

# Polycom<sup>®</sup> CX5000 Release Notes

Welcome to the Polycom<sup>®</sup> CX5000 Release Notes. Refer to this file for information regarding known issues about the Polycom CX5000 release.

## About This Document

This document contains important information that you should know before you deploy and use the Polycom CX5000.

## Notes and Issues for the Polycom CX5000 Device

Use the Sounds and Audio Devices control panel to change the Polycom CX5000 device sound volume in operating system Microsoft Windows XP™

**Issue:** You cannot use the Volume tab to change the Polycom CX5000 sound volume and must use the Audio tab.

**Workaround:** From Windows XP, do the following:

1. Click Start, click Control Panel. Under Control Panel, double-click Sounds and Audio Devices.
2. On the Audio tab, under Sound playback click the Volume button.
3. Drag the slider up or down to increase or to decrease the system volume.

**Note:** The Device volume slider on the Volume tab is grayed out and is not functional for Polycom CX5000. When using the Polycom CX5000 device, please use Audio tab. 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.

Polycom CX5000 device may ring when an analog PSTN phone line is plugged in for the first time

**Issue:** If you have already powered up the Polycom CX5000 device, after plugging an analog PSTN line into the Polycom CX5000 power data box for the first time, the Polycom CX5000 device may ring for approximately 2-4 seconds. This is not an incoming call and does not affect the performance of the Polycom CX5000 device.

**Workaround:** None.

Possible audio quality degradation during an automatic image update of the Polycom CX5000 device

**Issue:** During an automatic image update for the Polycom CX5000 (configurable and default schedule: 3:30 am local time), the Polycom CX5000 device may experience audio quality degradation for approximately 2-3 minutes.

**Workaround:** Make sure that the device is configured to perform a scheduled automatic image update during an hour when there is no meeting going on, for example 3:30 am local time.

Polycom CX5000 device user interface does not respond and the device will eventually reboot continuously when Ethernet network is not functioning

**Issue:** 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 and if the issue persists, the device will eventually reboot continuously.

**Workaround:** During a network outage, unplug the Ethernet connection from the Polycom CX5000 Power Data Box temporarily.

The Polycom CX5000 device USB connection may not function properly if the device has been used frequently for an extended period of time

**Issue:** The Polycom CX5000 device USB connection 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.

**Workaround:** Restart the Polycom CX5000 device.

Polycom CX5000 device may occasionally restart with a false positive failure in the camera diagnostics test

**Issue:** Polycom CX5000 device may occasionally restart with a false positive failure in the camera diagnostics test. The false positive failure will cause the device LED lights to blink red and the speaker to beep. And the camera health under the Video diagnostics screen will show "FAIL".

**Workaround:** Restart the Polycom CX5000 device. If the issue persists, restart the Polycom CX5000 device again after powering off for 1 hour.

The USB audio playback function may not work occasionally after the Polycom CX5000 device restarts

**Issue:** The USB audio playback function may not work occasionally after the Polycom CX5000 device restarts.

**Workaround:** Restart the Polycom CX5000 device again.

Polycom CX5000 device may pick up and amplify unintended audio source, such as a laptop fan, in close proximity to the device microphones and satellite microphones

**Issue:** The Polycom CX5000 device may pick up and amplify unintended audio source, such as a laptop fan, in close proximity to the device microphones and satellite microphones.

**Workaround:** When unintended noise is heard during a call with a Polycom CX5000 on remote end, request the remote end participants to move any noise source near the Polycom CX5000 device microphones and satellite microphones further away. In particular, avoid having flowing air on any microphones.

Hot fix needs to be applied on Windows XP operating system running on Dual Core processors to ensure good audio over IP quality in Microsoft® Office Live Meeting client

**Issue:** On Windows XP operating system 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.

**Workaround:** Apply this hotfix <http://support.microsoft.com/?id=896256>

In Microsoft Office Live Meeting, the video from Polycom CX5000 device (both the active speaker and panorama video) may become really slow if the audio connection is made after the video connections are established.

**Issue:** In Microsoft Office Live Meeting, the video from Polycom CX5000 device (both the active speaker and panorama video) may become really slow if the audio connection is made after the video connections are established. A known Windows operating system driver issue is causing this symptom.

**Workaround:** When that happens, exit the meeting, rejoin and make sure that you join the audio conference before you start your 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 online at

[http://www.polycom.com/global/documents/support/user/products/voice/Polycom\\_CX5000\\_Regulatory\\_Manual\\_All\\_Languages.pdf](http://www.polycom.com/global/documents/support/user/products/voice/Polycom_CX5000_Regulatory_Manual_All_Languages.pdf).

## Support

### **Polycom Customer Support**

1-800 Polycom

Go to <http://www.polycom.com/support>

### **Online Documentation**

To download documentation, go to <http://www.polycom.com/support>.

Available documentation:

- 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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