Polycom® RealPresence® Group Series Software, Options, and Accessories
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Before You Begin

The Polycom RealPresence Group Series Software, Options, and Accessories Installation Guide describes how to update your Polycom® RealPresence® Group system software and system options. It also includes information on how to update your Polycom® RealPresence Touch™ and your Polycom® Touch Control.

Please read the Polycom RealPresence Group system documentation before you install or operate the system. The following related documents for RealPresence Group systems are available from http://support.polycom.com/PolycomService/support/us/support/video/index.html:

- Polycom RealPresence Group Series Administrator Guide, which describes how to configure, customize, manage, and troubleshoot Polycom RealPresence Group systems
- Setup sheets for your hardware
- Release notes
- Polycom RealPresence Group Series Integrator Reference Guide, which provides cable information and API command descriptions
- Polycom RealPresence Group Series Regulatory Notices, which describes safety and legal considerations for using Polycom RealPresence Group systems

Audience, Purpose and Required Skills

The primary audience for this guide is administrators responsible for installing and configuring the RealPresence Group Series system. This guide provides instructions on how to install RealPresence Group Series, Polycom RealPresence Touch, and Polycom Touch Control software. Polycom expects administrators to be mid-grade IT professionals experienced in system administration.

Get Help

For more information about installing, configuring, and administering Polycom products, refer to Documents and Downloads at Polycom Support.

Polycom and Partner Resources

To find all Polycom partner solutions, see Strategic Global Partner Solutions.
Overview of Updating Software and Accessories

By upgrading your Polycom software or by purchasing additional system options, your organization continues to benefit from the latest video conferencing technology. This document describes how to update your Polycom RealPresence Group system software and system options. It also includes information on how to update your Polycom RealPresence Touch and your Polycom Touch Control.

Polycom RealPresence Group System Software Updates

You can configure the Polycom RealPresence Group system to get software updates using any of the following methods:

- The online software server hosted by Polycom
- Distribution files uploaded from your computer, using a web interface to access the RealPresence Group Series system
- A USB 2.0 storage device that you connect to the Polycom RealPresence Group system
- A server on your network
- A Polycom® RealPresence® Resource Manager system running version 9.0.0 or later

Note: USB usage in DoD environments

If you use your RealPresence Group system within a Department of Defense (DoD) environment, be sure to contact your Information Assurance Office (IAO) for approval before using a USB device with your system.

For additional details on RealPresence Group Series hardware and software compatibility, see the appropriate version of the Polycom RealPresence Group Series Release Notes available at support.polycom.com.

Preparation for Software Installation and Activation

Ensure you have the following information ready before you begin installing and activating software updates.
To prepare for installing and activating the software updates:

1. Collect your license numbers and system serial numbers.
2. Obtain key codes through the Polycom website, as needed.
3. Download the software from the Polycom website.

For more information about updating your Polycom RealPresence Group system, refer to Prepare to Update the Polycom RealPresence Group System.

Note: Compatible software versions
The Polycom EagleEye Director, Polycom RealPresence Touch, and the Polycom Touch Control must run software versions that are compatible with the software version on the RealPresence Group system. For details on compatible versions, refer to the appropriate version of the Polycom RealPresence Group Series Release Notes available at support.polycom.com.

Polycom EagleEye Director Software Updates
Updates to Polycom EagleEye Director software are included with the RealPresence Group system software updates.

To update your Polycom EagleEye Director, connect it to the RealPresence Group system before you run a software update. The software update program detects the Polycom EagleEye Director and updates it if necessary.

No license number or key code is needed to update Polycom EagleEye Director.

Polycom RealPresence Touch Software Updates
No license number or key code is needed to update the Polycom RealPresence Touch. You can configure the Polycom RealPresence Touch to get software updates using any of the following methods:

- The online software server hosted by Polycom
- A USB 2.0 storage device in FAT32 format that you connect to the side of the Polycom RealPresence Touch
- A server on your network
- A Polycom RealPresence Resource Manager system running version 9.0.0 or later.

For more information about updating the RealPresence Touch, refer to Update Polycom RealPresence Touch Software.

Polycom Touch Control Software Updates
No license number or key code is needed to update the Polycom Touch Control. You can configure the Polycom Touch Control to get software updates using any of the following methods:

- The online software server hosted by Polycom
- A USB 2.0 storage device that you connect to the side of the Polycom Touch Control
- A server on your network
• A Polycom RealPresence Resource Manager system running version 9.0.0 or later.

For more information about updating the Polycom Touch Control, refer to Update Polycom Touch Control Software.
Prepare to Update the Polycom RealPresence Group System

Be aware of these points regarding installing RealPresence Group system upgrades:

- If you did not purchase additional system options, you need only to provide a serial number to activate the software. You do not need an option key code.

- If you are running a major or minor software version (x.y), you can update to a maintenance version (x.y.z) without an upgrade key code. For example, you do not need a key code to update from version 4.3.0 to 4.3.1 or from 4.1.0 to 4.1.5.

- If you are running a major software version and the software has had a major upgrade, you need a software update key code. For example, you need a key code to update from version 4.0.0 to 5.0.0.

- If you are running a major or minor software version and the software has had a minor upgrade within the same major version (x.y1 to x.y2), you need a software update key code to get the new software. For example, you need a key code to update from version 4.2.0 to 4.3.0.

- If you do not have a support agreement, contact an authorized Polycom dealer to get an upgrade key.

Note: DoD software releases
For DoD Unified Capabilities Approved Product List (UC APL) software releases, go to www.polycom.com/solutions/industry/federal_government/certification_accreditation.html.

Polycom RealPresence Group systems perform several internal restarts while running software updates. Each restart takes about 2 or 3 minutes. This routine improves the reliability of the update process by freeing up memory while performing the update. If you are updating a Polycom RealPresence Group system using a web browser, the internal restart is not visible from the web interface.

You can downgrade RealPresence Group Series software to an earlier version at any time. For more information on downgrading software, refer to Install an Older Software Version after Upgrading.

Guidelines for Updating a System Paired with a Polycom Touch Control

Before upgrading a RealPresence Group system paired with a Polycom Touch Control, either manually or by using a RealPresence Resource Manager system, ensure that one of the following conditions is met:

- The existing Polycom Touch Control version is compatible with the new RealPresence Group system software version you are installing.

- A software upgrade is available for the Polycom Touch Control that is compatible with the RealPresence Group system software version you are installing.

If neither of these conditions is met, the Polycom Touch Control and RealPresence Group system may become unpaired after upgrading, without displaying a warning message.
Polycom recommends that you install the latest compatible Polycom Touch Control software for any given RealPresence Group system software version. For additional details on RealPresence Group Series software compatibility, refer to the appropriate version of the *Release Notes for the Polycom RealPresence Group Series* available at support.polycom.com.

For more information on updating a Polycom Touch Control, refer to Update Polycom Touch Control Software.

**Guidelines for Updating a System Covered by a Service Plan**

If you are installing software on a RealPresence Group system that is covered by a service plan, you need an upgrade key to activate the software. Obtain the key by logging in to support.polycom.com and requesting it from the Activation/Upgrade link. You need the RealPresence Group system’s serial number to get the upgrade key.

If you do not have a support agreement, contact an authorized Polycom dealer to get an upgrade key.

**Collect System Information for Your RealPresence Group System**

Before updating your system, make sure you have any necessary serial numbers, license numbers, and key codes.

**Note: Create support account**

You need an account on support.polycom.com before you begin. Be sure to set up an account if you don't already have one.

**Serial and License Numbers**

Make a note of your Polycom RealPresence Group system serial number and license number. You must provide them in order to get the key codes that activate software updates and system options.

- The 14-digit *serial number* is the unique number that identifies your system. You can find it on the System Information screen and on a label on the system. Serial numbers are case sensitive.
- The *license number* is the number that you receive when you purchase a software update or system option. License numbers have the following format:
  - **Software update license**: U1000-0000-0000-0000-0000
  - **System option license**: K1000-0000-0000-0000-0000

If you want to update multiple systems, you can obtain key codes from Polycom for all of the systems at one time. To obtain multiple key codes for purchased software updates or system options, create a text file that contains the license numbers and serial numbers of the systems that you want to update.

To obtain multiple key codes for software updates covered by a software service plan, create a text file containing a list of serial numbers only.

Use this format for text files that contain license numbers and serial numbers:

```
license number<TAB>system serial number
```
For example, a text file with update license numbers and serial numbers might look like this:
U1000-000-000-0000<TAB>82040903F01AB1
U1000-000-000-0000<TAB>82043604G18VR2

A text file with system option license numbers and serial numbers might look like this:
K1000-000-000-5001<TAB>82040903F01AB1
K1000-000-000-5003<TAB>82043604G18VR2

A text file with only serial numbers might look like this:
82040903F01AB1
82043604G18VR2

Key Codes

To perform a major or minor software update or activate options, obtain a key code before you run the software update. A key code is the number that activates software or options on a specific system. A key code is valid only on the system for which it is generated. There are two types of key codes:

- Software key codes are valid for the software updates you are installing as well as for any point, maintenance, or patch releases that may later become available.
- Option key codes activate software options and are valid across all software releases.

Most key code files use this format:

License Number <TAB>Serial Number<TAB>Key Code

For example, a text file with update license numbers, serial numbers, and key codes might look like this:
U1059-3131-6042-3609<TAB>8213190FFAE7D5<TAB>U8FB-0D4E-6E30-0000-0192

The following example shows a software update key code file:
U1000-0000-0000-0000-0003<TAB>82041003E082B1<TAB>U8FB-0D4E-6E30-0000-0009
U1000-0000-0000-0000-0004<TAB>820327024193AK<TAB>U982-4507-5D80-0000-0009

The following example shows an option key code file:
K1000-0000-0000-0000-0001<TAB>82041003F082B1<TAB>K15B-DC2D-E120-0000-0009
K1000-0000-0000-0000-0002<TAB>82041503E93B0<TAB>K27E-30F9-2D20-0000-0009

Systems covered by a software service agreement use a slightly different key code file format. The following is an example of a software update key code file for such a system:
U<TAB>82041003F082B1<TAB>U7B6-698E-1640-0000-02C1
U<TAB>82041503E93B0<TAB>UCC1-C9A6-FE60-0000-02C1
U<TAB>82041003E070B0<TAB>UEC6-FDA0-8F00-0000-02C1
U<TAB>820327024193AK<TAB>U7B7-D6BD-3610-0000-02C1

Obtain Software or Option Key Codes for a Single RealPresence Group System.

You can obtain software or option key codes for a single RealPresence Group system.

To obtain software or option key codes for a single RealPresence Group system:

1. On a computer, open a browser and navigate to support.polycom.com.
2. Under Licensing & Product Registration, click Activation/Upgrade.
3. Log in to your account.
4 Click Site & Single Activation/Upgrade.
   Follow the onscreen instructions to request the key code. Make a note of this number for use during installation.

**Obtain Software or Option Key Codes for Multiple RealPresence Group Systems.**

You can obtain software or option key codes for multiple RealPresence Group systems.

**To obtain software or option key codes for multiple RealPresence Group systems:**

1 On a computer, open a browser and navigate to support.polycom.com.
2 Under Licensing & Product Registration, click Activation/Upgrade.
3 Log in to your account.
4 Do one of the following steps to receive serial number and key code combinations:
   - To update multiple systems not covered by a software service agreement, click Batch Activation.
   - To update multiple systems covered by a software service agreement, click Batch Upgrade and then select your product.
5 Follow the onscreen instructions to submit the text file that contains license numbers and serial numbers, or serial numbers only. These text files are described in Serial and License Numbers. For each file you upload, Polycom returns a text file that contains the key codes.

**Create a Single Key Code File to Upgrade Multiple RealPresence Group Systems**

You can create a single key code file to upgrade multiple RealPresence Group systems.

**To create a single key code file to upgrade multiple RealPresence Group systems:**

1 Concatenate the key code file you received from Polycom by following these steps:
   a Open the key code files with a text editor, such as Notepad.
   b Copy the contents of one file to the end of the other file.
   c Save the combined file with the name sw_keys.txt.
   You now have a single text file that contains all of your key codes for software updates.
2 Use the key codes in the file to upgrade the applicable RealPresence Group systems.

**Configure Your Own Server to Update RealPresence Group System Software**

You can post RealPresence Group system software to your web server and then configure the system to get updates from that location.

**To set up your web server as the update site:**

1 Make sure that your server allows clients to download files with the following extensions:
   - .plcm
   - .txt
Prepare to Update the Polycom RealPresence Group System

2. Define a URL on your server that the RealPresence Group system can use for software updates, and create a corresponding root directory to it.

3. On a computer, open a browser and navigate to support.polycom.com.

4. Under Documents and Downloads, select Telepresence and Video.

5. Navigate to the page that has the desired update for the RealPresence Group system.

6. Save and extract a software package (.tar) file from the Polycom website to the root directory of the update site.

7. On your web server, open a command line interface and enter the command appropriate for your operating system:
   - Unix or Linux: `<root dir>/rseries/geninfo.sh`
   - Windows: `<root dir>\rseries\geninfo.bat`

If you are updating to a major or minor release, obtain a software update key code (.txt) file from the Polycom website. Save the file as `sw_keys.txt` and place it in `rseries/platform/` on your web server.
Update Polycom RealPresence Touch Software

In order for the systems to work together, the Polycom RealPresence Touch must run a software version that is compatible with the software version on the RealPresence Group system. The RealPresence Touch, after pairing with RealPresence Group Series, verifies the compatibility of the RealPresence Touch panel and operating system software and requests a software update. When there is no response from the user, the RealPresence Touch automatically updates the RealPresence Touch software. The RealPresence Touch operating system software version does not have to match the RealPresence Touch panel software version, however, Polycom recommends that you use the latest operating system software.

You might need to update your RealPresence Group system at the same time you update the RealPresence Touch. If the RealPresence Group software needs to be updated, update it before you update the RealPresence Touch. For more information about updating your RealPresence Group system, refer to Update RealPresence Group Series System Software and Activate Options.

Update files for the RealPresence Touch operating system software are located on the Polycom support server. You can also store RealPresence Touch update files on a USB device or RealPresence Resource Manager system, or on your own web server.

Configure Your Own Server to Update RealPresence Touch Software

You can post RealPresence Touch software to your web server and then configure the RealPresence Touch devices to get updates there.

To set up your web server as the update site:

1. Make sure that your server enables clients to download files with the following extensions:
   - .tar.gz
   - .txt
   - .sig
   - .plcm

2. Define a URL on your server that the RealPresence Touch can use for software updates, and create a corresponding root directory to it.

3. Go to support.polycom.com, and navigate to the page for the Polycom RealPresence Group system that you use with the RealPresence Touch.

4. Save and extract a RealPresence Touch operating system software package (.tar) file from the Polycom website to the root directory of the update site.
5 On your web server, open a command line interface and enter the command appropriate for your operating system:
   - Unix or Linux: `<root dir>/vega/geninfo.sh`
   - Windows: `<root dir>\vega/geninfo.bat`

6 To update the RealPresence software, follow the steps described in Install Software from a Server Using the RealPresence Touch Interface or Install RealPresence Touch Software from a Server Using the Web Interface.

Manage RealPresence Touch Software Versions on Your Server

When checking for software updates on your server, the RealPresence Touch checks only for what is referred to as the "current" release of the operating system software. By default, the current release comprises the operating system distribution package that was most recently extracted on your server.

Over time, you might extract other versions of the operating system software on your server, resetting the current release with every extraction. In addition, you will accumulate multiple versions of the same software. Each software distribution package contains two commands, `setcurrel` and `removerel`, that you can use to maintain all of the RealPresence Touch software extracted on your server.

1 `setcurrel`
   This command sets a specific version of a software release as the current release.
   - Run the appropriate `setcurrel` command with X.X.X-XXX as the specific version of a software release you want to set as the current release and follow the command’s instructions for setting the current release:
     - Unix or Linux: `<root dir>/vega/platform/setcurrel.sh X.X.X-XXX`
     - Windows: `<root dir>\vega/platform/setcurrel.bat X.X.X-XXX`

2 `removerel`
   This command removes a specific version of a software release from your server.
   - Run the appropriate `removerel` command with X.X.X-XXX as the specific version of a software release you want to remove from your server and follow the command’s instructions for removing the release from your server:
     - Unix or Linux: `<root dir>/vega/platform/removerel.sh X.X.X-XXX`
     - Windows: `<root dir>\vega/platform/removerel.bat X.X.X-XXX`

Install RealPresence Touch Software from a Server Using the Web Interface

Using the web interface, you can update the RealPresence Touch software from the Polycom server or your own server.

To update RealPresence Touch software using the web interface:

1 On a computer, open a supported browser. For a list of supported browsers, refer to the appropriate version of the Polycom RealPresence Group Series Release Notes.
2 Configure the browser to allow cookies.
3. In the browser address line, enter the IP address of the RealPresence Touch using the format http://IPaddress (for example, http://10.11.12.13).

4. If necessary, enter the Admin ID as the user name (default is admin), and then enter the Admin remote access password, if one is set. The default password is the RealPresence Touch serial number.
   The first time you open the web interface each day, you might need to enter a user name and password after you select any of the interface options.

5. On the Home Page, click Software Update.

6. Enter the server address for the update. The default server address, polycom, is the address for the Polycom public soft-update repository and has the latest released software version available.

7. Click Save to save these changes.

8. Click Check for Software Updates.

9. Click Download and Install Software.
   Download progress is displayed during installation.

**Note: Update URL**

If you have entered polycom as the Server Address, the system resolves downloads.polycom.com to an IP address using DNS. The RealPresence Touch then checks for a software update via http.

If your system is not updating properly, open a browser from a computer located on the same network as the RealPresence Touch and try to access http://downloads.polycom.com/video/rp_touch/vega/info.txt. If the computer returns platform, you can reach the Polycom software server from your location.

**Install Software from a Server Using the RealPresence Touch Interface**

Using the RealPresence Touch interface, you can update the RealPresence Touch software from the Polycom server or your own server.

**To update software using the RealPresence Touch interface:**

1. From the Home screen, touch Administration and then touch Software Update.

2. Enter the path and address of the update site where you posted the RealPresence Touch software in the in the Server Address field. To use the Polycom server, enter polycom. The field is not case sensitive.

3. Touch Check for Software Updates.
4 Touch Download and Install Software.

Note: Update URL
If you have entered polycom as the Server Address, the system resolves downloads.polycom.com to an IP address using DNS. The RealPresence Touch then checks for a software update via http.
If your system is not updating properly, open a browser from a computer located on the same network as the RealPresence Touch and try to access http://downloads.polycom.com/video/rp_touch/vega/info.txt. If the computer returns platform, you can reach the Polycom software server from your location.

Install RealPresence Touch Software from a USB Storage Device
You can use a USB storage device to update RealPresence Touch software and the RealPresence Touch factory restore partition. You can also use a faster method to update the RealPresence Touch using a USB storage device without updating the RealPresence Touch factory restore partition.

Install RealPresence Touch Software and Update the Factory Restore Partition
You can use a USB storage device to update RealPresence Touch software and the RealPresence Touch factory restore partition.

To update RealPresence Touch software and the factory restore partition using a USB port:

1 On a computer, open a browser and navigate to support.polycom.com.
2 Under Documents and Downloads, select Telepresence and Video.
3 Navigate to the page for the RealPresence Group system that you use with the RealPresence Touch.
4 Save the RealPresence Touch operating system software package (.tar) file from the Polycom website to the root directory of the USB device.
5 Disconnect the Ethernet power cable from the RealPresence Touch.
6 Connect the USB device to the side of the RealPresence Touch.
7 Press and hold the RealPresence Touch factory restore button with a bent paper clip for ten seconds and simultaneously reconnect the Ethernet power cable to the RealPresence Touch. For more information about RealPresence Touch factory restore refer to the Polycom RealPresence Group Series Administrator Guide available at support.polycom.com.
8 Follow the on-screen instructions of the setup wizard to complete the update. The setup wizard is available during initial setup, after a system reset with system settings deleted, or after using the factory restore button.

Install RealPresence Touch Software Quickly
You can update the RealPresence Touch quickly using a USB storage device without updating the RealPresence Touch factory restore partition.
To update RealPresence Touch software using a USB port:

1. On a computer, open a browser and navigate to support.polycom.com.
2. Under Documents and Downloads, select Telepresence and Video.
3. Navigate to the page for the Polycom RealPresence Group system that you use with the RealPresence Touch.
4. Save the RealPresence Touch operating system software package (.tar) file from the Polycom website to the root directory of the USB device.
5. Ensure the RealPresence Touch Ethernet cord is connected and the RealPresence Touch is powered on.
6. Connect the USB device to the side of the RealPresence Touch.
7. An automatic prompt asks you if you want to update the platform software. Touch Yes.

Install RealPresence Touch Software from a RealPresence Resource Manager System

You can post RealPresence Touch software to a RealPresence Resource Manager system. Then, configure the RealPresence Touch to get updates from the applicable system by entering the Production URL or Trial URL on the RealPresence Touch Software Update screen.

**Note: Supported RealPresence Resource Manager Versions**

When a RealPresence Touch is connected to a provisioned RealPresence Group system, a RealPresence Resource Manager system can receive status updates from and provide software updates to the RealPresence Touch. For supported RealPresence Resource Manager versions, go to http://support.polycom.com/PolycomService/support/us/support/service_policies.html and click the Current Interoperability Matrix link.

When using a RealPresence Resource Manager system to automatically update the software for a RealPresence Group system with an associated RealPresence Touch, use the same management server for the RealPresence Touch updates. This helps you control the version of software installed on the RealPresence Touch.


To automatically or manually update the RealPresence Touch software, follow the steps described in Install RealPresence Touch Software from a Server Using the Web Interface or Install Software from a Server Using the RealPresence Touch Interface.

**USB Device Requirements for Software Update**

The following device attributes ensure that your USB device successfully supports the software update procedure:

- Use USB 2.0 devices (some USB 3.0 devices might not work with the RealPresence Touch)
- Format the primary partition as FAT32
- Put all software update data in the root directory of the primary partition
Update Polycom Touch Control Software

In order for the systems to work together, the Polycom Touch Control must run a software version that is compatible with the software version on the RealPresence Group system. It is recommended that you install the latest compatible Polycom Touch Control software for any given RealPresence Group system software version. For additional details on software compatibility, refer to the appropriate version of the Release Notes for the Polycom RealPresence Group Series available at support.polycom.com.

You might need to update your RealPresence Group system at the same time you update the Polycom Touch Control. If the RealPresence Group software needs to be updated, update it before you update the Polycom Touch Control. For more information about updating your RealPresence Group system, refer to Update RealPresence Group Series System Software and Activate Options.

Use the following version guidelines when updating the Polycom Touch Control software:

- If you are running version 1.5 or earlier, install the operating system software before installing the panel software.
- If you are running version 1.6 or later, install the updates in any order.

Update files for the Polycom Touch Control software are located on the Polycom support server. You can also store Polycom Touch Control update files on a USB device or RealPresence Resource Manager system, or on your own web server.

When checking for software updates, the Polycom Touch Control first checks for the presence of a USB storage device. The system then lists the available Polycom Touch Control updates.

Configure Your Own Server to Update Polycom Touch Control Software

You can post Polycom Touch Control software to your web server and then configure the Polycom Touch Control devices to get updates there.

To set up your web server as the update site:

1. Make sure that your server allows clients to download files with the following extensions:
   - .tar.gz
   - .txt
   - .sig
   - <no extension>
2. Define a URL on your server that the Polycom Touch Control can use for software updates, and create a corresponding root directory to it.
3 Go to support.polycom.com, and navigate to the page for the Polycom RealPresence Group system that you use with the Polycom Touch Control.

4 Download the latest version of these .zip distribution packages to your hard drive:
   - Polycom Touch Control Operating System
   - Polycom Touch Control Panel Software

5 Extract all contents of the files you downloaded to the root directory of the web server.
   When extracting multiple distribution packages, a pop up message might appear asking if you want to overwrite certain files that already exist. Select Yes to All.

6 Open a command line interface, and enter the command appropriate for your operating system:
   - Unix or Linux: <root dir>/dists/venus/geninfo.sh
   - Windows: <root dir>\dists\venus\geninfo.bat

7 To automatically or manually update the Polycom Touch Control software, follow the steps described in Install Software from a Server Using the Polycom Touch Control Interface or Install Polycom Touch Control Software from a Server Using the Web Interface.

Manage Polycom Touch Control Software Versions on Your Server

When checking for software updates on your server, the Polycom Touch Control checks only for what is referred to as the “current” release of the operating system and panel software. By default, the current release comprises the operating system and panel software distribution package that was most recently extracted on your server.

Over time, you might extract other versions of the operating system and panel software on your server, resetting the current release with every extraction. In addition, you will accumulate multiple versions of the same software. Each software distribution package contains two commands, setcurrel and removerel, that you can use to maintain all of the Polycom Touch Control software extracted on your server.

1 **setcurrel**
   This command sets a specific version of a software release as the current release.
   - For *panel* software, run the appropriate setcurrel command with X.X.X-XXX as the specific version of a software release you want to set as the current release and follow the command’s instructions for setting the current release:
     - Unix or Linux: <root dir>/dists/venus/apps/setcurrel.sh X.X.X-XXX
     - Windows: <root dir>\dists\venus\apps\setcurrel.bat X.X.X-XXX
   - For *operating system* software, run the appropriate setcurrel command with X.X.X-XXX as the specific version of a software release you want to set as the current release and follow the command’s instructions for setting the current release:
     - Unix or Linux: <root dir>/dists/venus/platform/setcurrel.sh X.X.X-XXX
     - Windows: <root dir>\dists\venus\platform\setcurrel.bat X.X.X-XXX

2 **removerel**
   This command removes a specific version of a software release from your server.
   - For *panel* software, run the appropriate removerel command with X.X.X-XXX as the specific version of a software release you want to remove from your server and follow the command’s instructions for removing the release from your server:
     - Unix or Linux: <root dir>/dists/venus/apps/removerel.sh X.X.X-XXX
     - Windows: <root dir>\dists\venus\apps\removerel.bat X.X.X-XXX
For operating system software, run the appropriate removerel command with X.X.X-XXX as the specific version of a software release you want to remove from your server and follow the command’s instructions for removing the release from your server:

- Unix or Linux: `<root dir>/dists/venus/platform/removerel.sh X.X.X-XXX`
- Windows: `<root dir>/dists/venus/platform/removerel.bat X.X.X-XXX`

Install Polycom Touch Control Software from a Server Using the Web Interface

Using the web interface, you can manually or automatically update the Polycom Touch Control software from the Polycom server or your own server.

Note: Setting RealPresence Group system updates before Polycom Touch Control updates
Polycom recommends you set the maintenance window times so that the Polycom Touch Control is updated about an hour after the last RealPresence Group system update has completed.

Manually Install Software Updates Using the Web Interface

You can manually update the Polycom Touch Control software from the Polycom server or your own server.

Note: The Polycom Touch Control Automatic Updates:
The Polycom Touch Control automatically performs a software update when one of the following conditions are true:
- Auto Update is enabled (with Download and Install Software selected), and the scheduled time occurs for a software update. (Example: Scheduled time is set for 3 p.m., so the software update begins at 3 p.m.)
- Auto Update is enabled (with Download and Install Software selected), and the paired Group Series system finishes its software update (which triggers a Polycom Touch Control software update).

To manually install updates using the web interface:

1. On a computer, open a supported browser. For a list of supported browsers, refer to the appropriate version of the Polycom RealPresence Group Series Release Notes.
2. Configure the browser to allow cookies.
3. In the browser address line, enter the IP address of the Polycom Touch Control using the format http://IPaddress (for example, http://10.11.13.12).
4. If necessary, enter the Admin ID as the user name (default is admin), and then enter the Admin remote access password, if one is set. The default password is 456.
   - The first time you open the web interface each day, you might need to enter a user name and password after you select any of the interface options.
5. On the Home Page, under Touch Control details, click Software Update.
6. Enter the server address for the update. The default server address, `polycom`, is the address for the Polycom public soft-update repository and has the latest released software version available.
7. Click Save to save these changes.
8 Click **Check for Software Updates** to find the latest build on the server.
The Polycom Touch Control Operating system and panel software versions are listed.

9 Click **Download and Install Software**.
Download progress is displayed during installation.

10 Follow the on-screen instructions to complete the update.

**Note: Update URL**
If you have entered polycom as the Server Address, the system resolves
downloads.polycom.com to an IP address using DNS. The RealPresence Group system then
checks for a software update via http.
If your system is not updating properly, open a browser from a computer located on the same network
as the RealPresence Group system and try to access
http://downloads.polycom.com/video/group_series/rseries/info.txt. If the
computer returns platform, you can reach the Polycom software server from your location.

### Automatically Install Software Updates Using the Web Interface

You can automatically update The Polycom Touch Control software from the Polycom server or your own server.

**To automatically install updates using the web interface:**

1 On a computer, open a supported browser. For a list of supported browsers, refer to the appropriate
version of the *Polycom RealPresence Group Series Release Notes*.

2 Configure the browser to allow cookies.

3 In the browser address line, enter the IP address of the RealPresence Group system using the

4 If necessary, enter the Admin ID as the user name (default is admin), and then enter the Admin
remote access password, if one is set.
   The first time you open the web interface each day, you might need to enter a user name and
password after you select any of the interface options.

5 On the Home Page, under Touch Control details, click **Update Software**.

6 Enter the server address for the update. The default server address, polycom, is the address for the
Polycom public soft-update repository and has the latest released software version available.

7 Click **Save** to save these changes.

8 To make automatic updates and update your software to the latest build on the server, select
**Automatically Check for Software Updates**.

9 When the Export Restrictions notice appears, touch **Accept Agreement**.

10 Specify the automatic update options:
   
   a Touch **Hour**, **Minute**, and **AM/PM** to specify the beginning of the time window within which the
   Polycom Touch Control checks for updates.
b Touch **Duration** to select the length of the time within which the Polycom Touch Control can check for updates.

After the Start Time and Duration settings are configured, the Polycom Touch Control calculates a random time within the defined update window at which to check for updates. It then checks for updates at this time on a daily basis as long as the Start Time and Duration values do not change. If the Start Time or Duration values change, a new random time within the new time window is calculated.

c Touch **Action for Available Software Updates** and select whether to be notified of available status updates only or to download and install software when updates are available.

11 Follow the on-screen instructions to complete the update.

**Note: Update URL**

If you have entered polycom as the Server Address, the system resolves downloads.polycom.com to an IP address using DNS. The RealPresence Group system then checks for a software update via http.

If your system is not updating properly, open a browser from a computer located on the same network as the RealPresence Group system and try to access http://downloads.polycom.com/video/group_series/rseries/info.txt. If the computer returns platform, you can reach the Polycom software server from your location.

**Install Software from a Server Using the Polycom Touch Control Interface**

Using the Polycom Touch Control interface, you can automatically or manually update the Polycom Touch Control software from the Polycom server or your own server.

**Note: Setting RealPresence Group system updates before Polycom Touch Control updates**

Polycom recommends you set the maintenance window times so that the Polycom Touch Control is updated about an hour after the last RealPresence Group system update has completed.

**Automatically Install Software Using the Polycom Touch Control Interface**

You can automatically update the Polycom Touch Control software using the Polycom Touch Control interface.

**To automatically install updates from the Polycom server or your own server:**

1 Using the local interface, from the Home screen, touch **Administration** and then touch **Updates**.

2 Enter the path and address of the update site where you posted the Polycom Touch Control software in the **Server Address** field. To use the Polycom server, enter polycom. The field is not case sensitive.

3 Enable **Automatically Check for Software Updates**.

4 When the Export Restrictions notice appears, touch **Accept Agreement**.

5 Specify the automatic update options:
a Touch *Hour*, *Minute*, and *AM/PM* to specify the beginning of the time window within which the Polycom Touch Control checks for updates.

b Touch *Duration* to select the length of the time within which the Polycom Touch Control can check for updates.

After the *Start Time* and *Duration* settings are configured, the Polycom Touch Control calculates a random time within the defined update window at which to check for updates. It then checks for updates at this time on a daily basis as long as the *Start Time* and *Duration* values do not change. If the *Start Time* or *Duration* values change, a new random time within the new time window is calculated.

c Touch *Action for Available Software Updates* and select whether to be notified of available status updates only or to download and install software when updates are available.

**Manually Install Software Using the Polycom Touch Control Interface**

You can manually update the Polycom Touch Control Software using the Polycom Touch Control interface.

**To manually install updates from the Polycom server or your own server:**

1. From the Home screen, touch **Administration** and then touch **Updates**.
2. Enter the path and address of the update site where you posted the Polycom Touch Control software in the in the **Server Address** field. To use the Polycom server, enter `polycom`. The field is not case sensitive.
3. Touch **Check for Software Updates**.
4. Select only the updates that you want to install.
5. Touch **Download and Install Software**.
6. When the Export Restrictions notice appears, touch **Accept Agreement**. Follow the on-screen instructions to complete the update.

**Note: Update URL**

If you have entered `polycom` as the Server Address, the system resolves `downloads.polycom.com` to an IP address using DNS. The RealPresence Group system then checks for a software update via http.

If your system is not updating properly, open a browser from a computer located on the same network as the RealPresence Group system and try to access `http://downloads.polycom.com/video/group_series/rseries/info.txt`. If the computer returns `platform`, you can reach the Polycom software server from your location.

**Install Polycom Touch Control Software from a USB Storage Device**

You can use a USB storage device to update RealPresence Touch software.

**To update Polycom Touch Control software using a USB port:**

1. On a computer, open a browser and navigate to `support.polycom.com`.
2. Under **Documents and Downloads**, select **Telepresence and Video**.
3 Navigate to the page for the Polycom RealPresence Group system that you use with the Polycom Touch Control.

4 Download the latest version of these .zip distribution package files to your hard drive:
   - Polycom Touch Control Operating System
   - Polycom Touch Control Panel Software

5 Extract all contents of the files you downloaded to the root directory of the USB device.
   When extracting multiple distribution packages, a pop up message might appear asking if you want to overwrite certain files that already exist. Select Yes to All.

6 Connect the USB device to the side of the Polycom Touch Control.

7 From the Home screen, touch Administration and then touch Updates.

8 Touch Check for Software Updates.

9 Select only the updates that you want to install.

10 Touch Download and Install Software.

11 When the Export Restrictions notice appears, touch Accept Agreement. Follow the on-screen instructions of the setup wizard to complete the update. The setup wizard is available during initial setup, after a system reset with system settings deleted, or after using the factory restore button.

Install Polycom Touch Control Software from a RealPresence Resource Manager System

You can post Polycom Touch Control software to a RealPresence Resource Manager system. Then, configure the Polycom Touch Control to get updates from the applicable system by entering the Production URL or Trial URL on the Polycom Touch Control Update screen.

**Note:** If a Polycom Touch Control is connected to a provisioned RealPresence Group system, a RealPresence Resource Manager system can receive status updates from and provide software updates to the Polycom Touch Control. For supported RealPresence Resource Manager versions, go to [http://support.polycom.com/PolycomService/support/us/support/service_policies.html](http://support.polycom.com/PolycomService/support/us/support/service_policies.html) and click the Current Interoperability Matrix link.

When using a RealPresence Resource Manager system to automatically update the software for a RealPresence Group system with an associated Polycom Touch Control, use the same management server for the Polycom Touch Control updates. This helps you control the version of software installed on the Polycom Touch Control. Also, Polycom recommends that you set the maintenance window times so that the Polycom Touch Control is updated about an hour after the RealPresence Group system update has completed.


To automatically or manually update the Polycom Touch Control software, follow the steps described in Install Polycom Touch Control Software from a Server Using the Web Interface or Install Software from a Server Using the Polycom Touch Control Interface.
USB Device Requirements for Software Update

The following device attributes ensure that your USB device successfully supports the software update procedure:

- Use USB 2.0 devices (some USB 3.0 devices might not work with the RealPresence Group systems)
- Format the primary partition as FAT32
- Put all software update data in the root directory of the primary partition
Update RealPresence Group Series System Software and Activate Options

Install RealPresence Group Series Software Updates from Web Servers

You can manually or automatically install software updates from the Polycom web server or from your own web server.

Manually Install Software Updates

You can manually install software updates from the Polycom server or your own web server.

To manually install software updates:

1. On a computer, open a supported browser. For a list of supported browsers, refer to the appropriate version of the Polycom RealPresence Group Series Release Notes.
2. Configure the browser to allow cookies.
3. In the browser address line, enter the IP address of the RealPresence Group system using the format http://IPaddress (for example, http://10.11.12.13).
4. In the RealPresence Group system web interface, select Admin Settings.
   If necessary, enter the Admin ID as the user name (default is admin), and then enter the Admin remote access password, if one is set.
   The first time you open the web interface each day, you might need to enter a user name and password after you select any of the interface options.
5. Go to General Settings > Software Updates.
6. Under Software Server in the Server Address field, enter the path and address of the update site where you posted the RealPresence Group software (for example, http://10.11.12.100/rpcentro_repo). To use the Polycom server, enter polycom.
7. Click Check for Software Updates to have the system detect updates. The system contacts the designated server to find available updates.
8. If the system indicates an update is available, click Start Update to install it.
9. When the Export Restrictions notice appears, click Accept Agreement. Follow the on-screen instructions to complete the update.

Automatically Install Software Updates

You can automatically install software updates from the Polycom server or your own web server.
To automatically install software updates:

1. On a computer, open a supported browser. For a list of supported browsers, refer to the appropriate version of the Polycom RealPresence Group Series Release Notes.

2. Configure the browser to allow cookies.

3. In the browser address line, enter the IP address of the RealPresence Group system using the format http://IPaddress (for example, http://10.11.12.13).

4. In the RealPresence Group system web interface, select Admin Settings.

   - If necessary, enter the Admin ID as the user name (default is admin), and then enter the Admin remote access password, if one is set.

   - The first time you open the web interface each day, you might need to enter a user name and password after you select any of the interface options.

5. Go to General Settings > Software Updates.

   - Under Software Server in the Server Address field, enter the path and address of the update site where you posted the RealPresence Group software (for example, http://10.11.12.100/rpcentro_repo). To use the Polycom server, enter polycom.

6. Under Automatic Software Updates, select Automatically Check for and Apply Software Updates.

7. When the Export Restrictions notice appears, click Accept Agreement.

8. Specify the automatic update options:
   
   a. Set the Hour, Minute, and AM/PM to specify the beginning of the time window within which the system checks for updates.
   
   b. From the Duration list, select the length of the time within which the system can check for updates.

   c. After the Start Time and Duration settings are configured, the system calculates a random time within the defined update window at which to check for updates. It then checks for updates at this time on a daily basis as long as the Start Time and Duration values do not change. If the Start Time or Duration values change, a new random time within the new time window is calculated.

9. Click Save.

Install RealPresence Group System Software from a USB Storage Device

You can use a USB storage device to update one or multiple RealPresence Group systems.

Note: USB usage in DoD environments

If you use your RealPresence Group system within a DoD environment, be sure to contact your Information Assurance Office (IAO) for approval before using a USB device with your system.
Update Software on a Single Polycom RealPresence Group System

You can update the software on a single Polycom RealPresence Group system from a USB storage device.

**Note: Cannot use USB for updates when the system is paired**

When the Polycom RealPresence Group system is paired with a RealPresence Touch or a Polycom Touch Control, you cannot use the Polycom Touch Control USB port to update the RealPresence Group system software.

**To update Polycom RealPresence Group software on a single system using the USB port:**

1. On a computer, open a browser and navigate to support.polycom.com.
2. Under Documents and Downloads, select Telepresence and Video.
3. Navigate to the page that has the desired update for the RealPresence Group system.
4. Save a software package (.tar) file from the Polycom website to the root directory of a USB storage device.
5. If you are updating to a major release, obtain a software update key code (.txt) file from the Polycom website. Save the text file as `sw_keys.txt` and place it in the root directory of the USB storage device. The file must be called `sw_keys.txt`.
6. Connect the USB storage device to the USB port on the back of the RealPresence Group system. The system detects the USB device and prompts you to confirm that you want to update the software.
7. Click OK. Follow the on-screen instructions to the setup wizard to complete the update. The setup wizard is available during initial setup, after a system reset with system settings deleted, or after using the factory restore button.

Update Software on Multiple Polycom RealPresence Group Systems

You can update the software on multiple Polycom RealPresence Group systems from a USB storage device.

**To update Polycom RealPresence Group software on multiple systems using the USB port:**

1. For major and minor releases, copy the key codes for each system that you want to update to the key code (.txt) file on the root directory of a USB storage device.
2. On a computer, open a browser and navigate to support.polycom.com.
3. Under Documents and Downloads, select Telepresence and Video.
4. Navigate to the page that has the desired update for the RealPresence Group system.
5. Save a software package (.tar) file obtained from the Polycom website to the root directory of the USB storage device.
6. If you are updating to a major or minor release (x.y), obtain a key code (.txt) file from the Polycom website. Save the text file as `sw_keys.txt` and place it in the root directory of the USB storage device.
7. Connect the USB storage device to the USB port on the back of a RealPresence Group system. The system detects the USB device and prompts you to confirm that you want to update the software.
8. Click OK. Follow the on-screen instructions to complete the update. When the process complete, update each remaining system.

Note: Cannot use USB for updates when the system is paired

When the Polycom RealPresence Group system is paired with a RealPresence Touch or a Polycom Touch Control, you cannot use the Polycom Touch Control USB port to update the RealPresence Group system software.
Update RealPresence Group Series System Software and Activate Options

Install RealPresence Group System Software from a .tar File

You can manually install RealPresence Group system software from a .tar file.

To manually install software on the RealPresence Group System by uploading a .tar file in the web user interface:

1. On a computer, open a supported browser. For a list of supported browsers, refer to the appropriate version of the Polycom RealPresence Group Series Release Notes.
2. Configure the browser to allow cookies.
3. In the browser address line, enter the IP address of the RealPresence Group system using the format http://IPaddress (for example, http://10.11.12.13).
4. In the RealPresence Group system web interface, select Admin Settings.
   If necessary, enter the Admin ID as the user name (default is admin), and then enter the Admin remote access password, if one is set.
   The first time you open the web interface each day, you might need to enter a user name and password after you select any of the interface options.
5. Go to General Settings > Software Updates > Manual Software Updates > Browse.
6. Select a .tar software file to upload and click Open.
7. Select Start Transfer.
8. After the .tar file transfers to the RealPresence Group system, select Start Update.
9. Follow the on-screen instructions to complete the update.

Install RealPresence Group System Software from a RealPresence Resource Manager System

You can use a Polycom RealPresence Resource Manager system to update multiple endpoint systems after you complete the steps in Collect System Information for Your RealPresence Group System.

For more information about updating system software in dynamic mode, setting an automatic software update policy, and testing a trial version software update package, refer to the Polycom RealPresence Resource Manager System Operations Guide available at support.polycom.com.

Activate Options on the Polycom RealPresence Group System

If you want to activate Polycom RealPresence Group system options without upgrading your software, you do not need to download software or run the software update.

To activate system options:

1. On a computer, open a supported browser.
2 Go to the RealPresence Group system web interface.
3 Navigate to Admin Settings > General Settings > Options.
4 Enter the option key and click Save.

For more information about key codes, refer to Collect System Information for Your RealPresence Group System.

Install an Older Software Version after Upgrading

When your RealPresence Group system is provisioned with a provisioning server such as Polycom RealPresence Resource Manager, the RealPresence Group system automatically detects software on the provisioning server and downgrades to the software version on the provisioning server. You can also use a USB device to downgrade the RealPresence Group system software to an earlier version.

Determine the Software Version

Before you downgrade RealPresence Group system software, Polycom recommends that you check the current RealPresence Group system software version you are running.

To determine the software version you are running:

» In the local interface go to Settings > System Information > System Detail or click the System link in the web interface.

Downgrading Tips

Polycom recommends you review the following tips before downgrading your RealPresence Group system software:

● When you use your RealPresence Group system within a DoD environment, be sure to contact your Information Assurance Office (IAO) for approval before using a USB device with your system.

● Before downgrading, verify the interoperability of the camera, hardware, and software versions you plan to install.

● When you downgrade the RealPresence Group system software, the Polycom EagleEye Director and the Polycom EagleEye Producer are automatically downgraded to a compatible version.

● When you downgrade the RealPresence Group system software, you must also downgrade Polycom RealPresence Touch and Polycom Touch Control software. For additional details on RealPresence Group Series software compatibility, refer to the appropriate version of the Polycom RealPresence Group Series Release Notes available at support.polycom.com

● Because of changes in software functionality and the user interface, some settings might be lost when you upgrade or downgrade. Polycom recommends that you store your system settings using profiles and download your system directory before updating your system software. Do not manually edit locally saved profile and directory files. For more information about storing system settings, refer to the Polycom RealPresence Group Series Administrator Guide.
Delete System Settings

When you want to reinstall an older version of software with a USB device after upgrading to a later version, Polycom recommends first deleting your system’s settings.

To delete your system settings:

» In the local interface go to Diagnostics > Reset System and select Delete System Settings.

Install an Older Software Version on the Polycom Touch Control or the Polycom RealPresence Touch

You can reinstall an older version of the software after upgrading the Polycom Touch Control. You can also reinstall an older version of the Polycom RealPresence Touch operating system software after upgrading the Polycom RealPresence Touch operating system software.

When you downgrade RealPresence Group Series software, the RealPresence Touch, after pairing with RealPresence Group Series, verifies the compatibility of the RealPresence Touch panel software. The RealPresence Touch requests a software update and the software is downgraded to ensure compatibility with the downgraded RealPresence Group Series software. When there is no response from the user, the RealPresence Touch automatically updates the RealPresence Touch software to an older version. You cannot downgrade the RealPresence Touch panel software from a USB device.

To reinstall an older version of software after upgrading the Polycom Touch Control or the Polycom RealPresence Touch operating system software:

» Save the software package on a USB storage device, and configure the Polycom Touch Control or the Polycom RealPresence Touch to install updates from that location.

Troubleshooting

For information about troubleshooting your system or resetting your system, refer to the Polycom RealPresence Group Series Administrator Guide.