settings > Cameras > Camera Settings and disable Send Content When PC Connects . |
| Monitors | VIDEO-77717 | 2.5.0.7 | <p>When an HDX system wakes up, Monitor 3 displays distorted video if:</p> <ul style="list-style-type: none"> The VCR/DVD Record Source value for Monitor 3 is Monitor 2. Monitor 2 has the following settings: <ul style="list-style-type: none"> - Video Format: Component YPbPr - Resolution: 1080p - Output Upon Screen Saver Activation: No Signal | To work around this issue, change the monitor settings or turn Monitor 2 off and then on. |
| Monitors | VIDEO-84273 | 2.6.1 | If monitor resolution is set to 1920 x 1080, Elapsed time in call information overlaps a part of the Far Site Name when the far site name is in 15 double byte characters or more. | To prevent this problem, limit number of double-byte characters in the near end Site Name to 14 characters. |

| Category | Issue ID | Found in Release | Description | Workaround |
|------------|--------------|------------------|---|--|
| Multipoint | VIDEO-110766 | 3.1.3 | During H.323 multipoint calls, after the eighth participant joins the call, the call might be dropped. This might occur when both the gatekeeper and the PRI network are enabled. | Configure the following setting in DMA: Terminate calls based upon failed responses to IRQ and set the IRQ sending interval to 90 to 180. |
| Multipoint | VIDEO-109750 | 3.1.1.3 | If a slave MCU hosts both an IP and H.320 system (mixed mode) call, the cascaded MCUs will act as if in Auto Mode (the layout switches from Discussion to Presentation after 15 seconds). | Originate mixed mode calls from the master MCU. All participants can now view a full screen in a cascaded call. |
| Multipoint | VIDEO-109319 | 3.1.2 | In cascaded calls involving HDX systems, the multipoint host should appear in full screen layout regardless of how multipoint mode is configured, but the full screen layout does not appear. Instead, the monitor display of the multipoint host is converted to discussion mode when a user becomes the speaker. This issue can occur during ISDN and H.323 calls connected at 256k call speed. | |
| Multipoint | VIDEO-71756 | 2.5.0.4 | A multipoint H.331 broadcast mode call is not supported. | |
| Multipoint | VIDEO-74435 | 2.5.0.4 | When an HDX system is hosting a multipoint call and is set to Auto Answer Multipoint Video and has a meeting password set, a CMAD or Polycom® PVX® system will not be able to join the call unless it is the first endpoint to connect to the HDX system. | Set Auto Answer Multipoint Video to No on the endpoint that is hosting the call. |

| Category | Issue ID | Found in Release | Description | Workaround |
|------------|--------------|------------------|--|---|
| Multipoint | VIDEO-75829 | 2.5.0.5 | If a system hosting a multipoint call is configured for a meeting password and the Auto Answer Multipoint Video setting is set to Yes , some meeting password prompts do not display. Specifically, when the second endpoint to call in dials from the web interface, the meeting password prompt is displayed on the second endpoint's local system interface but not on the web interface. | Do one of the following: <ul style="list-style-type: none"> Before dialing, enter the meeting password in the Meeting Password field on the Place a Call screen in the web interface. Enter the meeting password using the local system interface. |
| Multipoint | VIDEO-76240 | 2.5.0.6 | Video from an iPower system is not visible when an HDX system is hosting a multipoint call. | Place a point-to-point call or have each endpoint call into a video bridge. |
| Multipoint | VIDEO-78352 | 2.6 | When an HDX system uses the Conference on Demand (COD) functionality, a seven-way call is the largest conference that will connect. | Use an RMX system to host the multipoint call if more than seven participants is required. |
| Multipoint | VIDEO-88455 | 3.0 | Do not use the HDX system's internal multipoint feature with direct connect calls. | |
| Network | VIDEO-102803 | 3.1.1.2 | Real-time Transport Protocol (RTP) keep-alive packets are transmitted whether or not active media traffic is present. | |
| Network | VIDEO-78532 | 2.5.0.6 | When a broadcast storm is created by having two HDX systems connect to a hub and a cable connecting two ports of the hub together, after approximately 10 minutes an HDX system will freeze for several seconds, clear, and then freeze again. | Connect an HDX system to a switch or dedicated LAN port. |
| Network | VIDEO-78531 | 2.5.0.7 | When four HDX systems are connected to a LAN through the same 10M hub, an HDX system restarts if two HDX systems are in a 4M call with the other two HDX systems. | Use a switch or dedicated LAN port instead of a hub. |

| Category | Issue ID | Found in Release | Description | Workaround |
|--------------------|-------------|------------------|--|---|
| Network | — | — | When you change the network interface attached to an HDX system from PRI to QBI, make sure to uncheck the box Calling Endpoint Uses the Original ISDN Number before disconnecting the PRI interface. To do this, go to System > Admin Settings > Network > ISDN . | |
| People+Content™ IP | | | People+Content IP is unavailable when your security profile is set to Maximum . | |
| People+Content IP | VIDEO-75903 | 2.5.0.6 | During installation, InstallShield might display an incorrect version number for People+Content IP. | |
| People on Content™ | VIDEO-65397 | 2.0.3 | When using Polycom People on Content on an HDX 4000 series system, do not preview camera 2 before activating People on Content. | |
| People on Content | VIDEO-90596 | 2.6.1 | When using People on Content with the foreground camera's White Balance set to Auto , the background video may deteriorate over time and blend in with the video of objects in the foreground. | Set the foreground camera's White Balance to Manual before calibrating the camera for use with People on Content or enabling People on Content. |
| Power | VIDEO-80751 | 2.6 | If an HDX system does not have an internal battery and is configured to use a time server, the HDX system will go to sleep shortly after restarting if idle. This is due to the system time being set to the year 1970 until successful connection to the time server. Once the connection to the time server is made, the screen saver wait time is exceeded and the HDX system goes to sleep. This is normal behavior. | |

| Category | Issue ID | Found in Release | Description | Workaround |
|--------------|--------------|------------------|---|---|
| Presence | VIDEO-80195 | 2.6 | When an HDX system is configured to a directory server that supports presence (LDAP, Office Communications Server), presence status is not displayed when a directory search is performed. Presence will be displayed once the directory entry is added to Favorites. | |
| Profiles | VIDEO-51310 | 1.0 | Profiles do not save Monitor 2 settings. | |
| Profiles | VIDEO-54970 | 1.0.2 | If the profile you upload to an HDX system includes registration with multiple Global Management System servers, only the first server is registered after the system restarts. | Manually register with the other servers. |
| Provisioning | VIDEO-110540 | 3.1.0 | Dynamically-managed HDX systems do not register with the provisioning service as quickly as expected. This might occur when you have a large number of systems that are all dynamically managed, such as 200 or 300 or more. | To resolve the issue, power the affected HDX system off and back on. |
| Provisioning | VIDEO-98170 | 3.0.3 | Dynamically-managed HDX systems might lose presence and the LDAP directory status might fail when the user ID contains special characters. This issue might occur on HDX systems when provisioned with enterprise directory credentials that have version 3.0.3 software or higher installed. | Do not include special characters in your user ID. |
| Provisioning | VIDEO-80708 | 2.5.0.7 | If an HDX system is configured by the Polycom CMA server to disable Security Mode , the user will be prompted with a log in when attempting to navigate to the HDX system web interface. The login window will reappear even if the user enters the log in information. | Close the web browser session and navigate to the HDX system's web interface. |

| Category | Issue ID | Found in Release | Description | Workaround |
|--------------|-------------|------------------|---|---|
| Provisioning | VIDEO-80755 | 2.5.0.5 | HDX systems do not successfully register to the CMA provisioning server if the user name contains a dash. | Use a user name that does not contain a dash. |
| Provisioning | VIDEO-80754 | 2.5.0.5 | An HDX system user will not be able to authenticate to the CMA server when going through the setup wizard if the user name is duplicated across multiple domains. | Use a unique user name. |
| Provisioning | VIDEO-75458 | 2.5.0.5 | If an HDX system is configured for provisioning from the CMA server, you will be unable to log in if Secure Mode in the CMA site provisioning profile is enabled. | Disable Secure Mode in the CMA site provisioning profile. Reconfigure the HDX system with the new profile settings. |
| Provisioning | VIDEO-80710 | 2.5.0.6 | When the CMA provisions the HDX system with a scheduled provisioned profile that includes the password for a Global Directory (GDS), the HDX system is updated with the password. However, the user interface screen will show that the password has been provisioned, but the web interface will not. | |
| Provisioning | VIDEO-80707 | 2.6 | The ISDN Gateway check box is not enabled or disabled on the HDX system when the CMA Administrator has pushed a scheduled provisioning profile that includes provisioning values on pages of the CMA scheduled provisioning pages other than the Video Network > IP Network > H.323 Settings page. | Provision the HDX system with values only on the Video Network > IP Network > H.323 Settings page or manually update the HDX system via the local system interface or web interface. |

| Category | Issue ID | Found in Release | Description | Workaround |
|--------------|-------------|------------------|--|--|
| Provisioning | VIDEO-75459 | 2.5.0.5 | <p>If an HDX system is configured for provisioning from the CMA server, you will be unable to log into the system if the following conditions are met:</p> <ul style="list-style-type: none"> • Secure Mode in the CMA site provisioning profile is enabled. • The DoD DSN Security Profile is configured. | To work around this issue, delete the system settings by pressing and holding the restore button on the HDX system for 15 seconds while the system powers on. Disable Secure Mode in the CMA site provisioning profile. |
| Provisioning | VIDEO-80706 | 2.6 | The HDX system Gateway Country Code value is not provisioned when the CMA Administrator has created a scheduled provisioning profile with a value for the Gateway Country code. | Update the Gateway Country Code value manually on the HDX system via the local system interface or web interface. |
| Provisioning | VIDEO-82959 | 2.6.1 | Occasionally, when an HDX system is configured for dynamic management mode with a CMA server, the HDX system is not provisioned with the correct user name based on the provisioned User ID. | |
| Provisioning | VIDEO-71305 | 2.5.0.1 | HDX systems operating with automatic provisioning check for software updates at an interval specified by the administrator. If an update is required, HDX 4000 series systems perform the update even if they are currently being used as PC displays. | |
| Provisioning | VIDEO-71440 | 2.5.0.1 | HDX systems sold in Russia do not operate with automatic provisioning. | |
| Provisioning | VIDEO-76674 | 2.5.0.6 | When an HDX system in dynamic management mode is configured with a static IP address, presence information will not be displayed correctly. To resolve this issue, configure the HDX system for DHCP. | Do not use CMA to dynamically manage an HDX system located behind the VBP-ST Access proxy. |

| Category | Issue ID | Found in Release | Description | Workaround |
|----------------|--------------|------------------|---|---|
| Provisioning | VIDEO-81291 | 2.5.0.5 | Occasionally, when an HDX system is being managed by CMA in dynamic management mode, the HDX system will not indicate that the Presence Server is down on the System Status screen when an invalid password is entered on the provisioning page on the web interface (the Provisioning Server will show a red down arrow). | Restarting the HDX system results in the Presence Service status displaying the correct status. |
| Remote Control | VIDEO-56317 | 2.0 | When the Display button is held down, the HDX system remote control displays some video output formats that are not available for HDX 4000 and 8000 HD series systems. | |
| Remote Control | VIDEO-82739 | 2.6 | A document will occasionally fail to print when an ISDN call is made and either endpoint performs an action with the remote control. This print failure will occur when two HDX systems have the following settings: <ul style="list-style-type: none"> • PC and printer attached • Serial port mode set to pass through • Baud rate set to 115200 • Flow control to None | Set the baud rate to 57600. |
| Sample Sites | — | — | Polycom provides sample numbers in the HDX system directory, as well as video test numbers that you can use to test your HDX system. Please be aware that these numbers may occasionally be unavailable. | |
| Security | VIDEO-109303 | 3.1.2 | After performing a system reset and using the software update wizard, you might not be able to select maximum or high security profiles, even though you are logged in with HDX Admin group credentials. | |

| Category | Issue ID | Found in Release | Description | Workaround |
|----------|--------------|------------------|--|---|
| Security | VIDEO-109272 | 3.1.2 | When using an NMAP security scanning tool to run an NMAP test, your HDX system might infrequently shut down. | |
| Security | VIDEO-103280 | 3.1.0 | Uploaded security certificates fail when parentheses are included in the filename. You receive an error message that the upload failed. | Rename the file name and remove any parentheses. |
| Security | VIDEO-100446 | 3.1.0 | When the AES Encryption setting in one HDX system is set to Off , a call to a remote HDX system can still be established if the remote system's AES Encryption setting is set to When Available . This scenario is allowed because HDX systems prioritize call connectivity over an encryption mismatch. However, if one system uses the Required for Video Calls Only or Required for All Calls setting, the other systems in the call must also use one of those settings. | |
| Security | VIDEO-91358 | 3.0.2 | When External Authentication is enabled, local User credentials do not allow access to the HDX system. | Use local Admin credentials. |
| Security | VIDEO-51330 | 1.0 | The Security page in both the local and web interface does not correctly report Telnet, SNMP, or Web connections. | |
| Security | VIDEO-52300 | 1.0 | HDX systems do not issue an SNMP alert for failed or successful attempts to log in via Telnet. | |
| Security | VIDEO-61292 | 2.0 | When a Meeting Password is set on an HDX 8000 HD series system and multiple sites call it and enter the password in rapid succession, the HDX 8000 HD series system displays blue video. | Press Home , then Near on the remote control. |

| Category | Issue ID | Found in Release | Description | Workaround |
|----------|-------------|------------------|--|------------|
| Security | VIDEO-67094 | 2.0.5_J | If you attempt to configure an invalid User ID on a system (one that does not meet the system's security policy), you may get an error message that mentions the Admin ID rather than the User ID. | |
| Security | VIDEO-67093 | 2.0.5_J | If you attempt to configure an invalid Admin ID on a system (one that does not meet the system's security policy), you may get the error message You must specify an Admin ID rather than one stating that the ID was invalid. | |
| Security | VIDEO-71560 | 2.5.0.1 | When you change password creation policies, the changes apply to newly created/changed passwords but do not apply to the passwords that existed before the policy change. | |
| Security | VIDEO-76242 | 2.5.0.6 | In an encrypted point-to-point or multipoint SIP call, the local system interface displays the correct encryption status, but the web interface displays -- 9 . | |
| Security | VIDEO-82737 | 2.6 | When the HDX system has Security Mode enabled, you cannot access the system via telnet port 23 or 24. However, the Security Settings screen will still show a green check mark next to Telnet . | |
| Security | VIDEO-86932 | 3.0 | Because Internet Explorer version 8 shares cookies between all active sessions, you might experience unexpected behavior when managing multiple machines within the same instance of Internet Explorer. | |

| Category | Issue ID | Found in Release | Description | Workaround |
|----------|-------------|------------------|---|--|
| Security | VIDEO-85889 | 3.0 | If you select the Maximum Security Profile during the setup wizard, any user account information you enter during the setup wizard is not valid after system restart. Active Directory authentication is enabled by default in the Maximum profile, which disables the local user account configured on the HDX system. | |
| Security | VIDEO-84571 | 3.0 | Polycom's web interface does not enforce session timeouts if you connect using a Chrome browser. Also, if you log out of a web interface session and subsequently navigate back to the web interface, the Chrome browser will "remember" the previous login and will not require you to log in again. | |
| Security | VIDEO-88401 | 3.0 | When configuring the Maximum Security Profile during the setup wizard, ensure that Require Login for System Access is selected. | |
| Security | VIDEO-88706 | 3.0 | When configuring the Maximum Security Profile during the setup wizard, ensure that mutual certificate authentication is selected on the Certificates page. | |
| Security | VIDEO-88708 | 3.0 | Immediately after installing a certificate revocation list on the Revocation page of the HDX system's web interface, the restart button on that page has no affect. | Navigate away from the page and then back to it to use the restart button. |

| Category | Issue ID | Found in Release | Description | Workaround |
|--------------|--------------|------------------|---|--|
| Security | VIDEO-88709 | 3.0 | If you have configured the HDX system with a security profile other than maximum and have required that users log in to access the system, non-administrative users will be unable to use the system if they attempt to access a page that requires administrator credentials. | If possible, enter the admin ID and password. |
| Security | VIDEO-89998 | 3.0.1 | Our current 802.1X implementation on HDX systems supports RFC 2716 only. Other protocols are not supported. | |
| Security | VIDEO-90405 | 3.0.1 | For security reasons, HDX systems do not support basic or plain text authentication with any SIP server as per RFC 3261. | |
| Security | VIDEO-97276 | 3.0.5 | Low video frame rate was observed in Maximum Security Mode during Point-to-Point calls between two HDX systems (call speed setting @384kbps). | |
| SmartPairing | VIDEO-111354 | 3.1.4 | If a password is required for remote access, HDX systems are unable to pair with RealPresence Resource Manager IOS/Android and RealPresence Desktop Win/Macultrasound in Manual mode. | |
| SmartPairing | VIDEO-111355 | 3.1.4 | When multiple HDX systems or RealPresence Group Series systems are in the same room (all configured to support ultrasound-based auto detection) the following issues might occur: <ul style="list-style-type: none"> Your mobility device might fail to detect all of the systems Your mobility device might fail to return the correct IP addresses for all of the systems | To pair with a particular system, manually enter its IP address. |

| Category | Issue ID | Found in Release | Description | Workaround |
|-----------------|--------------|------------------|---|---|
| SNMP | VIDEO-110722 | 3.1.3 | When you perform a software downgrade from HDX system version 3.1.3 to a previous version, you might observe that the SNMP setting automatically changes from Disable SNMP to Enable SNMP . | Before you start the software downgrade, disable the SNMP setting in the web interface at Admin Settings > Global Services > SNMP . |
| SNMP | VIDEO-109266 | 3.1.2 | When an incorrect gatekeeper address is entered, the Management Information Base (MIB) browser returns a Gatekeeper Down message. The incorrect Gatekeeper IP address is not displayed in the SNMP traps. | |
| SNMP | VIDEO-105257 | 3.0.4 | When the camera state changes to connected/disconnected, SNMP mainCameraUp and mainCameraDown traps do not get sent. | SNMP mainCameraUp and mainCameraDown traps work during a restart of the HDX system. |
| Software Update | VIDEO-108287 | 3.1.1.2 | When you update an HDX system from version 3.1.0 or 3.1.0.1 to a higher software version, and that system's name includes an apostrophe (') or a percent sign (%), you might find that far-end systems in a video call see a blank system name. No system performance issues occur. | Before updating to HDX system software versions greater than 3.1.0 or 3.1.0.1, ensure the HDX system name contains no special characters other than the following: # @ - _ , . & \$! \ |
| Software Update | VIDEO-51312 | 1.0 | HDX systems do not time out in software update mode if they are waiting for user response. | |
| Software Update | VIDEO-65263 | 2.0.2 | You may observe black video when performing software update on an HDX 9000 series system configured for DVI 1280 x 720 50 Hz. Allow the software update to complete normally. Do not power off the system during the software update process. If the upgrade is interrupted, the system could become unusable. | |

| Category | Issue ID | Found in Release | Description | Workaround |
|-----------------|-------------|------------------|--|---|
| Software Update | VIDEO-51950 | 1.0 | When running a software update, you may see video artifacts on secondary monitors. The primary monitor will display the Software Update status screen. | |
| Software Update | VIDEO-53198 | 1.0 | When updating an HDX system on the public Internet from a computer located behind a Linksys router, the update might stall at the upload screen. | Place the computer on DMZ or on the public Internet. |
| Software Update | VIDEO-60317 | 2.0 | If the Software Update page does not load after a few seconds, click the browser's Refresh button. | |
| Software Update | VIDEO-60301 | 2.0 | While a software update is in progress, additional browser sessions that attempt to connect to the system may fail to do so, even though the update is proceeding normally. | |
| Software Update | VIDEO-67352 | 2.5 | HDX 7000 or 8000 series systems customers in a PAL environment will switch to Component monitor output after a Software Update is run with Erase System Flash Memory selected. After the update, hold down the remote control Display button and change the monitor output type. | |
| Software Update | VIDEO-71246 | 2.5 | Downgrading HDX system software from version 2.5 (or later) to 2.0.x (or earlier) erases the system's local directory and CDR file. | To preserve this information, use the system's web interface to download it to your computer before the update. |

| Category | Issue ID | Found in Release | Description | Workaround |
|-----------------|-------------|------------------|---|--|
| Software Update | VIDEO-75808 | 2.5.0.6 | <p>If you perform a software update on an HDX system using Microsoft Internet Explorer 8.0, you cannot type in some text fields. Instead, you must use the Browse button. This limitation applies to the following fields:</p> <ul style="list-style-type: none"> • Utilities > Profile Center > Retrieve Settings • Utilities > Import/Export Directory > PC->HDX 7000 HD (Polycom HDX series number will vary based on your system) • Utilities > Screen Saver > Next > Screen Saver Image | |
| Software Update | VIDEO-76323 | 2.5.0.6 | <p>If you select a static IP address in the setup wizard, the following message appears: loadXMLDoc: Something is wrong "Access is denied."</p> | To regain access to the software update in the web interface, click OK on the message and then type the new IP address into the Address field of the web browser. |
| Software Update | VIDEO-88036 | 3.0 | <p>The Software Update feature might occasionally fail to upload an update package successfully.</p> | Refresh the browser page. When the option to select an update package appears, reselect the update package. |
| Software Update | VIDEO-86401 | 3.0 | <p>Polycom GMS™, Polycom ReadManager SE-200, and Polycom CMA using scheduled provisioning cannot manage HDX systems that have session lists enabled.</p> | Disable session lists on the HDX system's security settings. |
| Software Update | VIDEO-88037 | 3.0 | <p>If you upgrade the HDX system software by using a USB device while you are logged in to the HDX system through the web interface, you might still see pages from the older version of HDX system software after the upgrade.</p> | Refresh the browser. |

| Category | Issue ID | Found in Release | Description | Workaround |
|-----------------|--------------|------------------|---|---|
| Software Update | VIDEO-88883 | 3.0 | HDX system version 3.0 uses a new, more secure method for storing passwords. As a result, you must reconfigure the admin password if you downgrade from version 3.0 or later to a version earlier than 3.0. | |
| Software Update | VIDEO-88884 | 3.0 | To upgrade to HDX system version 3.0 from version 2.0.3 or earlier, upgrade to version 2.6.1 before upgrading to any later versions. | |
| Software Update | VIDEO-93526 | 3.0.3 | After a factory reset, upgrading Polycom Touch Control software from version 1.0.x to 1.3.x displays this message: The application PolycomContentService (process polycom.contentService) has stopped unexpectedly. Please try again. The only option is Force Close . | Whether or not you click Force Close , the upgrade completes successfully. |
| TIP | VIDEO-109263 | 3.1.2 | In a TIP audio add-in video call after audio is established, the call might connect as SIP audio only . This issue might occur during video calls involving HDX systems or OTX systems registered to CUCM. | |
| TIP | VIDEO-97680 | 3.0.5 | During TIP-enabled point-to-point calls between HDX 4500 and OTX systems in a Unify environment, the HDX 4500 system does not transmit audio or video. The OTX system room participants can only see local video. | Disable the TIP option in Unify environments. |
| TPS | VIDEO-97915 | 3.0.5 | Periodically, pixelation occurs following movement during TPS conferences in Polycom and Cisco systems. The pixelation resembles a halo that trails behind any moving object. | |

| Category | Issue ID | Found in Release | Description | Workaround |
|----------------|---|----------------------|--|--|
| Transcoding | VIDEO-81287 | 2.6 | If an HDX system hosting a multipoint call has been configured to display content on Monitor 2, content will be displayed on Monitor 1 if a far-end system sends content under the following circumstances: <ul style="list-style-type: none"> • Transcoding is set to OFF. • A multipoint mixed call (IP, ISDN, SIP) is placed. • Downspeeding occurs. | Enable Transcoding. |
| Transcoding | VIDEO-98050 | - | Transcoding is not supported for HDX 7000 series systems, but an error message does not display when you enter the <code>systemsetting transcodingenabled</code> command. | |
| User Interface | VIDEO-109267 | 3.1.2 | The Call Detail Report on HDX systems might contain records of calls that were not answered. | |
| User Interface | VIDEO-108598 | 3.0.4 | After the HDX system is upgraded, the System Information screen might not display the microphone status on the local and web interface. | To refresh the System Status information, manually unplug and replug the microphones. |
| User Interface | VIDEO-109264 | 3.1.2 | Crestron external touch panels attached to an HDX 8000 system with a VGA connection might intermittently fail to send content. When content sharing is successful, you see a blue line displayed on the HDX system screen, when it fails, no blue line is displayed. | |
| User Interface | VIDEO-61209 | 2.0 | It may take several minutes for the LAN status indicator to update after the LAN has been reactivated. | |
| User Interface | VIDEO-61293 VIDEO-65440 VIDEO-63086 | 2.0.1, 2.0, 2.0.2 | The user interface could redraw improperly after repeated changes to the configuration of Monitor 1. | Navigate to another user interface screen, then return to the original screen. If this does not resolve the issue, restart the system. |

| Category | Issue ID | Found in Release | Description | Workaround |
|----------------|-------------|------------------|---|---|
| User Interface | VIDEO-62867 | 2.0.0_J | When a system is configured for Basic Mode , it does not report far-site information correctly. | |
| User Interface | VIDEO-81340 | 2.5.0.5 | On the Country screen of the setup wizard, you cannot use the Down arrow key on the remote control to access the Country drop down box. | To work around this issue, use the Up arrow key on the remote control or complete the setup wizard using the web interface. |
| User Interface | VIDEO-81300 | 2.5.0.5 | If an HDX system is connected to a LAN port with EAP enabled, but EAP is not enabled on the HDX system, the HDX system will report IP network connectivity is up (indicated by a green arrow) when it should show IP connectivity is down (indicated by a red arrow). | Enable EAP/802.1X on the LAN Properties page or move the HDX system to a LAN port that does not have EAP enabled. |
| User Interface | VIDEO-69792 | 2.5 | The statistics for receive content show the maximum that might be received rather than the rate currently being received. | |
| User Interface | VIDEO-69620 | 2.5 | When you add HDX system microphones one at a time, the Diagnostics screen may list the version of the first microphone as None. If multiple microphones are connected and you restart the system, they are all correctly displayed. | |
| User Interface | VIDEO-65940 | 2.0.5_J | Selecting the space bar in the onscreen keyboard toggles between upper-case and lower-case letters. | |
| User Interface | VIDEO-80600 | 2.5.0.7 | HDX 6000, 7000, and 8000 series systems do not show the IPv6 addresses on the System Information screen when connected to an IPv6 network. This information is displayed in the web interface under Diagnostics > System Information . | |

| Category | Issue ID | Found in Release | Description | Workaround |
|----------------|-------------|------------------|--|--|
| User Interface | VIDEO-80412 | 2.5.0.5 | The HDX system displays an IP address of 0.0.0.0 on the LAN Properties screen when the LAN cable is disconnected, even if a static IP address was configured on the HDX system. | |
| User Interface | VIDEO-90228 | 3.0.1 | In a point-to-point call, if the option box Display Icons in a Call is not enabled, pressing Options or Camera on the remote control or the keypad may not work correctly. Pressing the buttons will cause nothing to occur. Display Icons in a Call cannot be enabled while in a call, so the setting must be adjusted before or after calls. | Press Home to return to the main menu and press Options or Camera . |
| Video | VIDEO-91542 | 3.0.2 | During an ISDN point-to-point call, video might sometimes not display on the HDX 9006 system when the HDX system is paired to a Polycom Touch Control. | |
| Video | VIDEO-85838 | 3.0 | Making rapid changes to the selected video source by using API commands might cause the HDX system to display frozen video from one of the sources. To prevent this situation from occurring, allow sufficient time between API commands. | Restart the HDX system. |
| Video | VIDEO-87018 | 3.0 | You might occasionally notice brief video artifacts when cycling through layouts when using dual monitor emulation. The system will automatically correct these within a couple of seconds. | |
| Video | VIDEO-85839 | 3.0 | If you use a computer as a People video source, the video on your HDX system might be slightly clipped. | |

| Category | Issue ID | Found in Release | Description | Workaround |
|---------------|--------------|------------------|---|---|
| Video | VIDEO-97909 | 3.0.3 | During HDX 9004 system calls, loop back video of RSS 4000 recordings become frozen at 128 kbps when the VRR setting is set to Enabled Live Streaming and the LPR setting is set to Disabled H.264-HP . This issue only occurs on HDX 9004 systems and only at 128 kbps. | |
| Web Interface | VIDEO-111302 | 3.1.2 | When special characters are included in a dial string, an HDX system registered with a gatekeeper might not show Call Statistics on the web interface. However, a second HDX system (registered to the same gatekeeper with no special characters in the dial string) displays Call Statistics in its web interface. | |
| Web Interface | VIDEO-105495 | 3.1.0 | When using Internet Explorer 9 and Google Chrome web browsers, the HDX system's web user interface remote cannot send content. | |
| Web Interface | VIDEO-80675 | 2.6 | An HDX system with a BRI card installed and configured for NI-1/NI-2 Switch Protocol does not have the Auto BRI Configuration option in the web interface. The local system interface does have the Auto BRI Configuration option. | |
| Web Interface | VIDEO-80674 | 2.6 | When an HDX system is configured to automatically answer point-to-point video calls, the web interface does not display a message for an incoming POTS or ISDN voice call for the user to answer the call. The message asking you to accept the call is displayed on the local system interface. | Set Auto Answer Video calls to No . The pop-up message will then be displayed on the web interface. |
| Web Interface | VIDEO-80605 | 2.6 | In the web interface, Ctrl+Z does not delete text entered into a text field. | Use the Delete key to delete text from a text field. |

| Category | Issue ID | Found in Release | Description | Workaround |
|---------------|-------------|------------------|---|--|
| Web Interface | VIDEO-80603 | 2.5.0.4 | Searching the Directory via the web interface takes up to 45 seconds to retrieve entries if Directory searches are happening on more than four simultaneous web interface sessions. | Ensure that only one user at a time performs a directory search. |
| Web Interface | VIDEO-80106 | 2.6 | HDX systems generate an SNMP alert for each web interface request. | |
| Web Interface | VIDEO-80092 | 2.6 | Occasionally, when configuring the Calendaring Service from the web interface, the green registration check mark is not displayed after selecting the Update page. | Refresh the browser page or configure the Calendaring Service from the local system interface. |
| Web Interface | VIDEO-80074 | 2.5.0.5 | HDX systems with a V.35 card installed do not issue an SNMP alert when H.320 is enabled or disabled via the web interface. | |
| Web Interface | VIDEO-80073 | 2.5.0.5 | HDX systems with a PRI card installed do not issue an SNMP alert when H.320 is enabled or disabled via the web interface. | |
| Web Interface | VIDEO-79759 | 2.6 | Directory group names do not display correctly in the web interface when using Internet Explorer 7 with either Simplified Chinese, Traditional Chinese, or Korean languages. | Use Internet Explorer 6 or Internet Explorer 8. |

| Category | Issue ID | Found in Release | Description | Workaround |
|---------------|-------------|------------------|--|---|
| Web Interface | VIDEO-77721 | 2.5.0.6 | After performing a system reset on an HDX 9004 or 6000 system, the Wake System button on the Camera Settings web interface page might be missing when the system goes to sleep for the first time. The Wake System button is displayed on the web interface after the system is awakened by the remote control. | |
| Web Interface | VIDEO-96330 | 3.0.3 | When a Polycom Classic Viewstation (not EX/FX) joins an existing RMX conference with the HDX system and/or VSX and/or Viewstation EX/FX endpoints, the far site name switches to the name of the Classic Viewstation. However, this does not affect the names displayed onscreen during voice switching. The Classic Viewstation name is only observed under the call statistics screen of the embedded and web interface under Far Site Name. When this error is observed, the Mute Icon of the Classic Viewstation is also displayed on other sites. | Have the Classic Viewstation join the conference first. |



This document does not include known issues for HDX systems deployed in Avaya or Broadsoft environments. For information about the known issues in those environments, refer to the Polycom deployment guides for those solutions.

Hardware and Software Requirements

To use the web interface, you need Microsoft Internet Explorer 8.x.

Integrating a Polycom SoundStation IP 7000 Conference Phone

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

| SoundStation IP 7000 Phone Software Version | Polycom HDX Series System Software Version |
|---|---|
| 3.2.1 or 3.2.2 and BootROM 4.2.0 | 2.5.0.7, 2.5.0.8 |
| 3.2.3 and BootROM 4.2.2 | 2.6.0, 2.6.0.2, 2.6.1, 2.6.1.3 |
| 3.3.1 and BootROM 4.3.1 | 2.6.1.3, 3.0, 3.0.0.1, 3.0.0.2, 3.0.1, 3.0.2, 3.0.2.1, 3.0.3, 3.0.3.1 |
| 4.0.1 and BootROM 5.0.1 | 3.0.3, 3.0.3.1 |
| 4.0.2 Rev B and Updater 5.0.1 | 3.0.4, 3.0.5, 3.1.0, 3.1.0.1 |
| 4.0.3 Rev F and Updater 5.0.1 | 3.1.2, 3.1.1.2, 3.1.1.3 |
| 4.0.4 and Updater 5.0.3 | 3.1.3, 3.1.3.2 |
| 4.0.5 or 4.0.4 and Updater 5.0.5 | 3.1.4 |

Integrating a Polycom Touch Control

Hardware and Software Versions

To integrate a Polycom Touch Control with a Polycom HDX system, use the following hardware and software versions:

| HDX System Versions | Polycom Touch Control Versions | | | | | | | | | | |
|------------------------------------|--------------------------------|---------|---------|---------|------|------|------|------|------|------|------|
| | 1.10 | 1.9 | 1.8 | 1.7 | 1.6 | 1.5 | 1.4 | 1.3 | 1.2 | 1.1 | 1.0 |
| Supported Hardware Versions | 4, 5, 6 | 4, 5, 6 | 4, 5, 6 | 4, 5, 6 | 4, 5 | 4, 5 | 4, 5 | 4, 5 | 4, 5 | 4, 5 | 4, 5 |
| 3.1.4 | ✓ | | | | | | | | | | |
| 3.1.3, 3.1.3.2 | | ✓ | | | | | | | | | |
| 3.1.2 | | | ✓ | | | | | | | | |
| 3.1.1.3 | | | | ✓ | | | | | | | |
| 3.1.1.2 | | | | ✓ | | | | | | | |

| HDX System Versions | Polycom Touch Control Versions | | | | | | | | | | |
|---------------------|--------------------------------|--|--|--|---|---|---|---|---|---|---|
| | | | | | | | | | | | |
| 3.1.0.1 | | | | | ✓ | | | | | | |
| 3.1.0 | | | | | ✓ | | | | | | |
| 3.0.5.2 | | | | | | ✓ | ✓ | | | | |
| 3.0.5.1 | | | | | | ✓ | ✓ | | | | |
| 3.0.5 | | | | | | ✓ | ✓ | | | | |
| 3.0.4 | | | | | | ✓ | ✓ | | | | |
| 3.0.3 | | | | | | | | ✓ | | | |
| 3.0.2 | | | | | | | | ✓ | ✓ | | |
| 3.0.1 | | | | | | | | ✓ | ✓ | ✓ | |
| 3.0.0 | | | | | | | | | | | ✓ |

Interoperability



For more information about using Polycom HDX systems as part of a Polycom-partner product solution, refer to the Polycom-partner product deployment guides available at support.polycom.com.

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 may 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 may make different selections. This process should not affect the quality of the call.

Products Tested in this Release

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

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



You are encouraged to upgrade all your Polycom systems with the latest software before contacting Polycom support to ensure the issue has not already been addressed by vendor software updates. Go to [PolycomService/support/us/support/service_policies.html](https://polycomservice.com/support/us/support/service_policies.html) to find the **Current Intraoperability Matrix**.

| Product | Interoperable Versions |
|---|------------------------|
| Management Systems and Recorders | |
| Cisco CUCM | 9.1.1 |
| Crestron Controller | 4.001.1012 |
| Crestron Polycom build | 3.1.4 |
| Polycom® Multipoint Layout Application (MLA) | 3.1.2.8 |
| Polycom RealPresence® Resource Manager | 8.1.1 |
| Polycom RSS™ 4000 | 8.5 |
| Gatekeepers, Gateways, External MCU, Bridges, Call Managers, SIP Servers | |
| Cisco TelePresence Video Communication Server (VCS) | x7.2.2 |
| Cisco Gateway | G3.2 |
| Cisco Gatekeeper | N6.3 |
| Codian MCU 4505 | 4.4 (3.49) |
| Polycom Converged Management Application (CMA®) 4000, CMA 5000 | 6.2.5 |
| Polycom Distributed Media Application™ (DMA™) 7000 | 6.0.5 |
| Cisco TelePresence ISDN GW 3241 | 2.1 (1.49) |
| Polycom MGC™ | 9.0.4.3 |
| Polycom MGC Gateway | 9.0.4.3 |
| Polycom RMX Collaboration Server 800s | 8.3 |
| Polycom RMX 1800 | 8.3 |
| Microsoft Lync 2010 server | 4.0.7577.216 CU8 |
| Microsoft Lync 2013 server | 5.0.8308.291 (CU1) |
| Microsoft Exchange 2010 | 14.2.342.3 SP2 RU6 |
| Microsoft Exchange 2013 | 15.0.620.029 (CU1) |

| Product | Interoperable Versions |
|--|-------------------------------|
| Polycom RMX Gateway | 8.3 |
| Polycom RMX 1500, Polycom RMX 2000™, Polycom RMX 4000 MPMx | 8.3 |
| Radvision ECS | 7.7.0.0.2.7 |
| Radvision Scopia P10 Gateway | 5.7.2.0.25 |
| Virtual DMA | 6.0.3 |
| Virtual RMX | 8.3 |
| Virtual RSS | 8.6 |
| Virtual XMA | 8.1 |
| Endpoints | |
| Aethra X7 | 12.1.7 |
| Cisco E20 | 4.1.3 |
| Cisco C90 | 6.2.1 |
| Cisco C20 | 6.0.1, 6.1.1, 6.1.2 |
| Cisco C60 | 6.0.1 |
| Cisco EX90 | 6.2.1 |
| Cisco SX20 | 6.2.1 |
| Cisco TX 1300 | 6.0.2 |
| Cisco TX 9000 | 6.0.0 |
| Cisco CTS 500-32 | 6.0.5 |
| Cisco Edge95 MXP | F9.3.1 |
| Cisco 1700 MXP | F9.3.1 |
| LifeSize Express 220 | 4.12.0 (30) |
| LifeSize Room | 4.7.22 (3) |
| LifeSize Team 200 | 4.7.22 (3) |
| LifeSize Team 220 | 4.12.0 (30) |
| LifeSize Desktop Client | 2.0.2.191 |
| LifeSize Passport | 4.12.0 (30) |
| LifeSize SoftPhone | 8.1.12 |
| Microsoft Lync 2010 client | 4.0.7577.4409 |
| Microsoft Lync 2013 client | 15.0.4535.1507 |

| Product | Interoperable Versions |
|--|-------------------------------|
| Microsoft Lync for Macintosh | 14.0.2 (120223) |
| Polycom CMA Desktop (CMAD) | 5.2.5 |
| Polycom CX7000 | 1.0.2.4821 |
| Polycom CX500, CX600 | 4.0.7577.4372 |
| Polycom CX5000 HD | 1.6.5000.0 |
| Polycom CX5000 | 1.5.5029.0 |
| Polycom ITP (ATX, OTX, RPX) | 3.1.4 |
| Polycom PVX | 8.0.16 |
| Polycom QDX® 6000 | 4.0.3 |
| Polycom RealPresence® Desktop® | 3.1 |
| Polycom RealPresence® Group Series | 4.1.3, 4.1.3.2 |
| Polycom RealPresence® Immersive Studio | 4.1.3.2 |
| Polycom Touch Control for RealPresence® Group Series | 4.1.3 |
| Polycom RealPresence® Mobile for Apple iOS | 3.1 |
| Polycom RealPresence® Mobile for Android™ | 3.1 |
| Polycom SoundPoint® IP 601 | 3.1.7 |
| Polycom SoundPoint® IP 650 | 4.0.4 |
| Polycom SoundStation IP 4000 | 3.1.7 |
| Polycom Telepresence m100 | 1.0.6 |
| Polycom V500™, Polycom V700™ | 9.0.6.1 |
| Polycom ViewStation® 512 | 7.5.4 |
| Polycom ViewStation FX | 6.0.5 |
| Polycom VSX® | 9.0.6.2 |
| Polycom VVX® 500, Polycom VVX® 600 | 4.0.6 |
| Polycom VVX® 1500 | 5.0.2 |
| Radvision Scopia XT1000 | 2.5.416 |
| Radvision Scopia XT5000 | 3.2.1.53 |
| Sony PCS-1 | 3.42 |
| Sony PCS-G50 | 2.72 |

| Product | Interoperable Versions |
|---------------|------------------------|
| Sony PCS-G90 | 2.22 |
| Sony PCS-TL50 | 2.42 |
| Sony PCS-XG80 | 2.37 |

Polycom recommends that you upgrade all of your Polycom systems with the latest software versions before contacting Polycom technical support. Any compatibility issues may already have been addressed by software updates. For the Current Interoperability Matrix, go to http://support.polycom.com/PolycomService/support/us/support/service_policies.html.

Camera Compatibility

The following Pan Tilt Zoom (PTZ) cameras are supported for use with Polycom HDX systems:

- Polycom EagleEye View (requires HDX system software 2.6 or later)
- Polycom EagleEye HD
- Polycom EagleEye 1080 (requires HDX system software 2.5 or later)
- Polycom EagleEye II (requires HDX system software 2.6.1 or later)
- Polycom EagleEye III (requires HDX system software 3.0.1 or later)
- Polycom EagleEye Director 2.2 (requires HDX system software 3.1.4 or later)
- Polycom PowerCam™ Plus (SD camera)
- Polycom PowerCam (SD camera)
- Sony EVI-D30/31 (SD camera)
- Sony EVI-D70 / Vaddio WallVIEW 70 (SD camera)
- Sony EVI-D100 / Vaddio WallVIEW 100 (SD camera)
- Sony BRC-300 / Vaddio WallVIEW 300 (SD camera)
- Elmo PTC-100S/110R/150S/160R (SD camera)
- Canon VC-C50i/Vaddio WallVIEW 50i (SD camera)
- Sony BRC-H700
- Sony EVI-HD1

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 please refer to [Professional_services/index.html](#) or contact your local Polycom representative.

Polycom Technical Support

If you are not able to make test calls successfully and you have verified that the equipment is installed and set up correctly, contact your Polycom distributor or Polycom Technical Support.

To contact Polycom Technical Support, go to support.polycom.com.

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