

# Release Notes

## Polycom® OTX™ 100 and OTX 300

### Software Version 3.0.3/Hardware Revision B

Polycom announces the general availability release of its Polycom Open Telepresence Experience™ OTX 100 and OTX 300 systems, software version 3.0.3/hardware revision B. This document provides the latest information about this release.

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## Introducing the Polycom OTX Software Version 3.0.3/Hardware Revision B Release

Polycom is pleased to announce the release of the Polycom OTX 100 and OTX 300 systems, software version 3.0.3/ hardware revision B.

Both OTX system models offer stunning HD video quality for up to 50% less bandwidth using Polycom's H.264 High Profile compression technology. By providing an exceptional, across-the-table experience and an open collaboration environment, the Polycom OTX Immersive Telepresence solution will power your teams, customers, and partners to work more effectively across distances.

### What's New in OTX Software Version 3.0.3/Hardware Revision B

OTX 100 software version 3.0.3/hardware revision B is the first release of the OTX 100 system, a single-screen immersive telepresence solution designed for smaller rooms and executive offices. In addition to a smaller footprint and aggressive pricing, the OTX 100 system offers customers more flexibility with two different models:

- The standard OTX 100 system, which includes a conference table with seating for up to four on video or eight for non-telepresence meetings, and two content monitors on automated lifts.
- The OTX 100 Compact system, which does not include the conference table or content monitors, allowing users to purchase their own furniture and content display options for unique collaborative environments.

Key benefits of the new OTX 100 system, as well as the OTX 300 system, include:

- Lowest total cost of ownership and accelerated return on investment through breakthrough bandwidth management. Industry-leading support of the standard-based H.264 High Profile can save up to 50% of ongoing bandwidth consumption and cost.
- Greatest flexibility for Polycom OTX room usage. The unique design is optimized for exceptional, across-the-table experiences when meeting face-to-face or live over video.
- Most effective collaboration across distances ensured by superior immersive telepresence quality of experience, including the benefits of Conversational Stereo, full 1080p video and HD content on self-rising, motorized monitors – all protected with Lost Packet Recovery.
- Widest investment protection through interoperability and seamless connectivity with millions of standards-based telepresence and video conferencing endpoints.
- Deepest integration with leading Unified Communications platforms enabling greater flexibility and deployment options as part of the Polycom Open Collaboration Network.
- Broadest international design appeal with global service, support, and availability.
- Support for the Session Initiation Protocol (SIP) in network environments with or without a Microsoft Lync Server. Like the OTX 300, the OTX 100 also supports the Telepresence Interoperability Protocol (TIP) as described in the next section.

## What's New in OTX 300 Software Version 3.0.2/Hardware Revision B

OTX 300 software version 3.0.2/hardware revision B provides the following functionality:

- The Telepresence Interoperability Protocol (TIP) is a proprietary protocol created by Cisco for deployment with Cisco TelePresence systems (CTS). The OTX supports TIP in order to provide the best possible telepresence experience when interoperating with CTS equipment. TIP is offered on Polycom OTX systems in addition to the currently supported H.323 protocols, thereby ensuring interoperability with standards-based systems from multiple vendors. For more information about Polycom ITP and Cisco interoperability, refer to the *Polycom Unified Communications for Cisco Environments* document.

Polycom OTX software with TIP enabled also provides support for segment switching in Cisco Telepresence Multipoint Switch (CTMS) environments. The Polycom Ceiling Microphone Arrays use an innovative algorithm to detect the direction of sound from each seat. Based on this accurate detection, the CTMS system chooses the appropriate camera from which to display video.

- Placement of the Polycom Ceiling Microphone Arrays in OTX 300 rooms has been changed slightly to provide improved audio quality. The new placement offers up to 6dB improvement in overall sound, especially for participants seated in the outermost seats at the table.
- Polycom recommends disabling Dynamic Bandwidth Allocation (DBA) for ITP systems. For information about how to disable DBA, refer to the *Polycom Immersive Telepresence (ITP) Administrator's Guide*.

## Software and Firmware Used in Version 3.0.3

OTX version 3.0.3 uses the following software and firmware:

- Polycom Telepresence Tool version: 3.0.3.5 (TelepresenceTool\_3.0.3.5.msi)
- HDX software version: 3.0.3-14451 (polycom-hdx-release-3.0.3-14451.pup)
- Polycom Touch Control Operating System version: 1.3.0-17
- Polycom Touch Control Applications version: 1.3.0-103
- Crestron software version: 3.0.3-2 (TPX\_3.0.3-2.zip)
- Crestron AV2 System Controller firmware version: 4.001.1012 (Feb 17 2009) (pro2\_av2\_cp2\_cp2e\_rack2\_pac2\_4.001.1012.zip)
- Crestron Touch Panel firmware version: 3.001.0015 (tps-3000\_tps-3000l\_tps-3100\_tps-4000\_tps- 4000l\_3.001.0015.zip)
- LINAK firmware version: 1.22

For information on versions of other Polycom products that are compatible with this release, such as the Polycom RMX® conferencing platform and the Polycom Converged Management Application™ (CMA®) system, refer to the *Polycom Immersive Telepresence (ITP) Deployment Guide*.

## Upgrading the Software to Version 3.0.3

### Before upgrading the software, note the following:

- Your OTX system may have been shipped with the correct version of HDX and Polycom Touch Control software loaded. Check your system's software versions against the versions listed in the previous section. If you already have the correct versions loaded, you do not have to upgrade the software; however, you must still enter the option key as described in the following bullet.
- In order to upgrade the ITP software to version 3.0.3 from a version earlier than 3.0, you must obtain an HDX software upgrade key from Polycom Support at <http://support.polycom.com>. If you are using the Polycom Touch Control, you must also obtain a new option key. The option key enables the options that are required for Immersive Telepresence. Note that you must have an active maintenance contract to obtain the keys.
- For all ITP systems, if you are not planning to deploy TIP, you must go to the **Admin Settings > Network > Call Preference** screen in the HDX web UI. If the **SIP** and **TIP** check boxes are selected, clear the checkmarks from the check boxes.
- When you upgrade to HDX software version 3.0.1 or later, the directory entries are converted to a new format. If you ever have to revert to an HDX software version earlier than version 3.0.1, you must use the Polycom Telepresence Tool HDX Directory Downgrade tool to revert the entries to the format that existed prior to version 3.0.1. This will enable the directory entries to work correctly. For more information about the HDX Directory Downgrade tool, refer to the *Polycom Immersive Telepresence (ITP) Administrator's Guide*.


To upgrade the software to version 3.0.3 from an earlier version, the installer must follow these configuration procedures:

1. Download the appropriate software and firmware.
2. Upgrade the HDX software and configure the System Controller.
3. Upgrade either the Polycom Touch Control (for OTX sites with a Polycom Touch Control) or the Crestron Touch Panel software (for OTX sites with a Crestron Touch Panel).
4. Enable optional features in the System\_Config.ini file as needed.
5. Run the Telepresence Tool.
6. Pair the Polycom Touch Control with the HDX and the System Controller (for OTX sites with a Polycom Touch Control).
7. Configure the H.323 gatekeeper, the SIP server, and the Global Directory as needed.
8. Manage Favorites (for sites with a Polycom Touch Control) or the local directory (for sites with a Crestron Touch Panel) as needed.
9. Enable TIP, manage user-initiated multipoint conferences, and disable DBA as needed.
10. For sites upgrading from hardware revision A/software version 2.7 only: Configure the cameras.
11. Verify the microphone audio.
12. For sites that are deploying TIP: Calibrate the Ceiling Microphone Arrays.

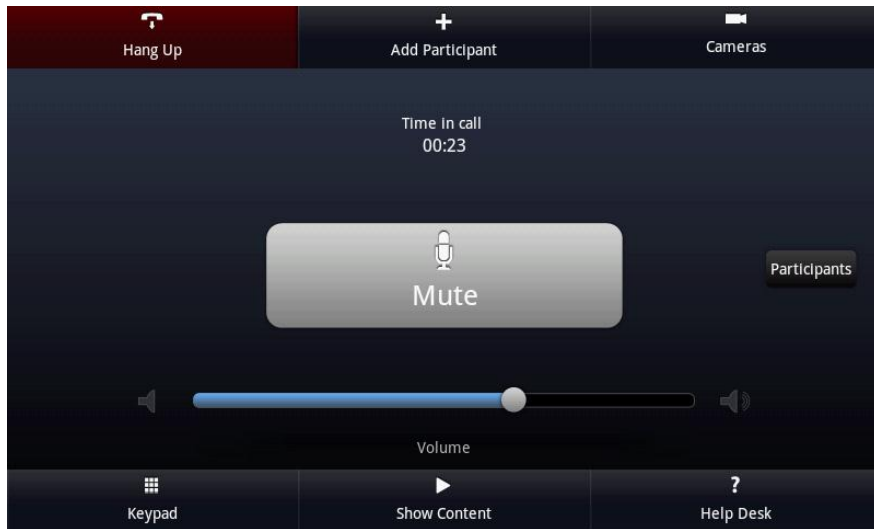
For complete information about how to perform these steps, refer to the *Polycom Immersive Telepresence (ITP) Administrator's Guide*.

## Viewing the List of Conference Participants

When you join a conference using Meeting Composer™ on the Polycom Touch Control, you must perform the following steps to view the list of participants in the conference:

1. Ensure that the sites listed in the Conference List include all the sites you want to call.
2. Touch  **Join** to join the conference.

The Call screen appears.

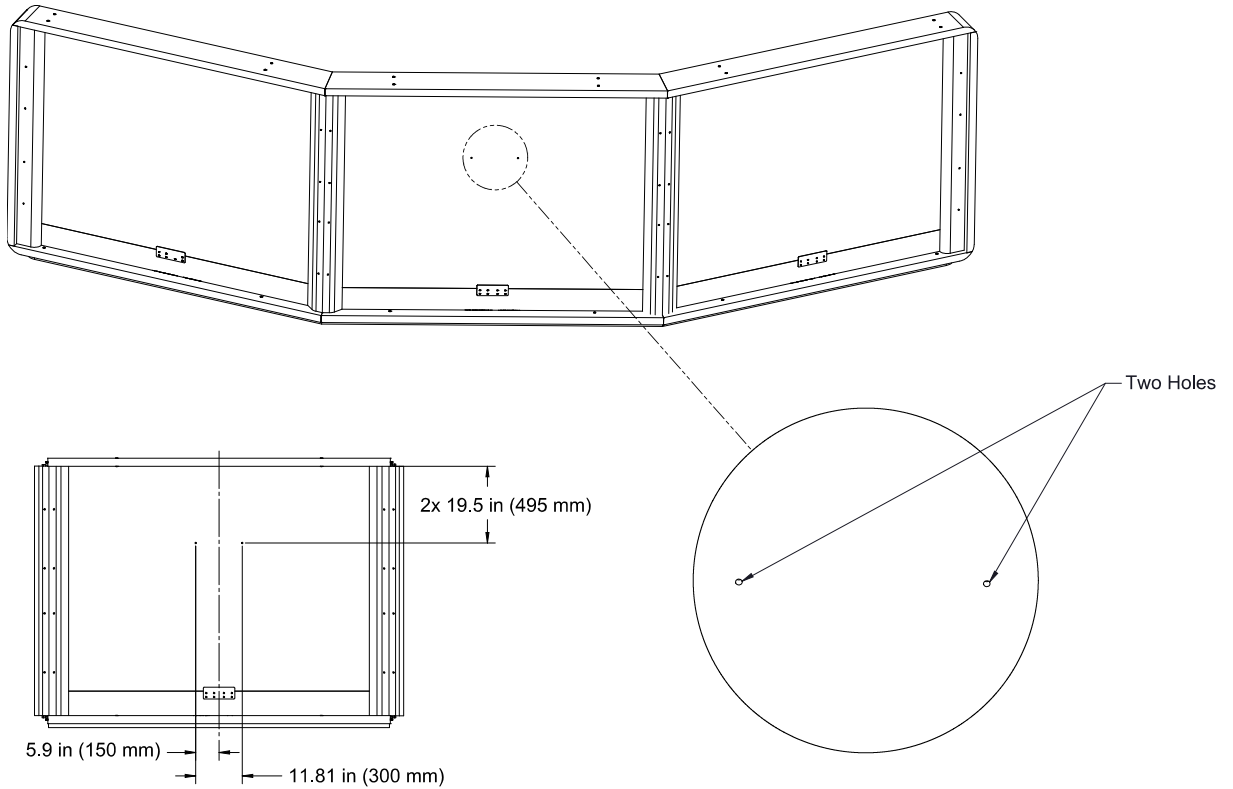


3. Touch **Participants** to view a list of the participants in the call.

## Drilling the Holes for the Optional OTX 300 Signage Holder

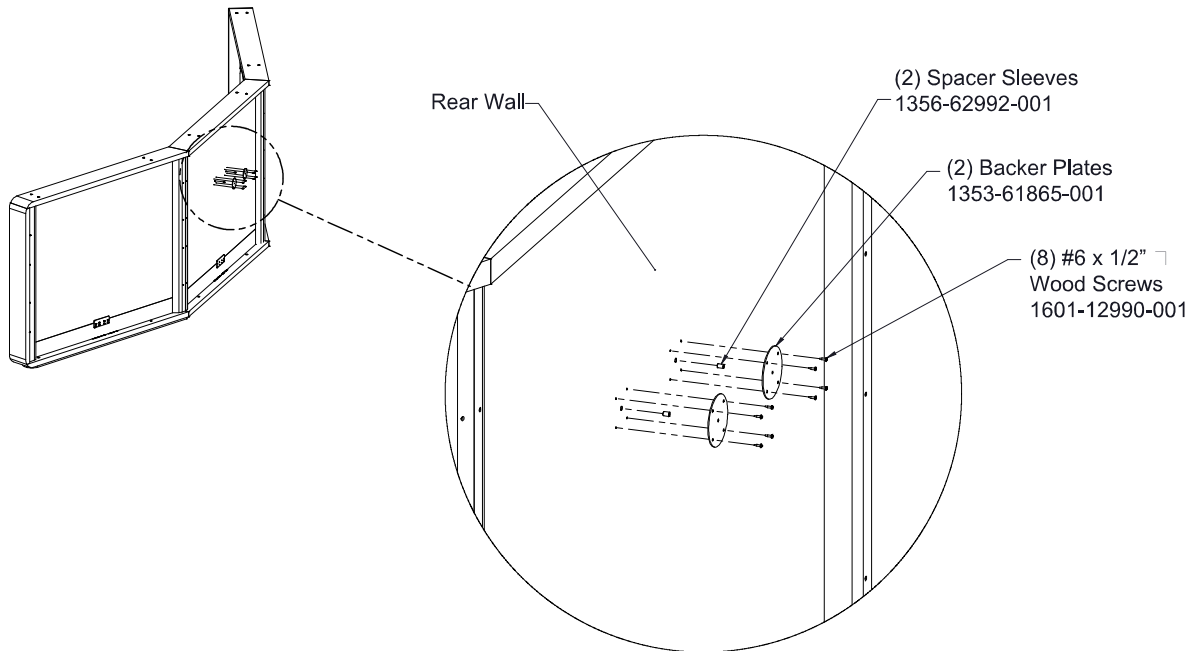
The OTX 300 signage holder is part of the optional OTX Complete Experience Kit. If the customer has purchased this option and wants to install the signage holder on the OTX 300 rear wall, check if the back of the rear wall has pre-drilled counter bore holes. If not, follow the procedures in this section to drill the holes needed to attach the signage holder.

1. Using an 8 mm (.315") diameter drill, drill two holes in the center back of the rear wall in the positions shown in the following illustration. Be careful not to damage the front side of the wall while drilling.



CENTER REAR WALL SECTION ONLY

2. Place a spacer sleeve (part number 1356-62992-001) in each hole.
3. Place a backer plate (part number 1353-61865-001) over the left hole so that the hole in the center of the backer plate aligns with the left hole.
4. Carefully insert a M5 x 25 mm screw (part number 1601-62964-001) part of the way into the hole to temporarily hold the plate. You may need a person on the other side of the wall to make sure that the spacer sleeves do not fall through to the front side of the wall.
5. Attach the backer plate using four #6 x 1/2" wood screws (part number 1601-12990-001). Do not completely tighten these screws at this point in the installation procedure.
6. Remove the M5 x 25 mm screw from the center of the backer plate.
7. Repeat steps 3 through 6 to attach a backer plate over the right hole.
8. Attach a signage plate (part number 1353-61863-001) to the front side of the rear wall as described in the *Polycom Open Telepresence Experience (OTX) 300 Installation Guide*.



9. Tighten the eight #6 x 1/2" wood screws.

## Issue Fixed in This Release

The following table describes the issue fixed in OTX Version 3.0.3.

Feature	Description
<b>Audio/Video Calls</b>	When connecting an OTX system to a Cisco telepresence system that has fewer screens, such as a CTS 300 or CTS 1300, the OTX system sends video only from the primary HDX codec. The OTX system is not currently capable of sending alternate video streams based on the active speaker to a system with fewer screens.

## Known Issues and Limitations

### For Users

The following table lists the known issues relevant to OTX system end users. All issues apply to OTX 100 and OTX 300 systems with the Polycom Touch Control as well as to OTX 300 systems with the Crestron Touch Panel unless otherwise noted.

Feature	Description	Workaround
<b>Audio/Video Calls</b>	When both SIP and H.323 are enabled on an ITP endpoint, it does not support automatic rollover from one protocol to the other when dialing multi-screen calls.	Configure directory and favorite entries to include only one address type, not both H.323 and SIP. Also, configure the HDX preferred dialing method to "auto" and set the video dialing order to use the most common protocol (either SIP or H.323) first. If a particular call does not connect with the first protocol, the ITP system will attempt using the other protocol, but only the center screen will connect.  If you are using Polycom Calendaring for Outlook, and you need to have both H.323 and SIP enabled, set the video dialing order to first use the protocol that is configured for your calendared meetings. Otherwise, only the center screen of the ITP endpoint will connect to the calendared meeting.
	The OTX will not accept any incoming audio calls when it is already in a video call.	Place outgoing audio calls instead of receiving incoming audio calls when you are already in a video call.
	On rare occasions, pressing the audio Speed Dial button once (or the Dial button for manually placed calls) does not dial the call.	If needed, press the audio Speed Dial button or the Dial button twice in order to complete the call.
	When DTMF tones are heard during the process of dialing an audio call, the near-end and far-end audio is muted for a brief moment.	None
	If the displays are in sleep mode when a video call comes in, any codecs that are not being used will very briefly show near-end video. This only occurs when the number of near-end codecs is more than the number of far-end codecs, such as when an OTX on the near end receives an incoming call from an RPX 200 or a single endpoint (such as an HDX system) on the far end.	None
	If you hang up an incoming audio call and then immediately place an outgoing audio call, the OTX may not hang up the initial incoming audio call.	Wait five seconds between consecutive audio calls.



Feature	Description	Workaround
<b>Audio/Video Calls (continued)</b>	If the OTX is in a single endpoint video call (such as with an HDX system) and the Do Not Disturb feature on the OTX system is disabled, an incoming call from a two-codec or three-codec system will cause the center camera on the OTX to momentarily move to the side before returning to its correct position.	None
	When the video quality is set to <b>Sharpness</b> , a thin gray line is present at the bottom of the cells when connecting OTX, TPX, and RPX endpoints to a conference running on RMX 2000 or RMX 4000 with MPMx.	None
	Occasionally, while in a call showing People+Content IP, the People+Content IP connection will drop when the call ends and the tabletop content monitors will lower.	To continue sending content, you will need to use People+Content IP to send the content again.
	If you use Meeting Composer™ to add two audio sites to a call and then press <b>Join</b> , only one of the sites may connect. Additionally, if you are already in a call that includes an audio site and you attempt to add another audio site to the call, the new audio site may not connect.	Connect to the video sites first using the RMX, and then individually add the audio sites.
<b>TIP</b>	When in a video call with a CTS 3010 system, video with little or no movement may become pixilated.	Hang up and dial again.
<b>Content</b>	If you hang up a call, content being shown locally disappears. For standard OTX 100 and OTX 300 systems, content monitors automatically lower.	This is a security feature. You will need to resend your content after you hang up a call.
	For VGA content, a shift of 2-3 pixels may be seen locally and a shift of up to 5 pixels may be seen on the far end.	None
<b>User Interface: Both Polycom Touch Control and Crestron Touch Panel</b>	In an audio call from an OTX to a cellular phone or analog phone, if the remote user disconnects the call first, then the Polycom Touch Control or the Crestron Touch Panel continues to show the audio call as in progress.	Manually press the <b>Hang Up</b> button after each audio call is completed. The OTX will not accept incoming audio or video calls when the <b>Hang Up</b> button is off hook.
<b>User Interface: Crestron Touch Panel Only</b>	If you manually dial a call using the main dial pad and then open Meeting Composer to add an address, the initial point-to-point call stays connected, preventing going from a point-to-point call to a multipoint call.	Use the Meeting Composer dial pad instead of the main dial pad to create the first point-to-point call.

Feature	Description	Workaround
<b>User Interface: Crestron Touch Panel Only (continued)</b>	<p>If you press the <b>Content</b> button on the Crestron Touch Panel when no content source (such as a laptop) is connected to the OTX with the VGA cable, the Primary HDX codec will generate a hidden message on the Primary codec's display. The message states "PC input resolution and/or refresh rate not supported." This message will not be visible onscreen because the OTX is programmed to picture mute all displays when the system is not in a call. If you establish a video call while the message is activated, the call will take longer than usual to connect.</p>	<p>Wait three seconds (during which time the message will time out) before placing a video call from the Touch Panel.</p>
	<p>When searching for a site in the global directory with the Touch Panel Enhanced UI, up to nine characters can typically be displayed on the screen. However, depending on the width of the letters in the name, more or less of the site name may be truncated.</p>	<p>None</p>
	<p>With Meeting Composer, when dialing a phone number with more than 10 digits, or dialing any other long string such as extension@IP_address (ex: 123456@172.25.130.201), the string will likely be truncated when displayed in the right-hand pane of the Touch Panel.</p>	<p>None</p>
	<p>If you place a point-to-point call to an RMX Virtual Meeting Room (VMR) and then add an audio-only site to the call, the two columns on the left side of the Meeting Composer screen in the Touch Panel Enhanced UI will go blank and the icons at the top of the columns will become grayed-out.</p>	<p>None</p>
	<p>When Polycom Conferencing for Microsoft Outlook (PCO) is used to schedule multiple meetings and you select one of the meetings on the Touch Panel, the details for that meeting display on the left side of the Touch Panel screen. If that meeting is cancelled, it is removed from the meeting list; however, the details of the cancelled meeting are still displayed on the left side of the Touch Panel screen.</p>	<p>To fix this issue, simply select a different meeting from the meeting list.</p>
	<p>The Touch Panel may indicate that a password is not required for meetings that actually are password-protected. If you try to join the meeting, the Touch Panel will prompt you for the password and you must enter it to join the meeting.</p>	<p>None</p>
	<p>If you use the DTMF dial pad in the Touch Panel Enhanced UI to manually enter a site to call, and then you try to escalate the call from point-to-point to multipoint, the calls will not connect correctly.</p>	<p>Use the Meeting Composer dial pad to manually enter a site to call. The DTMF dial pad in the Enhanced UI was not intended to be used to manually dial calls and should never be used for this purpose.</p>

Feature	Description	Workaround
<b>User Interface: Polycom Touch Control Only</b>	If you navigate to a different screen while in a call, the <b>Camera</b> button may disappear.	Hang up and place a new call. The Camera button will appear.
	If your system administrator has configured your system to use the calendar feature and you have two or more meetings scheduled at the same time, the Polycom Touch Control will display a meeting reminder for only one of the meetings.	None
	If you are already in a call, you cannot join a meeting using the Polycom Touch Control.	Hang up the current call before joining a meeting.
	When using the Polycom Touch Control, searching within a group in the global directory may not work properly.	Navigate back to All, and then initiate the search.
	If you are in a multipoint call and you place an outgoing audio call while the <b>Video/Audio Only</b> toggle button is set to <b>Video</b> , that toggle button will disappear from the Polycom Touch Control screen.	When placing an audio call when you are already in a multipoint call, make sure that the <b>Video/Audio Only</b> toggle button is set to <b>Audio Only</b> .

## For Administrators

The following table lists the known issues relevant to OTX system administrators. All issues apply to OTX 100 and OTX 300 systems with the Polycom Touch Control as well as to OTX 300 systems with the Crestron Touch Panel unless otherwise noted.

Feature	Description	Workaround
<b>Audio/Video Calls</b>	If you use the HDX web UI to place a call to one address and you do not use the default call speed, the codecs will not automatically adjust to the same call speed. The Primary codec will connect at the call speed specified in the HDX web UI Call Quality field, but the remaining codecs will connect at the default call speed.	Specify multiple addresses in the IP address field (e.g., 76223; 76224; 76225). Alternatively, use the web UI to connect to each codec individually at the desired call speed.
	When the Primary codec answers an incoming video call, any HDX codecs that are not being used will automatically accept any other incoming video calls if the following conditions exist: <ol style="list-style-type: none"> <li>1. The OTX is in a single endpoint video call with a VSX or HDX video conferencing system.</li> <li>2. The OTX is in a video call with an RPX 200 or a TPX 204M.</li> </ol>	To prevent unused codecs from accepting any incoming calls, use the Do Not Disturb timer.  To change the amount of time before Do Not Disturb is activated, access the DoNotDisturbTimer field in the <code>System_Config.ini</code> file. In this field, you can enter a value between 10 and 300, or leave the value at 0 if you want to keep the feature disabled:  <code>DoNotDisturbTimer=x</code> where <code>x</code> is the value (in seconds) of the desired timeout period.  For example: <code>DoNotDisturbTimer=120</code> sets the parameter to 120 seconds.
	When the OTX 300 is in a call, sending Telnet commands to change the video format may not work properly.	Do not use Telnet commands to change the video format when the OTX system is in a call.
	If your ITP environment is configured to use both the LDAP directory and H.323 Gatekeeper functions, and your speed dial entries are not IP addresses, video calls may take longer to connect due to the additional communication involved between the various components in the solution.	None
	For ITP systems configured for H.323 and registered with CMA version 6.0, the SIP/TIP options are disabled. After the ITP system reboots, the SIP/TIP options becomes enabled, and as a result, your call from the Global address book/LDAP does not go through.	Downgrade CMA to version 5.4 instead of version 6.0 or, after rebooting, manually disable the SIP/TIP options from the HDX web UI before you place or receive calls.
<b>Cameras</b>	If a cable to one of the cameras in the OTX room becomes detached, that camera may lose all of its camera settings from the Polycom Telepresence Tool.	Whenever a camera loses power, the HDX codec that is attached to that camera should be rebooted.
	The camera focus value that you set in the Focus field on the Telepresence Tool Camera Matching tab may change by one or two points after you configure the codecs. This is due to internal arithmetic processing, and can be safely ignored.	None

Feature	Description	Workaround
<b>Content</b>	If the Primary HDX codec or the System Controller crashes, gets rebooted, or loses power while content is being shared in a video call, the displays will not show People video correctly.	For OTX systems that use the Polycom Touch Control: Touch the <b>Initialize</b> button on the Admin screen to properly reset the displays.  For OTX systems that use the Crestron Touch Panel: Touch the <b>Init Displays</b> button on the Admin screen to properly reset the displays.
<b>Control System</b>	When you connect to the codecs through Telnet or through the Crestron Toolbox and use the command prompt, you may see "overflow buffer" and other error messages when you use the Polycom Touch Control or the Crestron Touch Panel. These errors also appear on the Crestron log. This issue does not affect system performance or functionality.	None
<b>Microphones</b>	If you disconnect the Polycom Ceiling Microphone Arrays and then connect any microphones other than Ceiling Microphone Arrays, the proper stereo settings may be lost.	Launch the Polycom Telepresence Tool, make sure that all the HDX codecs are connected, and then click <b>Configure HDXs</b> to set the microphones to their correct settings.
<b>Software Installation and Upgrades</b>	When installing the Polycom Touch Control operating system and software using the USB drive, the software may fail to load or you may see a message listing an incorrect software version.	Manually reboot the Polycom Touch Control while the USB device is in the drive.
	When attempting to unpair the Polycom Touch Control from the System Controller during an upgrade, the Polycom Touch Control may remain paired.	Manually reboot the Polycom Touch Control to unpair it.
	When upgrading the HDX systems, you normally see a screen that displays an hourglass and a red progress bar. This screen may not appear for HDX PAL systems; however, the upgrade is still occurring and can be monitored through the web UI. The Home screen will appear on the displays when the upgrade is complete.	None
<b>Telepresence Tool</b>	When using the Telepresence Tool to remotely monitor a site, you may notice stuttering video on the system's main people video screen.	Polycom recommends that you do not use the Telepresence Tool for remote monitoring while the system is in a video call.
<b>User Interface: Both Polycom Touch Control and Crestron Touch Panel</b>	If any of the HDX codecs are rebooted without rebooting the AV2 System Controller as well, the HDX UI remains onscreen.	Reboot the AV2 System Controller whenever any of the HDX codecs are rebooted. The VNOC, Service, and Site Administration teams are advised to reboot (power up) the AV2 System Controller after the HDX reboots (powers up) as part of the reset process or when recovering from a power failure. Placing a call without rebooting the AV2 System Controller will cause the Polycom Touch Control or the Crestron Touch Panel to freeze.

Feature	Description	Workaround
<b>User Interface: Crestron Touch Panel Only</b>	If you add a site from the CMA directory to the speed dial list and then later change the name of that site in the CMA directory, the speed dial entry name that is displayed on the Touch Panel may not be updated.	Reboot the codecs and the AV2 System Controller. Alternatively, from the HDX web UI, delete and re-add the renamed CMA site to the Speed Dial list.
	If you reboot the Primary HDX codec while the OTX is in an audio call (with the Help Desk, for example), the <b>Hang Up</b> button on the Touch Panel will freeze.	Reboot the AV2 System Controller when the <b>Hang Up</b> button enters the frozen state.
	When initially loading the Crestron Touch Panel and then loading the AV2 System Controller, a Toolbox Results dialog box may appear at the end of the installation process. Although this dialog box displays an error message, the installation completed successfully.	None
	Users report that the Touch Panel seems to take an unusually long time to return directory information.	Check if there are LDAP entries in the directory that are no longer valid. If there are such entries, correct them.
	With the Crestron Touch Panel, using the suffixes '1', '2', '3', or '4' for your audio speed dial name entries may cause the system to incorrectly interpret them as an ITP system, instead of distinct audio speed dial entries.	Do not use the suffixes '1', '2', '3', or '4' for your audio speed dial name entries.
<b>User Interface: Polycom Touch Control Only</b>	If you enter a site name that ends in the number '1', '2', '3', or '4', and then you make a call using the RMX, the RMX will interpret the site as part of an ITP system and will not display the site name on the Polycom Touch Control.	Do not use site names that end in the numbers '1', '2', '3', or '4'.
	When you view the Directory list or the Favorites list on the Polycom Touch Control, the entries do not appear on the screen, although the rest of the screen appears as normal.	Reboot the Polycom Touch Control.
	If you reboot the Polycom Touch Control and then immediately attempt to use it, the Touch Control may not work properly.	Wait 30 seconds after the reboot completes before using the Polycom Touch Control.

## Where to Get the Latest Product Information

To view the latest Polycom product documentation, visit the Support section of the Polycom website at <http://support.polycom.com>.