



# Polycom<sup>®</sup> RealPresence Immersive Studio<sup>®</sup> Flex, Version 6.0.2

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Polycom announces the initial release of Polycom<sup>®</sup> RealPresence Immersive Studio<sup>®</sup> Flex system software. This document provides the latest information about the following Polycom software:

- Version 6.0.2 of the Polycom RealPresence Immersive Studio Flex system software
- Version 6.0.2 of the Polycom<sup>®</sup> RealPresence Touch<sup>™</sup> Panel software
- Version 2.0.2 of the Polycom RealPresence Touch Operating System software

## Polycom RealPresence Immersive Studio Flex

The RealPresence Immersive Studio Flex system is an immersive telepresence solution for mid-size rooms that seats up to six participants. Key features include:

- High-quality 1080p60 video performance on 65" UltraHD displays, with a dedicated 55" 1080p content display.
- Polycom 3D Voice that delivers extremely clear pinpoint audio which comes directly from the person speaking.
- The flexibility to purchase just the media wall for rooms with existing furniture or unique applications.

Administrators configure the system through the system's web interface. Users access calling functions through familiar operations on the RealPresence Touch and user-friendly onscreen guides.

For more information about setting up and using the RealPresence Immersive Studio Flex system, refer to the documents on the product pages at [Polycom Support](#).

## Software Version History

Software Version	Release Date	Description
6.0.2	February 2017	Initial release.

## Security Updates

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

## RealPresence Touch Configuration

Perform the RealPresence Touch configuration according to the instructions in the *Polycom RealPresence ITP Administrator Guide* and the *Polycom RealPresence Immersive Studio Flex Installation Guide*. Settings not listed in the Administrator Guide and Installation Guide should be left at the factory default. Otherwise, a factory reset may be required.

## Polycom Solution Support

Polycom Implementation and Maintenance services provide support for Polycom solution components only. Additional services for supported third-party Unified Communications (UC) environments integrated with Polycom solutions are available from Polycom Global Services, and its certified Partners, to help customers successfully design, deploy, optimize, and manage Polycom visual communication within their third-party UC environments. UC Professional Services for Microsoft Integration is mandatory for Polycom Conferencing for Microsoft Outlook and Microsoft Office Communications Server or Microsoft Lync Server integrations.

For additional information and details, refer to [Polycom Professional Services](#) or contact your local Polycom representative.

## Known Issues

Polycom recommends that you use a bridge when connecting the following systems:

- Four-screen Polycom RealPresence Experience (RPX™) Series system to the RealPresence Immersive Studio Flex system. Using a bridge delivers the best immersive continuous room layout. If you connect a four-screen RPX system to a RealPresence Immersive Studio Flex system without using a bridge, the connection adjusts for the different aspect ratios by dropping the video from the fourth RPX system codec and displaying black bars around the 4:3 aspect ratio RPX system video feeds.
- Two-screen Polycom RealPresence Experience (RPX™) Series system or standalone endpoint to the RealPresence Immersive Studio Flex system. Using a bridge delivers the best immersive continuous room layout. If you connect an RPX two-screen system to a RealPresence Immersive Studio Flex system without using a bridge, the RealPresence Immersive Studio Flex system sends only the center and left sections video (for two-screen RPX systems) or center section video (for standalone systems), not the whole room.

The following table lists known issues for the version 6.0.2 release.

Category	Issue ID	Description	Workaround
Audio	GS-19769	Calls between RealPresence Immersive Studio and Cisco CTS room systems may experience issues with spatial audio on the CTS side where the left and right speakers are slightly louder than the center speaker.	
Calling	GS-21507	When Immersive Studio systems, registered to CUCM, are in a point-to-point SIP call, call statistics show the call connecting at lower than set preferred speeds and do not match between the two systems.	Register to DMA trunked to CUCM.
Camera	GS-13182	Before attaching, disconnecting, or otherwise modifying the cabling to a camera system, you must physically disconnect the DC power supply for the right and left codecs. It is not sufficient to simply "turn off" the systems because power to the camera system is maintained due to other system requirements.	Polycom recommends that you disconnect the AC supply cable to turn off the primary codec power instead of using the front switch. You might experience improper camera operation if you ignore these instructions.
Content	GS-23968	In an RMX call, if you switched content from PPCIP to VisualBoard, content may not have launched in the first try.	Relaunch VisualBoard to show content.
Hardware	GS-15698	If you are out of a call and <b>Self View</b> is enabled, the system goes to sleep according to the sleep timer setting. The default setting is 3 minutes.	Change the sleep timer settings. Polycom recommends that you do not turn off the sleep timer.
Interoperability Microsoft	GS-12982	When a Polycom® RealPresence® Group system is in a multipoint call hosted by a Microsoft Lync AV MCU, the RealPresence Group system participant name, number, and system values on the <b>Settings &gt; System Information &gt; Call Statistics</b> screen might be incorrect.	
Interoperability Microsoft	GS-18630	RealPresence Group systems currently do not support Skype for Business mobility clients.	
Provisioning	GS-19239	While in a TIP call, the bandwidth reported by the Primary codec is an aggregate of all three codecs and not only the Primary codec.	

Category	Issue ID	Description	Workaround
User Interface	GS-16887	On Immersive Telepresence systems, closed caption text is only displayed on the main monitor and the text may be partially blocked by the camera.	
User Interface	GS-22702	On a Lync client, you might see incorrect presence information.	
User Interface	GS-22730	After terminating a call that used video mute, you might continue to see the video mute icon on the secondary monitors.	
Video	GS-24574	If you terminated a just initiated call and promptly dialed another call, the far end system might not see the secondary and tertiary video from the near end system.	

## Interoperability

Video conferencing systems use a variety of algorithms to compress audio and video. In a call between two systems, each end transmits audio and video using algorithms supported by the other end. In some cases, a system might transmit a different algorithm than it receives. This process occurs because each system independently selects the optimum algorithms for a particular call, and different products might make different selections. This process should not affect the quality of the call.



**Note: Software upgrades recommended**

Polycom recommends that you upgrade all of your Polycom systems with the latest software versions. Any compatibility issues may already have been addressed by software updates. Go to [PolycomService/support/us/support/service\\_policies.html](https://polycomservice/support/us/support/service_policies.html) to see the Current Interoperability Matrix.

## Video

Video	Description
H.264 High Profile, RTV	Video system: Baseline, High Profile (HiP)
H.263 & H.264	Video Error Concealment
H.239	Polycom People + Content
Binary Floor Control Protocol (BFCP)	Content sharing via Session Initiation Protocol (SIP)
AES Media Encryption	For secure video/audio and content

## Audio

Audio	Description
G.719	3-channel audio for point-to-point calls between RealPresence Immersive Studio, RealPresence OTX Studio, and RealPresence Immersive Studio Flex systems.
Siren™ 22	22kHz bandwidth with StereoSurround™
Siren™ LPR (Lost Packet Recovery)	Siren LPR preserves audio quality during high packet loss.
G722.1 Annex C	14kHz bandwidth with Polycom Siren 14
G.722, G.722.1	7kHz bandwidth
G.711	3.4kHz bandwidth



3-channel audio is currently supported only for point-to-point calls.  
 3-channel audio does not support LPR (Lost Packet Recovery) in high loss networks.

## Products Tested in This Release

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

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



**Note: Update your system**

Polycom recommends that you upgrade all of your Polycom systems with the latest software versions. Any compatibility issues may already have been addressed by software updates. Go to [PolycomService/support/us/support/service\\_policies.html](https://polycomservice.com/support/us/support/service_policies.html) to see the current Polycom Interoperability Matrix.

Product	Interoperable Versions
<b>Management Systems and Recorders</b>	
Polycom® RealPresence® Distributed Media Application™ 7000	6.3.2.2
Polycom® RealPresence® Resource Manager	10.0.0
Polycom® RealPresence® Access Director™	4.2.2

<b>Product</b>	<b>Interoperable Versions</b>
<b>Gatekeeper, Gateways, External MCU, Bridges, Call Managers</b>	
Polycom® RealPresence® Collaboration Server 2000/4000	8.6.3.6
Polycom® Multipoint Layout Application	3.1.6.2
<b>Endpoints</b>	
Polycom® RealPresence® OTX® Studio	6.0.1
Polycom® RealPresence Immersive Studio®	6.0.1
Polycom® RealPresence Immersive Studio® Flex	6.0.1
Polycom® HDX® Systems	3.1.11
Polycom® Immersive Telepresence (ITP) Series	3.1.4
Polycom® RealPresence® Group Series	6.0.2
Polycom® RealPresence® Mobile	3.5.1
Polycom® RealPresence® Desktop for Mac®	3.5.1
Polycom® RealPresence® Desktop for Windows®	3.5.1
Polycom® SoundPoint® IP 650	4.0.7
Polycom® SoundStation® IP 7000	4.0.9
<b>Peripherals</b>	
Polycom® People+Content™ IP	1.4.1
Polycom® RealPresence Touch™	6.0.2 Panel software 2.0.2 Operating System software
VisualBoard Application	4.1.3 software and later

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