

Release Notes

Polycom® HDX® Systems, Version 3.1.0.1



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

- Version 3.1.0.1 of the Polycom HDX System software
- Version 1.6.0 of the Polycom Touch Control Operating System software
- Version 1.6.0 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, always enter the address of the Polycom HDX system in one of the following formats: `https://hostname`, `https://10.11.12.13` or `https://2001:0:120:0:2e0:dbff:fe0d:3a26`.

If Security Mode is enabled on your system, you must use secure HTTPS access (for example, `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 support.polycom.com.

Software Version History

Polycom HDX System Software

Software Version	Release Date	Description
3.1.0.1	December 2012	Correction for monitor display error on Polycom HDX 7000 and HDX 8000 systems
3.1.0	December 2012	Enhancements include Active Touch content annotation capabilities with touch panels; Polycom® SmartPairing™ in manual mode; audit trail for configuration settings; setup wizard security enhancement; correction for customer-reported issues
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 the 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 CCCP Conference Control; 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
1.6.0 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 Centralized Conferencing Control Protocol (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
1.0	Initial release

New Features in Version 3.1.0

The version 3.1.0 software includes the features and functionality of version 3.0.5, with the following additions.

SmartPairing™ in Manual Mode

You can now pair an Apple iPad device with an HDX system by entering the HDX system IP address on the iPad. Once the iPad is paired, you can use the iPad to control the HDX system, performing such tasks as placing or ending a call, controlling volume, and using DTMF touch tones.

Ericsson SIP Interoperability

You can now make HDX system videoconference calls through the Ericsson IP Multimedia Subsystem (IMS), an architectural framework for delivering internet protocol multimedia to mobile users. New HDX system features include Earlymedia and Tel URI support. Earlymedia is not supported in these conditions:

- If the HDX system is already in an active multipoint call, for the second call and those afterward
- If the HDX system is registered with a Microsoft Lync server

Configuration Audit Profile

Polycom HDX systems now provide support for automated continuous monitoring, auditing, and validation of static configuration settings. These settings include security, video and audio optimization, and directory configuration.

This support is enabled through a new file named **configaudit.xml** that is generated when the HDX support information package is downloaded. This file contains the current values and Security Content Automation Protocol (SCAP) Common Configuration Enumeration (CCE) IDs for most HDX system settings. For a complete list and description of each CCE ID, refer to <http://cce.mitre.org/cce/>.

The file audits and validates HDX systems for compliance against government regulations, industry best practices, corporate compliance, and custom rules and also validates against SCAP requirement benchmarks using SCAP validated scanning products available from ThreatGuard, Inc. To view the file, you can use any standard text or XML editor.

Auto Answer Point-to-Point Video Calls Disabled

The **Auto Answer Point-to-Point Video Calls** setting is now disabled by default for all HDX systems installed using the installation setup wizard. Security can be compromised when this setting is enabled. For example, an unexpected caller could interrupt a meeting in progress or look at equipment and notes left in an empty room. Administrators can go to **Admin Settings > General Settings > System Settings** in the web interface to change the Auto Answer Point-to-Point Video setting.

Polycom Touch Control Features and Enhancements

Software Updates

The following software update scenarios are supported:

- Polycom Touch Control updates can be manually loaded on the Polycom Touch Control by using a USB storage device.
- You can schedule software updates from a remote global or CMA server to update Polycom Touch Control software.



You must use Polycom Touch Control version 1.6.0 with this 3.1.0.1 HDX system release. Earlier versions of Polycom Touch Control are not supported. Before you attempt to upgrade either the HDX system or the Polycom Touch Control, ensure that you have compatible versions.

Content Sharing with an Apple Macintosh Computer

You can now share content from an Apple Macintosh computer by connecting a USB device from your Macintosh computer to the Polycom Touch Control.

Polycom Active Touch Enhancements

Polycom Active Touch Application

The Polycom Active Touch application allows you to show and annotate content in real-time from Polycom HDX systems by using a touch screen monitor. You can use the monitor as your only content monitor or you can use it in addition to your current content monitor. You can annotate the content using your finger, a stylus, or a mouse.

The Active Touch application is an integrated application that works with the following systems and hardware versions:

- Polycom HDX 7000 HD system with Hardware Version C.

- Polycom HDX 8000 HD system with Hardware Version B.
- Polycom HDX 9000 system.
- Polycom HDX 4500 system: You need a mouse with an HDX 4500 system because the Active Touch application appears on Monitor 1. The UC Board stylus and sensor and the touch screens are not supported.
- UC Board: This hardware kit includes a stylus and sensor.

For more information about the Active Touch application, refer to the *Polycom Active Touch Application User's Guide* at support.polycom.com.

This release includes the following Active Touch application enhancements:

- Multiple users can draw simultaneously. The Active Touch application supports up to 17 devices, which includes one UC Board pen and stylus, one USB storage device, multiple touch screen monitors, and multiple mouse devices.
- Three different pen line widths are available for drawing.
- Undo now replaces the trash can and undoes the last action. Also, you can erase all annotations on the current board by holding down the **Erase** or **Undo** button for at least two seconds or touch the trash can icon for one second.
- With a USB storage device inserted, the Active Touch application auto-saves when a new whiteboard or blackboard is created. Saved boards appear at the bottom of the screen.
- Saving a new board to a USB storage device is now faster.
- You can create a new folder to store boards. Folders and subfolders are available under the My Whiteboard folder. Adding presentations under My Whiteboard folder on a USB storage device displays as new folders when viewing board thumbnails.
- No PC computer connection is required for the Smart Technologies SMART Board.
- When viewing board thumbnails, a yellow highlight displays on the current board.
- JPEG files are now saved as higher quality, and high resolution photographs are now supported. Best practice is to use a fast USB storage device with large storage capacity. The maximum size JPEG that you can import is 18.3 Mb or 15360 x 8640. If the JPEG is larger, the graphic is not imported.
- You can now plug in and unplug your devices while running the Active Touch application with no restart.

Supported Touch Panel Models

You can now use an Acer touch panel as an alternative interface for the Active Touch application. The following touch panel models, mice, and stylus devices were tested in the Polycom Advanced Technologies Lab.

Model	Monitor Size	Driver Type
Planar PXL2430MW	23.5 inch	Quanta driver
Planar PX2230MW	22 inch	Quanta driver
Planar PCT2785	27 inch	3M Microtouch driver
Planar PT3285PW	32 inch	Ilitek driver
Sharp PN-L702B	70 inch	Mouse driver
Acer T231H	23 inch	Quanta driver
Dell ST220T	22 inch	LG driver
HP Compaq L2105	21.5 inch	Quanta driver
Smart Technologies SMART Board	84 inch	Mouse and custom driver
Samsung 3M Microtouch	50 inch	Mouse driver
Samsung Elo Touch Systems	50 inch	Mouse driver
Logitech Wireless Mouse		Mouse driver
Polycom UC Board pen and sensor device		Custom driver

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.

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
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 HD	Hardware Version C	2201-26773-XXX 2215-26771-XXX	2.5.0.7 or later	Yes
Polycom HDX 7000	Hardware Version D	---	3.0.5 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

Hardware Model	Designation in User Interface	Part Number (or Serial Number)	Compatible Software Versions (see Notes)	Real-Time Clock
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
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
Notes: <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. 				

Corrected Issues in Version 3.1.0.1

The following table lists the issue corrected in version 3.1.0.1.

Category	Jira ID	Description
Monitors	VIDEO-106812	On HDX 7000 and 8000 systems, when monitor 2 video is set to VGA , the software upgrade to 3.1 changes the monitor 2 setting to Monitor_1_Image . Additionally, after restarting the system, monitor 2 always reverts to the Monitor_1_Image setting instead of retaining whatever setting the user entered. This problem has been corrected.

Corrected Issues in Versions 3.1.0

The following table lists issues corrected in version 3.1.0.

Category	Jira ID	Description
Calling	VIDEO-105050	The HDX system was not sending video during SIP calls to Librestream's Onsite 2500R when Polycom Video Error Concealment (PVEC) was enabled. Audio was sent from an HDX system to Onsite 2500R with no issues. Video from Onsite to the HDX was also functioning well. This problem has been corrected.
Calling	VIDEO-103751	When making HDX system 1024 kbps calls to a codian bridge, the HDX system should downspeed to 384 kbps, but HDX system reported a 64 kbps call had been established. This problem has been corrected.
Content	VIDEO-105048	When People on Content (PoC-Weatherman) was started, it stayed active after camera calibration. You had to manually select a camera source for PoC-Weatherman to stop. This problem has been corrected.
Cameras	VIDEO-103752	When in a multipoint video call using the internal MCU of an HDX 9006 system, both the near-end and the far-end sites saw black video when the local host system switched between Eagle Eye III cameras 2 and 3. This problem has been corrected.
Directory	VIDEO-105153	Some data elements in the directory.xml file were misspelled. This problem has been corrected.
Gatekeepers	VIDEO-105499	The HDX system attempted to register with the original gatekeeper if configured to be registered to a nonexistent gatekeeper. In this scenario, no alert was displayed and the System Status indicated that the gatekeeper registration was successful with a green up arrow. However, upon verifying the Admin Settings, the HDX system was still registered to the original gatekeeper instead of an alternate gatekeeper. This problem has been corrected.
Gatekeepers	VIDEO-105145	When two HDX systems were registered to different gatekeepers, the far-end HDX system rang for only 10 seconds before the call was dropped. This occurred when far-end HDX system was registered in routed mode and Auto Answer was set to Off. However, if the call originated from the other direction, the near-end HDX system rang 12 times for 60 seconds before the call dropped. This problem has been corrected.
Gatekeepers	VIDEO-105063	When the HDX system was configured for registration to a gatekeeper but received a registration rejection message of a duplicate alias, the HDX system stopped transmitting registration requests and may have displayed UI alert error messages. This problem has been corrected.
Gatekeepers	VIDEO-105060	After being upgraded from software version 2.6.1 to 3.0.x, some outbound video calls failed when registered in a two-hop gatekeeper. This problem has been corrected.

Category	Jira ID	Description
Interoperability Microsoft	VIDEO-105056 VIDEO-98987 VIDEO-100703	The HDX 8000 system did not receive incoming VoIP and analog gateway calls in conferencing environments with Microsoft Lync and CUCM. This problem has been corrected.
Interoperability Microsoft	VIDEO-105054 VIDEO-99099 VIDEO-98554	During RTV to Microsoft Lync calls when the HDX system was registered to CMA, the AES Encryption setting automatically changed on the HDX system from When Available to Required for All Calls , about every five hours. This problem has been corrected.
Interoperability Microsoft	VIDEO-104923	The HDX system stopped responding when it attempted to resume a call with Microsoft Lync and the HDX system was in a call with another HDX system. This problem has been corrected.
Interoperability Microsoft	VIDEO-100596	When voice mail was configured for a Microsoft Lync user and the incoming call was rejected by the HDX system, the Microsoft Lync user received a ringIn notification and had to reject it the second time before the call was directed to the voice mail server. This problem has been corrected.
Interoperability Polycom RMX System	VIDEO-105143	An HDX system received incoming calls from an RMX system at 832 kbps, but after it received a capability exchange from the RMX system, the HDX system slowed down to 768 kbps. This problem has been corrected.
Interoperability Polycom Touch Control	VIDEO-105057	CMA did not display accurate Polycom Touch Control to HDX system pairing status when the HDX system was dynamically managed. This problem has been corrected.
Interoperability Polycom Touch Control	VIDEO-103750	The Polycom Touch Control may have unpaired from the HDX system randomly and may not have displayed all directory contacts. This problem has been corrected.
Localization	VIDEO-105141 VIDEO-96594 Video-96595	The Korean and Japanese language group names in the HDX system directory appeared garbled. The English language group names appeared normal. This problem has been corrected.
Network	VIDEO-105066	With the Enable H.323 Trace setting enabled and after registering the HDX system to a gatekeeper, TPKTCHAN and UDPCHAN traces were missing. This issue has been corrected.

Category	Jira ID	Description
Network	VIDEO-105065	After initial registration attempts failed, the HDX system stopped sending registration requests to the gatekeeper. Shortly thereafter, the HDX system could not place or receive H.323 calls. This problem has been corrected.
Security	VIDEO-105061	The TCP Keepalive telnet configuration command tcp kainterval was not accepting input values less than 300 seconds and an invalid argument error was displayed. This problem has been corrected.
User Interface	VIDEO-103754	The HDX system sometimes did not populate preferred speeds correctly when a call speed was removed from the CallSpeed screen and that speed was selected as Preferred speeds for placing calls or Maximum speeds for receiving calls . In these scenarios, the HDX system deleted .dat files for these configuration parameters and displayed default speeds. This problem has been corrected.

Known Issues

The following table lists the known issues for the version 3.1.0.1 release. 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-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 remotecontrol enable all command does not work after disabling the remote. Use remotecontrol disable none to enable the remote control buttons.	

Category	Issue ID	Found in Release	Description	Workaround
API	VIDEO-55286	1.0.2	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] The notification in boldface is not applicable to calls made to and received from IP end points.	
API	VIDEO-97277	3.0.5	API command: unexpected successful response for "vcraudioout" commands on HDX7000 Rev D.	
Audio	VIDEO-105148	3.1.0	Some HDX systems may experience robotic audio and become unresponsive.	In the web interface, go to Admin Settings > General Settings > Security > Security Settings and enable the Enable Sessions List setting.
Audio	VIDEO-104670	3.1.0	During H.323 calls on an HDX system registered to Avaya Communication Manager vR016x.02.0.823.0 and a second HDX system SIP registered to Avaya Session Manager, you may experience loss of audio when call speeds are set to 128 kbps.	Change the call speed to any call rate other than 128 kbps.
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-100431	3.1.0	HDX systems continue to show ringing notification while in CAC mode.	HDX systems do not suspend incoming call ringing notifications during the process of confirming bandwidth with the Turn/Edge server.
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.	
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.	

Category	Issue ID	Found in Release	Description	Workaround
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-97503	3.0.3.1	When Admin Setting (General > System > Call Settings) is set to 'Auto Answer/Point to Point / Do Not Disturb', audio transmitted from the far end can be heard both through the IP7000 speakers and the HDX speakers, simultaneously.	
Calling	VIDEO-98104	3.0.5	During MCU calls to 3 remote sites, the two SIP calls remain connected at 6144Kbps and 1024Kbps, respectively. But the third ISDN call crashes (intermittently) at 6144Kbps	
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	Customers may experience a crash when placing a Point-to-Point call from an HDX system that is registered to a SIP server with a DMA IPv4 address to a far-end HDX system that is registered to a SIP server with a DMA IPv6 address.	Disable H.239 for improved customer experience.
Cameras	VIDEO-100251	3.0.5	When the HDX 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 MPTZ-9 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 MPTZ-9 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 HDX8006 system only shows 2nd Camera info in System Information from WEB UI and TV UI.	
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.
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.

Category	Issue ID	Found in Release	Description	Workaround
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.
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.	

Category	Issue ID	Found in Release	Description	Workaround
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.
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.

Category	Issue ID	Found in Release	Description	Workaround
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.	
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.	

Category	Issue ID	Found in Release	Description	Workaround
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-105298	3.1.0	During SIP calls, the HDX system only receives 1024 x 576 resolution on content sent by Real Presence Mobility 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 system and Radvision systems.	
Content	VIDEO-105490	3.1.0	During point-to-point calls, the document camera may stop displaying when laptop content is sent using People+Content IP before the document camera has been turned on.	Start the document camera first and then start People+Content IP to send your laptop content.
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.	

Category	Issue ID	Found in Release	Description	Workaround
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 a 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.	
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 via SIP to match the connection rate of the H.320 endpoints.

Category	Issue ID	Found in Release	Description	Workaround
Content	VIDEO-100086	3.0.5	When H.239 is disabled and the call has AES 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-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.
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.	
Encryption	VIDEO-77204	2.5.0.7	When an unencrypted HDX system calls into an encrypted call between a TANDBERG 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-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.
Interoperability Cisco	VIDEO-105498	3.1.0	When making calls from an OTX300 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.	

Category	Issue ID	Found in Release	Description	Workaround
Interoperability Cisco	VIDEO-105494	3.1.0	During conferences called from HDX systems registered to an RMX bridge and other ITP systems, the OTX300 system may sporadically fail to connect. This issue has been observed in configurations of five or more ITP systems.	
Interoperability Cisco	VIDEO-105386	3.0.5	Content in cascaded SIP MCU calls does not work.	All endpoints dial into the same MCU 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. In this scenario, the HDX system calling Cisco EX90 is registered to DMA SIP with encryption set to Best Effort , while the far site HDX system was registered to DMA SIP has encryption set to When available .	On the HDX system where the call originates, set the encryption to Off and update. Then on the other HDX system, 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 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-100426	3.1.0	The HDX system displays an Already in call message during a second attempt to establish a Microsoft Lync CCCP conference. The message displays after an encryption mismatch occurs during the initial call attempt. The message displays after an encryption mismatch occurs during the initial call attempt because encryption is set to Off . The second attempt is rejected as Already in call , because the initial call has not completely disconnected.	
Interoperability Microsoft	VIDEO-104841	3.1.0	During multipoint Microsoft Lync RTV calls, the HDX system 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 have video.	To restore video, perform a Hold/Resume on either the HDX system or on Microsoft Lync.

Category	Issue ID	Found in Release	Description	Workaround
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.
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.	

Category	Issue ID	Found in Release	Description	Workaround
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 pixilation 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: 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.	
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 Lync clients and HDX systems routed via an ICE-enabled RMX system, video artifacts may appear on far-end HDX systems after Hold/Resume is performed.	

Category	Issue ID	Found in Release	Description	Workaround
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 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-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.

Category	Issue ID	Found in Release	Description	Workaround
Interoperability Polycom RMX System	VIDEO-98319	3.0.5	<p>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.</p> <p>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.</p>	
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.
Interoperability Polycom Touch Control	VIDEO-104534	3.1.0	When the Administration setting Display Time in Call is set to Elapsed Time , the Polycom Touch Control periodically 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.	

Category	Issue ID	Found in Release	Description	Workaround
Interoperability Polycom Touch Control	VIDEO-105291	3.1.0	The Polycom Touch Control does 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.	
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 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.

Category	Issue ID	Found in Release	Description	Workaround
Interoperability Polycom Touch Control	VIDEO-88389	3.0	Do not use an external control panel (such as Crestron or AMX) with an HDX system that is paired with a Polycom Touch Control.	
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.
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.

Category	Issue ID	Found in Release	Description	Workaround
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 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 customer puts a call on Hold from Polycom Touch Control, the primary caller goes on Hold and the remote site remains active	
Interoperability Polycom Touch Control	VIDEO-98159	3.0.5	During H.323 point-to-point calls made at 4M speed, 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 crashes/ freezes and customers cannot lower the volume.	
Interoperability Sony	VIDEO-105491	3.1.0	During some non-encrypted calls between an HDX system and Sony PCS-XG80, video may not be received on the Sony device. However, video is seen on the HDX system. This problem can occur when the HDX system is set to 384 kbps during H320 calls.	
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.

Category	Issue ID	Found in Release	Description	Workaround
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.
Interoperability TANDBERG	VIDEO-87667	3.0	Encrypted calls between HDX systems and Tandberg systems using 2x56 K ISDN have poor audio and video quality.	
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.	

Category	Issue ID	Found in Release	Description	Workaround
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.
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. Or change the monitor format using the web interface.
Monitors	VIDEO-77493	2.6	If a VGA monitor is connected to an HDX 9001, 9002, or 9004 system, the HDX system splash screen is tinted green. 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.	Manually configure the HDX system and the monitor to match each other.

Category	Issue ID	Found in Release	Description	Workaround
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	When an HDX system wakes up, Monitor 3 displays distorted video if: <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.
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 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-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+Content	VIDEO-97571	3.0.5	In very rare cases, some HDXs in an RMX conference will not show content received from the RMX. This may occur when content is sent to a participant in conference via Polycom People+Content when SIP signaling is used.	
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.

Category	Issue ID	Found in Release	Description	Workaround
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.	
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-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 log in 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.
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.

Category	Issue ID	Found in Release	Description	Workaround
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.
Provisioning	VIDEO-75459	2.5.0.5	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: <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.

Category	Issue ID	Found in Release	Description	Workaround
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-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.

Category	Issue ID	Found in Release	Description	Workaround
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-95462	3.0.2.1	After multiple authentication attempts, HDX systems might display performance issues and become unstable.	Select the Enable Session List setting.
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.
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.	

Category	Issue ID	Found in Release	Description	Workaround
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.	
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.	

Category	Issue ID	Found in Release	Description	Workaround
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.
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.	

Category	Issue ID	Found in Release	Description	Workaround
Security	VIDEO-97276	3.0.5	Low video frame rate observed in Maximum Security Mode during Point-to-Point calls between two HDX systems (call speed setting @384kbps).	
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-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.	
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 that is behind a Linksys router, the update stalls unless the computer you are using to run the update is configured as host on the network.	
Software Update	VIDEO-60317	2.0	If the Software Update page does not load after a few seconds, click the browser's Refresh button.	

Category	Issue ID	Found in Release	Description	Workaround
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.
Software Update	VIDEO-75808	2.5.0.6	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: <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	If you select a static IP address in the setup wizard, the following message appears: loadXMLDoc: Something is wrong "Access is denied."	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.

Category	Issue ID	Found in Release	Description	Workaround
Software Update	VIDEO-88036	3.0	The Software Update feature might occasionally fail to upload an update package successfully.	Refresh the browser page. When the option to select an update package appears, reselect the update package.
Software Update	VIDEO-86401	3.0	Polycom GMST™, Polycom ReadiManager SE-200, and Polycom CMA using scheduled provisioning cannot manage HDX systems that have session lists enabled.	Disable session lists on the HDX system's security settings.
Software Update	VIDEO-88037	3.0	If you upgrade the HDX system software by using a USB stick 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.	Refresh the browser.
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.

Category	Issue ID	Found in Release	Description	Workaround
TIP	VIDEO-95616	3.0.4	If TIP is enabled, the HDX system might not successfully call into a TelePresence Server-hosted conference.	When changing the TIP-enabled configuration, disable SIP and then re-enable it. This resets the SIP configuration to apply the TIP setting.
TIP	VIDEO-97680	3.0.5	During Pt-to-Pt calls, Hdx 4500 does not transmit call statistics with the TIP option enabled in Siemens environments. Result is OTX room participants can only see local video.	TIP option should be disabled in Siemens environments.
TPS	VIDEO-97915	3.0.5	Periodically, pixelation occurs following movement during TPS conferences in Polycom and CISCO Room Systems. Pixelation resembles a halo that trails behind any moving object.	
TPS	VIDEO-97914	3.0.4	H.323 connections to TPS in the AT&T network are not established on single screen HDX systems (HDX4500). This issue affects only single screen endpoints, during TPS calls. In single screen environments, there is more restrictive size limit of the TCS (cap set) than on other dual screen HDX endpoints.	For AT&T environments, the workaround is to disable Stereo sound.
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.

Category	Issue ID	Found in Release	Description	Workaround
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-96519 VIDEO-94218 VIDEO-93894 VIDESC-7935	3.0.2	When using remote monitoring or authentication, the HDX system can become sluggish or non-responsive.	Do one of the following: <ul style="list-style-type: none"> In the local interface, go to System > Admin Settings > General Settings > Security > Security Settings. Select Enable Sessions List. In the web interface, go to Admin Settings > General Settings > Security > Security Settings. Select Enable Sessions List.
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.
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.

Category	Issue ID	Found in Release	Description	Workaround
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 .	
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.	

Category	Issue ID	Found in Release	Description	Workaround
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 .
User Interface	VIDEO-96519 VIDEO-94218 VIDEO-93894 VIDESC-7935	3.0.2	When using remote monitoring or authentication, the HDX system can become sluggish or non-responsive.	Do one of the following: <ul style="list-style-type: none"> In the local interface, go to System > Admin Settings > General Settings > Security > Security Settings. Select Enable Sessions List. In the web interface, go to Admin Settings > General Settings > Security > Security Settings. Select Enable Sessions List.
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-90464	3.0.2	The EagleEye Director may indicate variance in the zoom ratio when tracking to a speaker and then re-tracking to the same speaker during the video conferencing session. Depth information used in the zoom algorithm may be unreliable due to the microphone configuration for pan and tilt.	

Category	Issue ID	Found in Release	Description	Workaround
Video	VIDEO-80580	2.6	Occasionally, when a 6M point-to-point SIP call is made between two HDX systems, the called endpoint displays green video at the bottom of the screen for a couple of seconds when the call initially connects, then displays normal video.	
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.	
Video	VIDEO-97909	3.0.3	During HDX9004 system calls, loop back video of RSS4000 recordings (8.0.0.0 rev 19040) become frozen at 128Kbps when VRR setting is Enabled "Live Streaming" and "LPR" setting is Disabled "H.264-HP". This issue only occurs on HDX9004 systems and only at 128Kbps.	
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-95484	3.0.1	In the web interface, the Japanese language group names in the directory appear garbled.	

Category	Issue ID	Found in Release	Description	Workaround
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.
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 4 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.	

Category	Issue ID	Found in Release	Description	Workaround
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.
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 6.x, 7.x., 8.x, or 9.x.

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 BootROM 5.0.1	3.0.4, 3.0.5, 3.1.0, 3.1.0.1

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.

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 release 3.1.0.1.

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 Polycom Supported Products matrix.

Product	Interoperable Versions	Tested Versions
Management Systems and Recorders		
Cisco 3745	12.4	12.4
Codian MCU 4505	4.2 (1.43)	4.3 (2.30)
Polycom Converged Management Application (CMA®) 4000, CMA 5000	5.5.0, 6.0.1	6.2
Polycom Distributed Media Application™ (DMA™) 7000	2.3, 3.0, 4.0, 5.0	5.1
Polycom MGC™	9.0.4.3	9.0.4.3
Polycom RealPresence® Resource Manager	7.0	7.1
Polycom RMX® 1000	2.1.2-25338	2.1.2-25338
Polycom RMX 2000™, Polycom RMX 4000	7.2, 7.6	7.7, 7.8
Polycom RMX 1500	7.2, 7.6	7.7, 7.8
Polycom RSS™ 4000	6.4.0, 7.0, 8.0	8.5
RADVISION ECS Gatekeeper	7.1.2.12	7.1.2.12
Gatekeeper, Gateways, External MCU, Bridges, Call Managers		
Cisco TelePresence Video Communication Server (VCS)	x7.0.2, X7.1	x7.2
Codian MCU 4505	4.2 (1.50), 4.3(1.68)	4.3 (1.30)
Cisco Telepresence ISDN GW 3241	2.1 (1.43)p	2.1 (1.43)p
Cisco 3745 Gatekeeper	12.4	12.4
Polycom CMA	6.0, 6.0.1	6.2
Polycom DMA	5.0	5.1
Polycom MGC	9.0.4.3	9.0.4.3
Polycom MGC Gateway	9.0.4.3	9.0.4.3

Product	Interoperable Versions	Tested Versions
Polycom RMX	7.6.1, 7.7	7.8
Polycom RMX 1000	2.1.2	2.1.2
Polycom RMX Gateway	7.6.1, 7.7	7.8
Radvision Scopia 100 P10 Gateway	5.7.2.0.25	5.7.2.0.25
Radvision ECS Gatekeeper	7.1.2.12	7.1.2.12
TANDBERG Gateway	G3.2	G3.2
TANDBERG Gatekeeper	N6.1, N6.3	N6.1
Endpoints		
Aethra Vega X7	12.1.7	12.1.7
Cisco E20	TE4.0.0.246968, 4.1.1	4.1.1
Cisco C90	TC4.1.1, TC4.2, 5.0.1	5.1.3
Cisco C20	TC4.1.1, TC4.2, 5.0.1	5.1.3
Cisco EX90	TC4.1.1, TC4.2, 5.0.1	5.1.3
DST Broad 5	V2.0	V2.0
DST K60	2.0.1	2.0.1
LifeSize Express	4.7.17(1)	4.7.21(4)
LifeSize Express 220	4.8.0(59)	4.11.3(8)
LifeSize Room	4.7.17(1)	4.7.21(4)
LifeSize Room 200	4.7.17(1), 4.7.19(3), 4.7.20(14)	4.7.21(14)
LifeSize Team 220	4.8.0(59), 4.9.0(73), 4.10.1(7)	4.11.3(8)
LifeSize Desktop Client	2.0.2.191	2.0.2.191
LifeSize Passport	4.9.2(7)	4.11.3(8)
Polycom CMA Desktop (CMAD)	5.1, 5.2, 5.2.2	5.2.3
Polycom DSTMedia Broad5	2.0.0	2.0.0
Polycom DSTMedia K60	2.0.1	2.0.1
Polycom HDX®	3.0.4, 3.0.5	3.1.0
Polycom PVX	8.0.4, 8.0.16	8.0.16
Polycom QDX® 6000	4.0.1.1, 4.0.2	4.0.3
Polycom RealPresence Group Series	4.0.0	4.0.0
Polycom RealPresence Mobile for Android™	1.1	2.0

Product	Interoperable Versions	Tested Versions
Polycom RealPresence Mobile for Apple® iPad®	1.2	2.0
Polycom SoundPoint® IP 601	3.1.7.0134, 4.0.2	4.0.2
Polycom SoundPoint IP 650	3.3.1.0769, 4.0.2	4.0.2
Polycom SoundStation IP 4000	3.1.7.0134	3.1.7
Polycom SoundStation IP 7000	4.0.2	4.0.2
Polycom Telepresence m100	1.0	1.4
Polycom Touch Control	1.4, 1.5	1.6
Polycom V500™, Polycom V700™	9.0.6.1	9.0.6.2
Polycom ViewStation® 512	7.5.4	7.5.4
Polycom ViewStation FX	6.0.5	6.0.5
Polycom VSX® 3000, VSX 5000, VSX 6000, VSX 7000, VSX 7000e, VSX 8000	9.0.6.1, 9.0.6.2	9.0.6.2
Polycom VVX® 1500	3.3.1, 4.0.0, 4.0.1, 4.0.2	4.0.2
Radvision Scopia XT1000	2.5.24, 2.5.208, 2.5.308	2.5.308
Sony PCS-1	3.42	3.42
Sony PCS-G50	2.72	2.72
Sony PCS-G90	2.30, 2.34	2.34
Sony PCS-TL50	2.42	2.42
Sony PCS-XG80	2.30, 2.34	2.34
TANDBERG Edge95 MXP	F9.1, 9.1.1, 9.1.2	9.1.2
TANDBERG 150 MXP	L6.1	L6.1
TANDBERG 880 MXP	F9.1	9.1.2
TANDBERG 1500 MXP	F9.1	9.1.2
TANDBERG 1700 MXP	F9.1, 9.1.2	9.1.2
TANDBERG 6000 MXP	F9.1, 9.1.1, 9.1.2	9.1.2
TANDBERG 6000 B Series	B10.3	B10.3
TANDBERG 6000 E Series	E5.3	E5.3

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 (requires HDX system software 3.0.1 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

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