



# Polycom® CX5100 and CX5500 Unified Conference Stations for Microsoft® Lync®

Polycom announces the release of version 1.1.2 software for the Polycom CX5100 and CX5500 Unified Conference Stations for Microsoft Lync. This document provides the latest information about the Polycom CX5100 and CX5500 systems.

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## Software Version History

The following table lists information about the released versions of the Polycom CX5100 and CX5500 software.

Software Version	Release Date	Description
1.0.0	December 2013	CX5100: Initial release.
1.1.0	May 2014	CX5100: Fixes some known issues. CX5500: Initial release.
1.1.1	September 2014	Solutions for OpenSSL vulnerabilities.
1.1.2	October 2014	CX5500: <ul style="list-style-type: none"><li>• Incoming Lync call notification and answer.</li><li>• BroadSoft and Open SIP certification.</li></ul>

## Overview

The Polycom CX5100 and CX5500 Unified Conference Stations enable you to use the collaboration capabilities of Microsoft Lync voice, video, and content while automatically tracking the flow of conversation to support richer, more interactive communication. The following figure shows the CX5500 tabletop unit with LCD panel, the CX5100 tabletop unit, and the power data box for both systems.

### Polycom CX5500 and CX5100 Unified Conference Systems



During a call, the integrated cameras capture the active speaker as well as the entire panoramic view of your conference room, and the integrated microphones capture the voices coming from any location around the table.

For larger conference rooms, you can add the optional satellite microphones.

## New Features in Version 1.1.2

Version 1.1.2 includes the features and functionality of previous versions and includes the following:

### BroadSoft and Open SIP Certification

The CX5500 system is fully compliant with BroadSoft and Open SIP standards.

### Incoming Lync Call Notification and Answer

When the CX5500 device is connected to a computer and a Lync call is received on the computer, the system notifies you in the Lync client and on the LCD touch screen of the CX5500 device. You can answer or reject the call by using either the Lync client or the CX5500 system.

Answering a call by using the LCD touch screen results in an audio-only call. To include video, you must enable video from the Lync client on the connected computer.

You can place the call on hold or hang up the call by using either the Lync client or the CX5500 system.

## Hardware and Software Requirements

System performance can vary based on the connected computer, your network connection, and your Lync client version. The computer connected to the system should meet the minimum hardware and software requirements shown in the following table.

### Minimum Requirements for the Connected Computer System

Category	Requirement
Windows	Choose: <ul style="list-style-type: none"> <li>Windows 8.1 (32-bit and 64-bit)</li> <li>Windows 8 (32-bit and 64-bit)</li> <li>Windows 7 (32-bit and 64-bit)</li> </ul>
Desktop Client	Choose: <ul style="list-style-type: none"> <li>Microsoft Lync 2013 (required for 1080p video)</li> <li>Microsoft Lync 2010</li> </ul>
Processor	Basic Video Transmit <ul style="list-style-type: none"> <li>2.0 GHz or higher</li> </ul> HD Transmit (720p active speaker video) <ul style="list-style-type: none"> <li>Quad core, 2.0 GHz or higher</li> </ul> For the Lync 2013 client, find detailed system requirements at <a href="#">Microsoft Lync Client Software Support in Lync Server 2013</a> . For the Lync 2010 client, find detailed system requirements at <a href="#">Microsoft Client and Device Software and Infrastructure Support</a> .
RAM	2 GB
Hard drive space	1.5 GB
Video card	128 MB RAM with support for full hardware acceleration

**Minimum Requirements for the Connected Computer System**

Category	Requirement
Monitor	1024 x 768
USB connector	USB 3.0 is required for 1080p calling. Connecting the system to a USB 2.0 or USB 1.0 port can result in reduced performance. If you see a message that your system could run faster when you connect the CX5500, the system is connected by USB 2.0.
USB driver	Update the USB driver to the latest version. <ul style="list-style-type: none"> <li>Windows 8 or later: Use Windows Update to update to the latest driver.</li> <li>Windows 7: Check the web site of your computer's manufacturer for the latest driver.</li> </ul>

**Using an extended USB cable or a USB 2.0 cable**

If you plan to use a third-party USB 3.0 extension cable to connect the system to a computer, be aware that most extension cables can limit the data rate, reduce performance, and affect connectivity, even when connected to a USB 3.0 port.

When you connect the system to a computer by USB 2.0, the system displays a notice that your system could run faster.

## Products Tested with This Release

Polycom CX5100 and CX5500 systems are tested with a wide range of products. The following list is not a complete inventory of compatible equipment. The list indicates products that have been tested for compatibility with this release.



You are encouraged to upgrade all your Polycom systems with the latest software before contacting Polycom Support to ensure the issue has not already been addressed by vendor software updates. Go to [Polycom Service Policies](#) to view the current Polycom Supported Products matrix.

**Products Tested with This Release**

Product	Tested Versions
Microsoft Lync Server 2010	4.0.7577 (CU8)
Microsoft Lync Server 2013	5.0.8308 (CU4)
Broadsoft R19	SP1

## Set Up the System

Place the tabletop device in the center of the conference room table, and connect the cables according to the configuration shown in the setup sheet shipped in the box with the system. You can also find the setup sheet at [Polycom Voice Support](#).

### **To start up the system:**

- 1 Connect the power cable to a power outlet.  
Green indicator lights flash during the startup process. When the green indicator lights stop flashing, the system is ready to use.
- 2 Power on the computer and connect the USB cable after the computer has started.  
Microsoft Lync automatically detects the system and selects it as the video and audio device for conferences.

You do not need to power the tabletop unit on and off.

## **Configure the CX5500 System**

For instructions on configuring the conference phone capability of the CX5500 system, refer to the *Polycom CX5500 Unified Conference Station Administrator's Guide*, available at [Polycom Voice Support](#). The Administrator's Guide discusses how to use the Web Configuration Utility and CX5100/CX5500 Control Panel to configure the device.

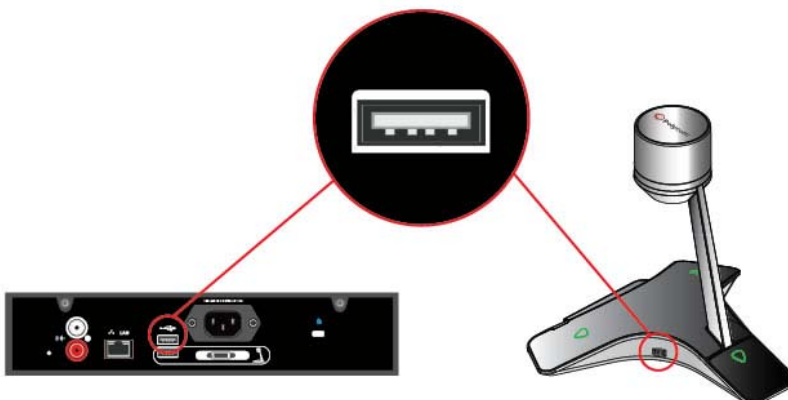
## **Update the Software**

Check [Polycom Support](#) for software updates. When an update is available, choose one of the following methods to install the software.

### **To update the software manually by downloading the software to a flash drive:**

- 1 Format a USB flash drive as FAT32.  
If you are using a drive that is already formatted, ensure that previous software updates are deleted from the flash drive.
- 2 From the Polycom Support site, download the software package to the flash drive. The software package has a .tar extension.
- 3 Connect the USB flash drive to the USB 2.0 port on the tabletop unit or on the power data box. If you choose to connect to the power data box, first remove the rubber plug from the USB port.  
The locations of the ports are shown in the following diagram.

### Locations of USB 2.0 ports on tabletop unit and on power data box



- 4 On the CX5500, respond to the software update request displayed on the LCD touch screen.  
The system detects the flash drive and starts the update within 30 seconds. The indicator lights begin to flash, indicating that the update has started.  
The system reboots several times during the update. The indicator lights flash in several different patterns.  
The update is complete when the indicator lights stop flashing.



**Allow the update to complete before powering off the system.**

The update takes up to 40 minutes to complete. During this time, the system reboots several times. Do not power the system off during an update. Wait at least 40 minutes to make sure the update has completed.

### To update the software on the CX5500 system through the Polycom Web Configuration Utility:



**Enable access to the Web Configuration Utility.**

If the base profile of the phone is set to **Lync**, you must enable access to the Web Configuration Utility. Refer to the *Polycom UC Software in a Microsoft Lync Server Environment Deployment Guide* for directions.

- 1 In the address field of a web browser, enter the IP address of the CX5500 system.
  - To obtain the IP address of the system, on the LCD touch screen, select **Settings > Status > Platform > Phone**.
- 2 Log in as an administrator.
  - Select **Admin**.
  - Enter the default administrative password **456**.
  - Click **Submit**.
- 3 Select **Utilities > Software Update**.

- 4 Choose one of the following update methods.

**To specify a schedule for automatic updates:**

- 1 Select a day from the **Update Frequency** menu.
- 2 Select a time from the **Update Time** menu.
- 3 Click **Save**.

**To update the software immediately:**

- 1 Choose one of the following:
  - ◆ To install from the Polycom server, select **Polycom Hosted Server**.
  - ◆ To install from a location to which you have saved the software, select **Custom Server**. Enter the path and address of the site in the **Custom server address** field.
- 2 Click **Update Now**.
- 3 In the Confirmation dialog box, click **Yes**.
- 4 In the License Agreement dialog box, click **Accept**.
- 5 In the Information dialog box, click **OK**.

The indicator lights begin to flash, indicating that the update has started.

The system reboots several times during the update. The indicator lights flash in several different patterns.

The update is complete when the indicator lights stop flashing.

## Resolved Issues in Version 1.1.2

The following table lists issues that are resolved in version 1.1.2.

Category	Issue ID	Description
Calling	MIL-1195	With a CX5500 system signed into Lync, users were unable to dial + by dialing **. This issue has been corrected.
Calling	MIL-1220 VOIP-92764	When a user configured a CX5500 system with a Lync common area account that was simultaneously used on another device, the user could not answer an incoming Lync call on the CX5500 system. This issue has been corrected.
Logging	MIL-1224	On the CX5100 system, users were sometimes unable to retrieve logs without rebooting the system. This issue has been corrected.
Lync Client		The Polycom CX5100 system was listed in the Windows Devices list as Polycom CX5000. This issue has been corrected.

Category	Issue ID	Description
Lync Client	MIL-800 VIDEO-109312	When a CX5100 system is connected to a Dell XPS desktop system running Windows 8, previewing video in Lync 2013 caused the application to crash. This issue has been corrected.
Lync Client	MIL-989 VIDEO-111073	When the USB cable is disconnected during an active call, the CX5100 and CX5500 systems retained the call state (such as In a Call or On Hold) until the cable was connected again. This issue has been corrected.
USB	MIL-1038	An attached computer sometimes incorrectly identified the CX5100 system as a USB 2.0 device rather than as a USB 3.0 device, causing distorted video. This issue has been corrected.

## Known Issues

The following table lists known issues and available workarounds for the version 1.1.2 release.

Category	Issue ID	Found in Release	Description	Workaround
System	MIL-540	1.0.0	On rare occasions, the CX5100 or CX5500 system is not detected after a user restarts the computer.	Manually restart the CX5100 or CX5500 system.
System	MIL-1229	1.1.2	On the CX5500 system, the light of the LCD touch screen sometimes dims during a software update or when an incoming Lync call occurs during an active Lync call. During a software update, normal brightness returns after the first system reboot.  System functionality is not affected when the LCD touch screen dims.	Try the following solutions: <ul style="list-style-type: none"> <li>Minimize the window for the PC Lync call, and then tap the <b>PC Lync Call</b> tab to restore the screen.</li> <li>Set the LCD touch screen to the maximum brightness. <ol style="list-style-type: none"> <li>From the Home screen, select <b>Settings &gt; Basic &gt; Backlight Intensity &gt; Maximum Intensity</b>.</li> <li>Drag the slider all the way to the right.</li> </ol> </li> </ul>



Category	Issue ID	Found in Release	Description	Workaround
USB	MIL-1039 VIDEO- 109583	1.0.0	On rare occasions, the CX5100 system is not detected as a USB device after the CX5100 system or the computer is restarted.	Try the following solutions: <ul style="list-style-type: none"> <li>• Disconnect the USB cable from the computer and reconnect it.</li> <li>• Disconnect power from the CX5100 system and then reconnect it.</li> <li>• Update the USB 3.0 driver on the computer to ensure that the date of the driver is 2013 or later. For the latest driver, check the web site of your computer's manufacturer.</li> </ul>
USB	MIL-1021 VIDEO- 109535	1.0.0	The computer might sometimes incorrectly identify the CX5100 system as a USB 2.0 device.	Try the following solutions: <ul style="list-style-type: none"> <li>• Ensure that the system is connected to a USB 3.0 port. A USB 3.0 port is usually blue with an SS icon next to the port.</li> <li>• Disconnect the USB cable from the computer and reconnect it.</li> <li>• Update the USB 3.0 driver on the computer to ensure that the date of the driver is 2013 or later. For the latest driver, check the web site of your computer's manufacturer.</li> <li>• Connect the computer directly to the blue USB 3.0 port on the power data box instead of the tabletop unit.</li> </ul>
User Interface	VOIP-95347	1.1.0	On the CX5500 system, the LCD touch screen freezes when you change the month setting to a future month.	Change the setting in the Web Configuration Utility. <ol style="list-style-type: none"> <li>1 Log into the Web Configuration Utility: <a href="http://&lt;CX5500 IP address&gt;">http://&lt;CX5500 IP address&gt;</a>.</li> <li>2 Select <b>Settings &gt; Set Date/Time</b>.</li> </ol>
User Interface	MIL-1231	1.1.2	The Incoming Lync Call notification is US English-only.	Use the Lync Client on the connected computer instead of the CX5500 user interface.

## 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.

You must contact UC Professional Services for Microsoft Integration when integrating Polycom Conferencing for Microsoft Outlook and Microsoft Office Communications Server or Microsoft Lync Server.

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

## Regulatory Information

Refer to the *Polycom CX5500 Unified Conference Station User Guide* and *Polycom CX5100 Unified Conference Station User Guide*, available at [Polycom Voice Support](#), for regulatory information for those countries in which the CX5100 and CX5500 systems are approved for use.

In accordance with local laws and regulations, not all security options are available in all countries.

## Get Help

To view the latest Polycom product documentation, visit the Support page of the Polycom web site at [Polycom Support](#).

For more information about installing, configuring, and administering Polycom products, go to [Polycom Support](#).

For more information on solutions with Polycom partners, refer to the partner site at [Polycom Strategic Global Partner Solutions](#).

## The Polycom Community

[The Polycom Community](#) gives you access to the latest developer and support information. Participate in discussion forums to share ideas and solve problems with your colleagues. To register with the Polycom Community, create a Polycom online account. When logged in, you can access Polycom support personnel and participate in developer and support forums to find the latest information on hardware, software, and partner solutions topics.

## Additional References

For more information about the CX5100 and CX5500 systems, refer to the following documents available at [Polycom Voice Support](#):

- *Setting Up the Polycom CX5100 or CX5500 System*
- *Administrator's Guide for the Polycom CX5500 Unified Conference Station*
- *Polycom CX5100 Unified Conference Station User Guide*
- *Polycom CX5500 Unified Conference Station User Guide*

- *Offer of Source for Polycom Open Source Software* for Polycom UC Software lists licensing information for open source software packages used in Polycom voice products with UC Software.
- *Release Notes for Polycom UC Software, Version 5.2.0*, *Administrator's Guide for Polycom UC Software 5.2.0*, and *Polycom UC Software in a Microsoft Lync Server Environment Deployment Guide* include additional information about the Polycom UC software that runs on the CX5500 systems.

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