



RELEASE NOTES

Software 1.7 | Date August 2014 | 3725-69910-004 Rev B

Polycom[®] RealPresence[®] Capture Server



Introducing Polycom RealPresence Capture Server

The Polycom® RealPresence® Capture Server is a recording and streaming system that participates in standards-based video and telepresence calls. It converts the video and content in those calls into live streams (for live viewing on devices with compatible web browsers) as well as video-on-demand archives for playback on video conferencing systems and devices with compatible web browsers, including tablets, smart phones, PCs, and Mac desktops.

Starting from version 1.6, the RealPresence Capture Server provides both Appliance Edition and Virtual Edition, it is typically deployed as part of a Polycom RealPresence Platform, but it can be used as a standalone solution. The RealPresence Capture Server's full potential can best be realized when integrated with the Polycom RealPresence Media Manager.



Note: Capture Server 1.7 requires RealPresence Media Manager v6.6

RealPresence Capture Server 1.7 requires that RealPresence Media Manager v6.6 be installed on your system. There is no interoperability with earlier versions of RealPresence Media Manager.

This document provides the latest information for the RealPresence Capture Server and covers the following topics:

- [Software Version History](#)
- [Known Issues](#)
- [Interoperability](#)
- [Port Usage](#)
- [Multi-user Login Capacity](#)
- [Supported Media Player Plug-ins](#)
- [Supported External Media Servers](#)
- [Supported Web Browsers](#)

For more information about configuring and using the RealPresence Capture Server, see the product documentation available at [RealPresence Capture Server User Manuals](#).

Software Version History

The following table lists the RealPresence Capture Server version history.

Software Version History

<i>Version</i>	<i>Release Date</i>	<i>Description</i>
1.7	August 2014	Added a couple of new features.
1.6.1	April 2014	Maintenance Release.
1.6	March 2014	This release provides both Appliance Edition and Virtual Edition. This is the first release of the RealPresence Capture Server Virtual Edition.
1.0	July 2013	This is the first release of RealPresence Capture Server.

What's New in 1.7

RealPresence Capture Server 1.7 includes the following new features:

- Support for WMV live streaming, transcoding and Video on Demand.
- Support for users to play back from video endpoints using quick codes, this is for dial-in calls only.
- Ability for users to restrict the call length for recording and live calls, when time is up, it automatically stops recording and disconnects to the recording client.
- Support multicast for MP4 live streaming and WMV live streaming.
- Support for high resolution 1080p live streaming and archiving. When this function is activated, the capacity will be increased to a maximum of 1080p 30fps.
- Other quality and performance improvements.
- Support for point-to-point conference recording.
- Streaming enhancements.
- The conference layout preference can be set or changed from Capture Server during recording session if you dial into a conference via SIP and the Recording Link function is enabled on RealPresence Collaboration Server system.



Note: M4A format is not supported when integrated with RealPresence Media Manager

Note that WMV live streaming can display on RealPresence Media Manager's portal, but the **Media Type** shows **MP4**.

What's New in 1.6.1

RealPresence Capture Server 1.6.1 includes the following new features:

- Added support for Capture Server Appliance Edition without DSP card.
- Fixed some interoperability issues with Polycom RealPresence Media Manager.

- Fixed some other known issues.

What's New in 1.6

RealPresence Capture Server 1.6 includes the following new features:

- Support for streaming without recording, in which only live streaming is available and no archives are created.
- Ability for users to watermark the video recording with timecode.
- Support for streaming meetings to an AKAMA! server using the Real Time Messaging Protocol (RTMP).
- Ability to redirect visitors from the Capture Server's Viewer Portal to the Media Manager v6.6 or greater (or third-party portal) home page. Note – this is a best practice when using RealPresence Media Manager v6.6 or another external portal to provide audience users to access live and on-demand streams.
- Added support for Capture Server Virtual Edition.



Note: RealPresence Media Manager is not customer or partner upgradeable

RealPresence Media Manager is not customer or partner upgradeable. Contact your Polycom representative for a quote to upgrade RealPresence Media Manager before upgrading to RealPresence Capture Server 1.6.

Note that for version 1.6, you need to retrieve the license key from the Polycom portal (support.polycom.com). If you have any issues, contact Polycom support.

Before system upgrade from 1.0 to 1.6, you need to back up your MP4 and RAW media files to the FTP server in the network and restore them later with Migration feature enabled. See User Guide for more information about Migration.

Setup Requirements for Capture Server Virtual Edition

To set up Capture Server Virtual Edition, you must have a server with basic hardware configuration and setup NFS.

The following table shows the hardware requirements for the RealPresence Capture Server - Virtual Edition.

Note that the hardware requirements are different for different options and the hardware must be changed to perform better. See the Virtual Edition User Guide for details.

Hardware Requirements

Simultaneous Recording Ports	6	12	18	40
Live Streaming	3	6	9	0
Virtual Cores	8+	12+	16+	8+
CPU	<ul style="list-style-type: none"> 2.67GHz (Intel® Xeon® CPU x5650@ 2.67GHz or better) CPU 2.90GHz (Intel Xeon CPU E5-2690 @ 2.90GHz or better) CPU 	<ul style="list-style-type: none"> 2.67GHz (Intel® Xeon® CPU x5650@ 2.67GHz or better) CPU 2.90GHz (Intel Xeon CPU E5-2690 @ 2.90GHz or better) CPU 	<ul style="list-style-type: none"> 2.67GHz (Intel® Xeon® CPU x5650@ 2.67GHz or better) CPU 2.90GHz (Intel Xeon CPU E5-2690 @ 2.90GHz or better) CPU 	<ul style="list-style-type: none"> 2.67GHz (Intel® Xeon® CPU x5650@ 2.67GHz or better) CPU 2.90GHz (Intel Xeon CPU E5-2690 @ 2.90GHz or better) CPU
Minimum RAM	16 GB	16 GB	32 GB	32 GB
Minimum Accessible Storage	80 GB	120 GB	120 GB	120 GB

Simultaneous Recording Ports	6	12	18	40
Software Requirements	VMWare vSphere 5.1/5.5	VMWare vSphere 5.1/5.5	VMWare vSphere 5.1/5.5	VMWare vSphere 5.1/5.5



Note: NFS configuration is required for Virtual Edition media storage

Capture Server Virtual Edition requires a NFS share as its media storage, you need to configure NFS for Virtual Edition media storage.

For NFS server set up example, refer to the Capture Server Getting Started Guide.

Known Issues

This section lists the known issues for this RealPresence Capture Server release. If a workaround is available, it is noted. Known issues are organized by type.

Admin Portal

6279 Windows Media Server's VoD link on Chrome or Firefox does not work.

Workaround: Use IE instead.

EP Recording

4596 If you dial into an endpoint located in external network of RPAD environment from Capture Server, the content sent from external endpoint cannot display.

Workaround: None.

Interoperability

2891 If a Polycom RMX system uses a recording link to live stream in a SIP or H.323 VSW conference, the conference always records as audio only when the conference line rate is set as 128 kbps, 256 kbps, or 384 kbps.

Workaround: Use higher conference line rate.

4598 FECC function doesn't work if you call an endpoint located in external network of RPAD environment to and from the Capture Server system.

Workaround: Use DTMF to control the Capture Server system's recording and playback.

Interoperability Limitations with RealPresence Media Manager

- 5761** When integrated with RealPresence Media Manager, do not set layout type as **Single window with medium content in left (People 50%; Content 50%)** or **Dual window for content (when inactive content, it is black)** in recording template, otherwise Media Manager system will not import VRR list from Capture Server system.
- 6097** When integrated with RealPresence Media Manager, do not set layout type as **Single window with medium content in right (People 50%; Content 50%)** or **Single window with medium content in left (People 50%; Content 50%)** in recording template, otherwise Media Manager system will not sync data with Capture Server system.
- 6319** Do not configure VRR with AKAMAI media server, otherwise live streaming and archives cannot display on RealPresence Media Manager.
- 6320** Do not select **Auto Multicast for Live Streaming** under **Configuration > Multicast Settings**, otherwise live streaming and archives cannot display on RealPresence Media Manager.
- 6371** Keep name string of prefix, far end device and VRR name within length limit (50 characters), otherwise multiple live streaming display on Media Manager portal even if only one recording is ongoing.

MCU Recording

- 2690** Lost Packet Recovery (LPR) does not work between the RMX and the Capture Server system in SIP protocol.
Workaround: Use H.323 protocol if you would like to enable LPR.
- 4892** Audio only recording between Capture Server system and a Polycom RMX system cannot be set up when you set **Media Encryption** as **When Available** or **Required For All Calls** due to RMX limitation.
Workaround: Set **Media Encryption** as **Off** on Capture Server system.

Portal

- 6337** If you log in to the Capture Server system via Firefox, call info displayed on **Call** page exceeds the border if the far end number is too long.
Workaround: Use IE or Chrome instead.

RAID 10 Hardware Storage Array

- 3545** If you replace a failed hard disk with an used hard disk with RAID information, RealPresence Capture Server cannot recover the used hard disk.
Workaround: Replace with a new hard disk, or erase partition sector of the used hard disk with tool like Fdisk before replacing.

3548 When RealPresence Capture Server is running and one or more hard disks malfunction or stop working, the RAID status on the Admin Portal does not change. It is still normal.

Workaround: Ignore RAID status and replace with new hard disks.

Recording

5340 You cannot hear IVR when using DTMF to control the recording from conferences if recording link is SIP with encryption.

Workaround: None.

6292 If content video stops before the recording is stopped, play back the recording file, when content is stopped, the last picture of content video lasts for about 10 seconds.

Workaround: None.

6316 If you make point-to-point recording on Capture Server and push content from Polycom RealPresence Group Series to RealPresence Desktop, the RealPresence Desktop cannot show content for the first time.

Workaround: Stop and resend the content.

6335 The WMV rate displays wrong on the Admin Portal if the **Max Resolution** is 1080p, WMV live streaming layout is **Dual window for content (when inactive content, it is black)** and

Streaming Rate is less than 1024 kbps.

Workaround: None.

6345 In a point-to-point call, the encryption information in **Detail Call Info** is incorrect when you set **Media Encryption** as **Required For All Calls** for one endpoint and **Off** for the other.

Workaround: Set both endpoints' **Media Encryption** as **When Available**.

RSS Delivery Proxy

6060 You need to wait for up to three minutes to play large VoD files (recordings around 8 hours).

Workaround: Wait for about three minutes after the media file is generated.

SIP

2805 Content recording in SIP call will fail between the Capture Server system and far end systems that support BFCP over UDP, since Capture Server supports BFCP over TCP only.

Workaround: Set the far end system to use BFCP over TCP for SIP call content recording.

TV UI

6359 In an internal MCU conference with Polycom HDX Series and Polycom RealPresence Group Series, if Capture Server is the first to dial into the conference, the Capture Server TV UI shows black screen.

Workaround: Make sure the Capture Server system is the last to dial into the internal MCU conference.

Upgrade

6314 Sometimes when you do system upgrade from 1.6 to 1.7, there is an upgrade timeout pop-up message.

Workaround: Skip the pop-up message and wait for Capture Server to reboot automatically.

6324 The Capture Server system fails to upload the .pkg installer package.

Workaround: Reboot the system and try again.

Viewer Portal

2832 In rare occasion, if an archive is not uploaded to an external server that you configured, the Viewer Portal shows that you can play this archive. However, you cannot play this archive because RealPresence Capture Server cannot find this archive on the external server.

Workaround: Assure good connection between the Capture Server system and external media server. To recover the file, you need to delete the archive file that failed to upload to external media server, and transcode it. Then it will be uploaded again to external media server.

Web Portal

6080 If you play live streaming or VoD via IE 11 running on Windows 8, you cannot go full screen.

Workaround: Use Firefox or Chrome instead.

6090 If you log in to the Admin Portal after system reboot, the Capture Server system keeps showing "Logging in. Please wait...".

Workaround: Refresh the page.

Interoperability Limitations

2884 During a SIP call with live streaming between the RadVision Scopia XT1000 system and RealPresence Capture Server, when the RadVision Scopia XT1000 system sends DualVideo (BFCP based People+Content) to RealPresence Capture Server, RealPresence Capture Server shows the content only.

Workaround: Use H.323 calls instead.

3291 In SIP call Polycom does not support sending contents from a Lifesize Team 220 endpoint to RealPresence Capture Server.

Workaround: Use H.323 calls instead.

6209 If the far end is Radvision XT500 with SIP protocol, content of recordings cannot display.

Workaround: Use H.323 instead.

Corrected Issues

The following table lists the corrected issues for the version 1.7 release.

Admin Portal

4950 The web portal will be available in 10 minutes if you reboot the Capture Server system.

5041 Sometimes uploading upgrade package might be slow or even fail due to session time out.

5139 If you go to **Configuration > Signaling Settings**, you cannot save both H.323 and SIP signaling settings at one time.

5140 If you change the media storage settings and restart the system, the Data Backup/Restore button is unavailable on Admin Portal for your first login.

5154 You cannot find a button on Admin Portal to delete log files manually.

5185 Go to **Configuration > Diagnostics**, enter a host name and click **Ping**, and a warning message displays: **Please enter valid IP address**.

Interoperability

4994 Endpoint in session playback displays no video in H.323 calls with the Polycom VVX 500 and VVX 600 endpoints.

Interoperability limitations

4491 You cannot play back live streaming and VoD via IIS media server on Android 4.1.2 devices due to Android 4.1.2 system limitation.

4925 You cannot use Left/Right/Up/Down on remote control to control recording and playback while in H.323 calls with Cisco C and E Series and Tandberg 880MXP endpoints due to FECC issues.

5196 If you dial into the RealPresence Capture Server from Cisco Telepresence Systems, the TV UI menu displays a black line on the bottom.

5270 It might fail to play live streaming and VoD on Android 4.1.2 system.

- 5422** You cannot use iOS devices (iPhone/iPad) to play back VoD from Wowza server for 1080p MP4 files.

MCU Recording

- 5177** Recording cannot be set up between MGC and the Capture Server system if encryption is enabled in H323 call.

PKI

- 5284** Go to **Configuration > Certificate Management** and click **Install Certificate**, the Password text box is always noneditable.

Playback

- 3316** If an archive's duration is longer than 8 hours, you cannot play back it at the first time.



Note: Limit each recording to less than 8 hours

To ensure good quality video recording limit each recording to less than 8 hours.

SIP

- 5011** You cannot unregister the Capture Server system from SIP server over TLS.

System Configuration

- 5335** If you try to increase the number of **Log Warning Capacity** like from 70 to 80 in order to stop the warning message (email and alert), you will still receive the warning message.
- 5341** Certificate configuration cannot restore to default settings after issuing `reset config` command from the console to restore system configurations to the default value.
- 5530** If you go to **Configuration > Customization > IVR Message** and upload an IVR message as the Welcome message, it does not take effect after uploading.
- 5667** Once the `/var/tmp` disk space (up to 40GB) is used up by temporary `Archivexxx.zip` files, the Capture Server system cannot do software upgrade and download log files. The temporary `Archivexxx.zip` file is generated every time after user downloads archive files with all media types.

Transcoding

5427 In a recording conference with Polycom RealPresence Collaboration Server, if the Multiple Content Resolutions option is checked under **Conference Profiles > Video Quality** on Polycom RealPresence Collaboration Server, the video layout recorded on Capture Server does not switch back to the layout without content after Polycom RealPresence Collaboration Server stops sending content.

Video

5150 Watermark on video recording is illegible for archives with resolution 128x96.

Viewer Portal

4475 If you play back live streaming or VoD from Viewer Portal on Android 4.2 mobile phones, the Full Screen button is unavailable.

4476 If you play live streaming or VoD from Viewer Portal on Android 4.2 tablets, the Full Screen button doesn't work.

5129 In case you change signaling settings if there are ongoing calls on the Capture Server, the call will disconnect.

5358 If you create user accounts on Capture Server while out of range of the following characters: lowercase characters (a–z), uppercase characters (A–Z), numbers (0–9), and underscore, you cannot log into Admin Portal and Viewer Portal with them.

5359 Sometimes when you display 128 kbps live streaming, the media player may stop to play and show black screen.

Interoperability

Your Polycom RealPresence Capture Server systems are tested extensively with a wide range of products. The tables in this section do not list a complete inventory of compatible equipment, but list the products that have been tested for compatibility.

Interoperate with Polycom Products (H.323)

The following table shows the interoperability between RealPresence Capture Server and other Polycom products when you record H.323 calls.

Interoperate with Polycom Products (H.323)

<i>Type</i>	<i>Product</i>	<i>Version</i>
Gatekeepers, Gateways, and MCUs	Polycom CMA4000/5000	6.2.4, 6.2.5
	Polycom DMA 7000	6.0.5, 6.1.0
	Polycom RMX 1000/500	2.5.1
	Polycom RMX 1000C/500C	2.5.1
	Polycom RMX 1500/2000/4000	8.3, 8.4
	Polycom RMX 1800	8.3, 8.4
	Polycom RMX 800VE	8.3, 8.4
	Polycom RMX 800S	8.3, 8.4
	Polycom MGC	9.0.4
Endpoints	Polycom RealPresence Group Series	4.1.3, 4.1.3.2
	Polycom HDX Series	3.1.2, 3.1.3, 3.1.4
	Polycom VSX Series	9.0.6.1, 9.0.6.2
	Polycom QDX Series	4.0.2, 4.0.3
	Polycom PVX	8.0.16
	Polycom VVX	5.1.1
	CMA Desktop PC/Mac	5.2.4, 5.2.5
	Polycom® Telepresence M100	1.0.6
	Polycom RealPresence Desktop	3.1.1, 3.2
	Polycom RealPresence Mobile (iPad, iPhone4s)	3.1.1, 3.2
	Polycom RealPresence Mobile (Android)	3.1.1, 3.2
Content Management System	Polycom RealPresence Media Manager	6.6
	Polycom RealPresence Media Editor	6.6

Interoperate with Third-party Products (H.323)

The following table shows the interoperability between RealPresence Capture Server and third-party products when you record H.323 calls.

Interoperate with Third-party Products (H.323)

<i>Type</i>	<i>Product</i>	<i>Version</i>
Gatekeepers, Gateways, and MCUs	Codian MCU 4505	4.4 (3.57)
	Cisco VCS	X7.2.2, X8.1.1
Endpoints	RadVision Scopia XT1000	02.05.0416
	Tandberg Edge95 MXP	F9.3.1
	SONY PCS-G50	2.72
	SONY PCS-XG80	2.41, 2.4.2
	Cisco EX90	7.0.1, 7.1.3
	Sony PCS –1	3.42
	Tandberg MXP 770	FC7.3.1
	Tandberg C20	Tc2.1.2
External Media server	Wowza	3.5.0
	IIS Media Service	4.1
	Windows Media Server	9.6
	AKAMAI	latest

Interoperate with Polycom Products (SIP)

The following table shows the interoperability between RealPresence Capture Server and other Polycom products when you record SIP calls.

Interoperate with Polycom Products (SIP)

<i>Type</i>	<i>Product</i>	<i>Version</i>
Gatekeepers, Gateways, and MCUs	Polycom DMA	6.0.5, 6.1.0
	Polycom RMX 1000/500	2.5.1
	Polycom RMX 1000C/500C	2.5.1
	Polycom RMX1500/2000/4000	8.3, 8.4
	Polycom RMX 1800	8.3, 8.4
	Polycom RMX 800VE	8.3, 8.4
	Polycom RMX 800S	8.3, 8.4
Endpoints	Polycom HDX Series	3.1.2, 3.1.3, 3.1.4
	Polycom VVX	5.1.1
	Polycom PVX	8.0.16
	Polycom RealPresence Group Series	4.1.3, 4.1.3.2
	Polycom RealPresence Desktop	3.1.1, 3.2
	Polycom RealPresence Mobile (iPad, iPhone4s)	3.1.1, 3.2
	Polycom RealPresence Mobile (Android)	3.1.1, 3.2

Interoperate with Third-party Products (SIP)

The following table shows the interoperability between RealPresence Capture Server and third-party products when you record SIP calls.

Interoperate with Third-party Products (SIP)

<i>Type</i>	<i>Product</i>	<i>Version</i>
SIP Server, Gateways, and MCUs	Codian MCU 4505	4.4 (3.57)
	Cisco VCS	X7.2.2, X8.1.1
Endpoints	SONY PCS-G50	2.72

<i>Type</i>	<i>Product</i>	<i>Version</i>
	SONY PCS-XG80	2.41, 2.42
	Cisco EX90	7.0.1, 7.1.3
	Tandberg Edge95 MXP	F9.3.1
	LifeSize Team 220	4.12.0 (30)
	RadVision Scopia XT1000	2.5.416

Port Usage

The following table lists the port usage of your RealPresence Capture Server.

Port Usage

<i>Usage</i>		<i>Type</i>	<i>Port Range</i>	
http		TCP	80 (for IPV4 Only), 8080	
https		TCP	443 (for IPV4 Only), 8443	
Trace (for technical support usage)		UDP	60001 (configurable)	
SMTP		TCP	25	
Streaming (RTSP, HLS, SSTR)		TCP	1640 (configurable)	
		UDP	6970 - 6971	
Signaling/Media	RAS	UDP	1719	
	Q.931 Socket	TCP	1720	
	H.245 Socket	TCP	10000 – 10199 (configurable)	
	audio / video / data	UDP	20000 – 20999 (configurable)	
	SIP BFCP		TCP	20000 – 20049 (configurable)
			UDP	10000 – 10049 (configurable)
External media server	Wowza		1935	
	IIS Media Service		80	
	Windows Media Service		80/554	
	AKAMAI		1935	

Multi-user Login Capacity

Following are maximum numbers of Admin Portal login and Viewer Portal login, including anonymous login:

- Admin Portal Login: maximum 200.
- Viewer Portal Login: maximum 3000.

Supported Media Player Plug-ins

The following table lists the supported media player plug-ins.

Supported Media Player Plug-ins

<i>Operating System</i>	<i>Media Player Plug-in Name</i>	<i>Media Player Version</i>	<i>MP4</i>
Windows IE9,IE10, IE11, Chrome 34, Chrome35,Firefox 29, Firefox 30	Microsoft SilverLight	5.1.30214.0	Supported
MAC safari 7.5,Chrome 34, Chrome35,Firefox 29, Firefox 30	Microsoft SilverLight	5.1.30317.0	Supported

Supported External Media Servers

The following table lists the supported external media servers.

Supported External Media Servers

<i>Server Name</i>	<i>Version</i>	<i>Default Port</i>	<i>Live Streaming</i>	<i>VoD</i>
IIS Media Server	4.1	80	Yes, supported Windows, Mac OS, and IOS	Yes, supported Windows and Mac OS
Wowza Media Server	3.5.2, 4	1935	Yes, supported Windows, Mac OS, IOS, and Android OS	Yes, supported Windows, Mac OS, IOS, and Android OS

<i>Server Name</i>	<i>Version</i>	<i>Default Port</i>	<i>Live Streaming</i>	<i>VoD</i>
Windows Media Server	9.6	80/554	Yes, supported Windows OS	Yes, supported Windows OS

Supported Web Browsers

The following table lists the supported web browsers.

Supported Browsers

<i>Operating System</i>	<i>Browser Name</i>	<i>Version</i>
PC (Windows 7 and Windows 8)	Internet Explorer	9, 10, 11
	Firefox	30, 31
	Chrome	35, 36
MAC OS-X (Intel-based Leopard, Snow, and Lion)	Safari	7.0.5
	Firefox	30, 31
	Chrome	35, 36
iOS (iPad 2/3/4/mini, iPhone 5/5S)	Safari	7.1.2
		7.1.1
Andriod 4.1.2/4.2/4.3, phone and tablet	Android browser	4.1.2, 4.3

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