

Release Notes

Polycom® CX5000



Polycom announces the latest release of CX5000 software. This document provides information about the features and limitations in release 1.5.5029.0.

For more information about the Polycom CX5000, refer to the product documentation available at www.polycom.com/voicedocumentation.

Software Version History

Revision	Release Date	Features
1.5.5029.0	October 2011	Audio improvements
1.5.5026.0	August 2011	<ul style="list-style-type: none">Support for a hardware change that addressed a part availability issue. The revised hardware began shipping in August 2011.No functional changes in this release.
1.0.4041.0	May 2009	Minor update
1.0.4030.0	March 2009	Initial release

Installing the Software

Before you can install the CX5000 software and configure the Polycom CX5000 device, you must install the Polycom CX5000 Device Management Tool.

Installing the CX5000 Device Management Tool

- 1 Go to support.polycom.com/PolycomService/support/us/support/voice/cx/cx5000.html.
- 2 Download **CX5000 Management Tool for Administrators**, and unzip the file.
- 3 Launch the installer file **CX5000.msi**, and follow the onscreen instructions to complete the installation.

- 4 Note the directory in which the installed files are located, typically **C:\ProgramFiles \ Polycom CX5000 \ Device Management**.

The directory includes the following files.


- **CX5000Manage.exe**: The Polycom CX5000 device configuration tool.
- **DeviceConfig.xsn**: The Office InfoPath® template for Polycom CX5000 configuration.
- **DefaultConfig.xml**: An example XML file for configuring the device.

Installing the CX5000 Software

- 1 Go to support.polycom.com/PolycomService/support/us/support/voice/cx/cx5000.html.
- 2 Download the CX5000 software for your language, and unzip the file.
- 3 Launch the installer file **CX5000_Firmware.msi**, and follow the onscreen instructions to complete the installation.

- 4 Note the directory in which the installed files are located.

For an English-language system, the directory is typically **C:\CX5000Firmware**.

- 5 Do one of the following to open a Windows® Command Prompt:
 - Click **Start > All Programs > Accessories > Command Prompt**.
 - Hold the  Windows key + R to display the **Run** dialog box. Type **cmd**, and click **OK**.

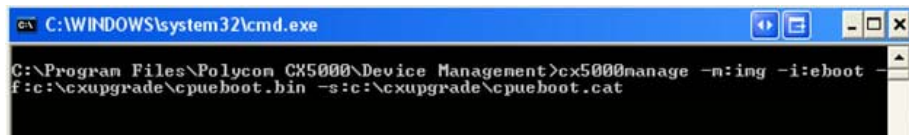
If the Command Prompt was not found on the C:\ drive, enter **C:** at the Command Prompt.



Ensure that the CX5000 device is connected to one of the computer's USB ports before continuing.

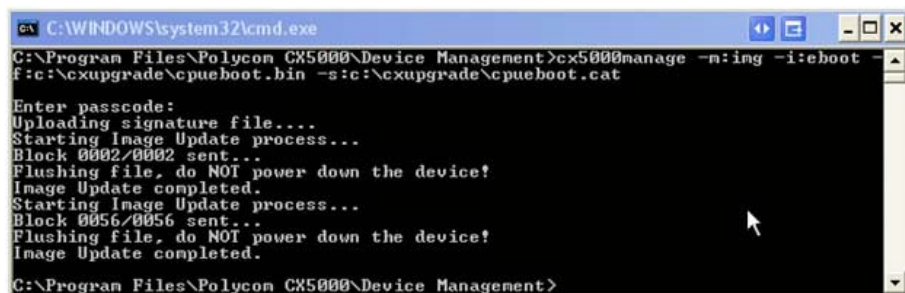
Do not disconnect the CX5000 device from the computer or power down the system while completing the installation.

- 6 Enter **CX5000Manage.exe -m:img -i:EBOOT -f:file path to CPUEBOOT.bin -s:file path to CPUEBOOT.cat**



```
C:\WINDOWS\system32\cmd.exe
C:\Program Files\Polycom CX5000\Device Management>cx5000manage -m:img -i:eboot
f:c:\cxupgrade\cpueboot.bin -s:c:\cxupgrade\cpueboot.cat
```

- 7 Enter the passcode. The default passcode is 78491.



```
C:\WINDOWS\system32\cmd.exe
C:\Program Files\Polycom CX5000\Device Management>cx5000manage -m:img -i:eboot -f:c:\cxupgrade\cpueboot.bin -s:c:\cxupgrade\cpueboot.cat
Enter passcode:
Uploading signature file...
Starting Image Update process...
Block 0002/0002 sent...
Flushing file, do NOT power down the device!
Image Update completed.
Starting Image Update process...
Block 0056/0056 sent...
Flushing file, do NOT power down the device!
Image Update completed.
C:\Program Files\Polycom CX5000\Device Management>
```

- 8 Enter `CX5000Manage.exe -m:img -i:nk -f:file path to nk.bin -s:file path to nk.cat`
- 9 Enter the passcode. The default passcode is 78491.



Completing this part of the installation takes significantly longer than executing the previous commands.

Do not disconnect the CX5000 device from the computer or power down the system while completing the installation.

- 10 Upon completion, the Command Prompt window resembles the following image.



```
C:\WINDOWS\system32\cmd.exe
C:\Program Files\Polycom CX5000\Device Management>cx5000manage -m:img -i:nk -f:c:\cxupgrade\nk.bin -s:c:\cxupgrade\nk.cat
Enter passcode:
Uploading signature file...
Starting Image Update process...
Block 0002/0002 sent...
Flushing file, do NOT power down the device!
Image Update completed.
Starting Image Update process...
Block 8194/8194 sent...
Flushing file, do NOT power down the device!
Image Update completed.
C:\Program Files\Polycom CX5000\Device Management>
```

What's New in 1.5.5029.0

This release of CX5000 software provides near-wideband audio for Lync™ or Communicator calls. This audio update does not affect the audio bandwidth sent to the network in analog phone calls.

Known Issues

Category	Description	Workaround
Analog Phone	If you have already powered on the Polycom CX5000 device, after plugging an analog PSTN line into the power data box for the first time, the device may ring for approximately two to four seconds. This is not an incoming call and does not affect the performance of the device.	
Audio	You cannot use the Polycom CX5000 volume slider to change the sound volume.	<p>The Device volume slider on the Volume tab is not functional for the Polycom CX5000. When using the Polycom CX5000 device, you must use the Audio tab.</p> <p>From Windows XP, do the following:</p> <ol style="list-style-type: none"> 1 Click Start > Control Panel. 2 Double-click Sounds and Audio Devices. 3 On the Audio tab, under Sound playback click the Volume button. 4 Drag the slider up and down to increase and decrease the system volume. <p>In addition, while using the Sounds and Audio Devices control panel to adjust the volume, do not use the volume up and volume down hardware buttons to adjust the volume. The volume changes from the hardware buttons are not synchronized back to the Sounds and Audio Devices control panel.</p>
Audio	During an automatic image update, by default scheduled for 3:30 a.m. local time, the Polycom CX5000 device may experience audio quality degradation for approximately two to three minutes.	Make sure that the Polycom CX5000 is configured to perform a scheduled automatic image update during an hour when there is no meeting going on, for example at 3:30 a.m. local time.
Audio	The USB audio playback function may not work occasionally after the Polycom CX5000 device restarts.	Restart the Polycom CX5000 device.
Audio	The Polycom CX5000 device may pick up and amplify unintended audio sources, such as a laptop fan, in close proximity to the device microphones and satellite microphones.	<p>When unintended noise is heard during a call with a Polycom CX5000 on the remote end, request that the remote end participants move any noise source near the Polycom CX5000 device microphones and satellite microphones further away.</p> <p>In particular, avoid allowing air to flow on any microphones.</p>

Category	Description	Workaround
Audio	On Windows® XP operating systems running on dual core processors, the audio over IP quality in Microsoft® Office Live Meeting client might be degraded due to a known issue in the Windows XP operating system.	Apply this hotfix: http://support.microsoft.com/?id=896256
Camera	The Polycom CX5000 device may occasionally restart with a false positive failure in the camera diagnostics test. The false positive failure will cause the following: <ul style="list-style-type: none"> • The device's LED lights blink red. • The speaker beeps. • The camera health under the Video diagnostics screen shows FAIL. 	Restart the Polycom CX5000 device. If the issue persists, restart the Polycom CX5000 device again after powering off for one hour.
Ethernet Connection	When the Ethernet connection is plugged into the Polycom CX5000 power data box and when the Ethernet network is not functioning, the Polycom CX5000 device user interface will respond very slowly. If the issue persists, the device will reboot continuously.	During a network outage, unplug the Ethernet connection from the Polycom CX5000 power data box temporarily.
USB Connection	The USB connection on the Polycom CX5000 device may not function properly if the device has been used often for an extended period of time. For example, if the device has been used intensively for a 30-day period, the device may no longer be enumerated by the PC computer.	Restart the Polycom CX5000 device.
Video	In Microsoft Office Live Meeting, the active speaker video and the panorama video from the Polycom CX5000 device may become very slow if the audio connection is made after the video connections are established. A known Windows operating system driver issue is causing this issue.	Exit the meeting. When you rejoin, join the audio conference before starting the video streams.

Regulatory Information

Regulatory information for the countries in which the Polycom CX5000 is approved for use can be found in the *Polycom® CX5000 Regulatory Manual*, which is shipped with the Polycom CX5000 product and is also available at www.polycom.com/voicedocumentation.

Support

Find Polycom Customer Support by phone or online at

- 1-800 Polycom
- support.polycom.com

Online Documentation

For available documentation, go to support.polycom.com.

- *Polycom CX5000 User Guide*
- *Polycom CX5000 Deployment Guide*
- *Polycom CX5000 Release Notes*
- *Polycom CX5000 Quick Reference Card*
- *Polycom CX5000 Regulatory Manual*
- *Polycom CX5000 Setup Guide*
- *Polycom CX5000 End User License and Warranty*
- *Polycom CX5000 Connector Card*

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