



POLYCOM[®]

Release Notes

Polycom Communicator Software Version 2.1 for PVX[®]

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1. General

These release notes apply to the Polycom® Communicator software version 2.1 for PVX™. This software is designed to work with and optimize the operation of the Polycom Communicator C100 speakerphone when used with the Polycom PVX desktop video software application.

Polycom Communicator 2.1 for PVX software supports installation on and operation only with Windows® XP. Polycom PVX software version 8.02 is required.

The installer creates a Polycom Communicator C100 shortcut in the startup group; after restarting computer, the Polycom Communicator C100 will start automatically.

2. Software Installation and Set Up

The installation package provides a full installation on a PC with no prior Polycom Communicator software. The installer will replace any existing Communicator software with version 2.1. There is no need to uninstall existing software first.

The installer installs the Communicator application and required drivers. It transfers the Firmware Upgrade.exe installer file into the appropriate folder structure for future use (but does not install it).

The Communicator version 2.1 for PVX software works with Communicator hardware with firmware version 1.01 (all Communicator C100 devices shipped to date have this firmware).

To install the software, run (double-click) the installer .exe file after downloading it from the Polycom web site. Follow any instructions in the installer.

Important: After installing the Communicator software, some settings in the Polycom PVX application must be set correctly to ensure optimal audio quality. Refer to Section 4, *Settings required before using Communicator C100*, below.

3. Software Features

When used with the Polycom PVX desktop video software application, the features listed in Table 1 are supported by the Communicator 2.1 software.

Table 1. Polycom Communicator Feature List

Polycom Communicator Features
1. Keys to launch the PVX application, display the directory, answer and hang up calls, mute and un-mute the microphone audio, and adjust the speaker volume
2. An LED Ring to provide a visual indication of call state, call progress and other actions
3. Polycom Communicator application through which the user can access information and diagnostic tools (to verify the operation of Speaker, Microphone, Keypad and LEDs).

Polycom Communicator Features

4. A beep to indicate that the maximum or minimum volume level has been reached when adjusting the volume with the device's volume up/down keys.

Communicator LED Functionality:

The Communicator device's LED ring supports the following states in this release:

- Steady green while on an active call.
- Blinking green on Volume Up/Down key press; returns to prior state after volume has been adjusted: Green if on an Active call, Red if muted and Dark of not in a call.
- Steady Red when muted by pressing the Communicator device's mute key. If muted from the device, when un-muted by pressing the mute key, the LED will return to its prior state: Green if in an Active call or Dark of not in a call.

Communicator Key Functionality:

The Communicator device has the following keys that are supported by this software:

- Launch Key – To launch the PVX client application
- Call/End Call Key – To open the PVX directory (if idle), answer an incoming call if one is presented, or end an active call
- Mute Key – To toggle the microphone audio between muted and un-muted states
- Volume Up Key – To increase speaker audio volume
- Volume Down Key – To decrease speaker audio volume

4. Settings required before using Communicator C100

For proper functioning of the Communicator device and to ensure the best possible audio experience, the following settings in the Polycom PVX desktop application software must be selected (to access these settings, click the "Setup" icon at the top left of the PVX client window):

- In PVX Settings>>Audio>> **Audio Input Device** and **Audio Output Device** should be set to "**Polycom Communicator**" device.
- In PVX Settings>>Audio>> "**Echo Cancellation**" option should be set to "External".
- In PVX Settings>>Audio>> "**Automatic Gain Control**" option should not be selected (ensure that the box is not checked).

5. Known Issues with this Release

This section discusses known issues with this release of Communicator software when used with the PVX application.

Audio

Audio (Tx) is saturating when PVX's AGC is turned off. In some circumstances, very minor audio distortion may be noticed.

Functionality

Communicator LED states do not always accurately reflect the actual state of operation when the user interacts with the PVX application client. The following table lists these cases.

Action	LED Indication	Actual Behavior
Incoming call alerting	The LEDs do not flash green to alert the user that a new call is being presented	An audible alerting sound will be heard.
Initiating a call	The LEDs do not flash green to indicate that a call is being placed	An audible ringback sound will be heard.
Muting a call	The LEDs do not turn Red; they remain Green if in a call or Dark if not in a call	The audio is muted correctly. Un-muting correctly restores microphone audio.
Adjusting Volume	The LEDs do not flash green as the volume is being adjusted	The volume level is correctly adjusted.

Note that in all cases when using the keys on the Communicator device, all behavior and LED states are correctly reflected. In addition, the PVX client indicators correctly respond to all actions initiated on the Communicator device by pressing its keys. All actions initiated in the PVX client are correctly handled and indicated in the PVX client—the Communicator LEDs may not correctly respond to actions taken in the PVX client.