Polycom® RealPresence® Group Series

Polycom announces the new release of Polycom® RealPresence® Group Series software. This document provides the latest information on the following Polycom software:

- Version 6.1.0 of the Polycom RealPresence Group system software
- Version 1.0.0 of the Polycom® EagleEye™ Director II software
- Version 2.2 of the Polycom® EagleEye™ Director software
- Version 1.2 of the Polycom EagleEye Producer software
- Version 6.1.0 of the Polycom® RealPresence Touch™ Panel software
- Version 2.1.0 of the Polycom RealPresence Touch Operating system software
- Version 6.1.0 of the Polycom® Touch Control™ Panel software
- Version 6.1.0 of the Polycom Touch Control Operating System software

Note: The RealPresence Touch Panel software is included in the RealPresence Group Series system software package. The RealPresence Touch Operating system software is available for download at support.polycom.com.

Contents

RealPresence Group Series Product Family

The RealPresence Group Series product family includes a codec, plus a remote control, cameras, microphone arrays, and other supported accessories. A comprehensive list of available accessories is available at www.polycom.com.

RealPresence Group System Bundles

Depending upon which RealPresence Group system that you purchase, a bundle of accessories is shipped with the system.

RealPresence Group Series System Bundles

System	System and Accessories
RealPresence Group 300 and 310 Systems	RealPresence Group 300 and 310 systems ship with either an EagleEye Acoustic or Polycom® EagleEye™ IV camera, a RealPresence Group Remote Control, and a RealPresence Group Microphone Array.

RealPresence Group Series System Bundles

System	System and Accessories
RealPresence Group 500 Systems	RealPresence Group 500 systems ship with either an EagleEye Acoustic or a Polycom® EagleEye™ IV camera, a RealPresence Group Remote Control, and a RealPresence Group Microphone Array.
RealPresence Group 700 Systems	RealPresence Group 700 systems ship with a Polycom EagleEye IV camera, a RealPresence Group Microphone Array, a RealPresence Group Remote Control and rack mounting ears.

Codec Power Options

The RealPresence Group 300, RealPresence Group 310, and the RealPresence Group 500 systems have an external power transformer. The RealPresence Group 700 systems have an internal power supply.

Codec Mounting Options

The RealPresence Group 300, RealPresence Group 310, and the RealPresence Group 500 systems have options for rack shelf mounting, or a "bunk bed" for co-mounting with EagleEye cameras using their mounting options. The RealPresence Group 700 systems can be rack mounted with rack ears that are included with the codec.

Remote Control Devices

The RealPresence Group system remote control device is included with all RealPresence Group Series bundles and includes a USB rechargeable lithium-Ion battery. Additional USB lithium-Ion batteries are available. Remote control devices for earlier Polycom systems, such as Polycom® HDX® system remotes, are also supported.

Digital and Analog Cameras

The supported EagleEye digital output cameras include the EagleEye Acoustic, EagleEye Producer, EagleEye Director II, EagleEye IV-4x, and EagleEye IV-12x. An optional wide angle lens for the EagleEye IV camera increases the FOV from 65 degrees to 85 degrees.

The RealPresence Group Series systems also support the EagleEye analog output cameras, which include the EagleEye View, EagleEye HD, EagleEye II, and EagleEye III cameras.

Camera Mounts and Accessories

Accessories for the digital cameras include the EagleEye Digital Extender and the Digital Breakout Adapter. Additional digital cables for the EagleEye IV of 300mm, 457mm, 10m, and 1m length are available. The Universal Mounting shelf was designed for use with the EagleEye IV cameras and support mounting on a monitor, wall and tripod.

The RealPresence Group Series systems also support the EagleEye Director, EagleEye Director II, and the EagleEye Producer camera systems. The EagleEye Producer has an optional mounting bracket for use with the universal camera mounting solution.

Audio Accessories

The following audio accessories are supported on the RealPresence Group Series codecs:

- RealPresence Group Series microphone arrays
- SoundStation IP 7000
- SoundStructure
- HDX microphone arrays
- Ceiling microphone arrays.

More Interoperable Hardware and Accessory Options

Other accessories and hardware available for the RealPresence Group Series includes the Polycom RealPresence Touch, Polycom Touch Control, and a transport case. Replacement power supplies are available for RealPresence Group 300, 310, or 500 systems. In addition, a full line of RealPresence Group packaged solutions are available with options from 27" to 84" displays and tabletop, stand, and wall mounting.

System Performance

The RealPresence Group systems are cutting-edge visual collaboration tools that provide high quality video, audio, and data collaboration. The systems use the most up-to-date video communications technology to deliver the most natural video conferencing experience.

The RealPresence Group systems support up to 1080p60 performance for people and content. RealPresence Group 300, RealPresence Group 310, RealPresence Group 500 systems support 1080p60 performance for either people or for content. RealPresence Group 700 systems support 1080p60 performance for people and content at the same time.

You can pair all of the systems with the Polycom EagleEye Director, EagleEye Director II, or EagleEye Producer, RealPresence Touch, or Polycom Touch Control to turn them into even more powerful room-based video systems.

Language Support

The RealPresence Group Series web and local user interfaces provide support for the following languages:

- Arabic
- Chinese (Simplified)
- Chinese (Traditional)
- British English
- American English
- French
- German
- Hungarian
- Italian
- Japanese
- Korean
- Norwegian
- Polish
- Portuguese (Brazilian)
- Russian
- Spanish

Monitor Setup

Depending on the monitor you are using with the RealPresence Group system, you might want to change some default settings. Before setting up your system, review the following information to determine what changes might be necessary.

Note: When the USB interface is connected to a RealPresence Group Series system, a touch option appears on your touch monitor. If the USB interface is either disconnected or switched away from the Polycom RealPresence Group Series system, then the system will reconfigure automatically to not use the touch capability. This assures that the system is always available to a user.

Display All Pixels

Before attaching your RealPresence Group system to a TV monitor, ensure the monitor is configured to display all available pixels. This setting, also known as `fit to screen` or `dot by dot`, enables the entire HD image to be displayed. The specific name of the monitor setting varies by manufacturer.

Ensure Monitor Availability

By default, the RealPresence Group system sends no signal when it goes to sleep. This might result in some monitors turning off or entering standby mode. If your monitor does not wake up when the RealPresence Group system wakes up and reestablishes the signal, you have several options:

- Turn the monitor off and on again before using the RealPresence Group system.
- Configure the monitor to enter standby mode when it is not receiving a signal.
- Set up the RealPresence Group system to display black video when it goes to sleep instead of not sending a signal.

HDCP Content Sources

The High-bandwidth Digital Content Protection (HDCP) standard does not support the use of HDCP by a videoconferencing system. If you connect a content source that sends HDCP-encrypted content, the content displays as black video on the near and far-end sites. To ensure that content displays correctly, send content in a format other than HDCP.

HDCP on Apple Computers

Due to a policy established by Apple Computer, Inc., you cannot disable the HDCP encryption service on the DVI or HDMI outputs of a computer that is manufactured by Apple Computer, Inc.

Multipoint Layouts and System Type

When the host of a conference call is a RealPresence Group 500 system, the system displays all remote sites on a split screen with the speaker in a large window. On the RealPresence Group 700 system, up to eight sites display on the monitor based upon layout chosen. When the host has dual monitors, the layout can span both monitors. The far-end site sees four sites, with each quadrant displaying the last four speakers.

Supported USB Headsets

RealPresence Group Series supports wired and wireless USB headsets with the following sampling rates:

- 8 kHz
- 16 kHz
- 24 kHz
- 32 kHz
- 48 kHz

The following table includes the headsets supported with RealPresence Group Series systems:

Supported Headsets

Type	Model	Minimum Firmware Version
Wired	Microsoft LifeChat LX-3000	Not applicable
Wireless	Plantronics Voyager Focus UC	BT600 (USB adapter): v.1156 Headset: v.40
Wireless	Plantronics Voyager Legend UC	BT300 (USB adapter): 107 Headset: 107
Wireless	Plantronics Voyager Pro UC	BT300M (USB adapter): Base: v.6108 USB: v.861 Headset: v.97

System Configuration and Setup

Administrator settings are available to configure in the system's web interface. Calling functions for users are available in the local interface.

For more information about setting up and using the RealPresence Group systems, refer to the documents on the product pages at support.polycom.com.

> **Note**: Every time you power on a RealPresence Group system, a splash screen appears on the monitor with a note to wait as the system starts. The monitor then goes black for a period of time. Do not attempt to turn off or restart the system during this time.

Update to Account IDs

The text string `root` is no longer allowed when configuring the ID for the administrator or user account on a RealPresence Group Series system. Attempting to set either account to any variance of `root` results in an error.

If you upgrade to RealPresence Group Series 6.0.1 or higher on a system that is running software version 6.0.0 or earlier and the value of an account ID is set to any variance of `root`, the following modifications will be made automatically during the upgrade process:

● The Admin ID will be changed to the default Admin ID: `admin`.

● The User ID will be changed to the default User ID: `user`.

The existing password is not modified.

Install the Software

Procedures for installing and updating RealPresence Group system software vary. With your license key, you can update directly from software version 4.0.2 or higher to 6.1.0.

When updating the system software to version 4.1.x or later, make sure you are currently running version 4.0.2 or later.

● If you are running version 4.0.0, 4.0.0.1, or 4.0.1, download and install version 4.0.2 from support.polycom.com before you download and install a 4.1.x version.

● If you are already running version 4.0.2 or later, you can follow the procedures described in *Polycom RealPresence Group Series Administrator Guide* at support.polycom.com.

New Features in Version 6.1.0

RealPresence Group Series system software version 6.1.0 provides the functionality described in the following sections:

● Introducing the Polycom EagleEye Director II Camera System

● Microsoft Office 365 Updates

● Support for RealPresence Touch Device Help Desk

● New and Modified API Commands

Introducing the Polycom EagleEye Director II Camera System

Polycom EagleEye Director II is a high-end automatic camera system that works in conjunction with a RealPresence Group Series system to provide accurate close-up views of the active speaker and smooth transitions between the active speaker view and the group view when there is no active speaker.

EagleEye Director II has a dual-camera system and is compatible with Polycom EagleEye IV cameras.

> **Note**: Before powering on the EagleEye Director II camera system, connect the camera system to the RealPresence Group system using a HDCI cable. This prevents the camera system from automatically entering sleep mode after three minutes.

> **Note**: The EagleEye Director II camera system does not support sending video transmissions via a USB connection to any device. The camera system only supports connecting a USB drive to the USB port to update software and download system logs and configuration files.
>
> For more information on connecting the EagleEye Director II camera system to a RealPresence Group Series system, see the *Polycom EagleEye Director II Setup Sheet* on Polycom Support.

For more information on setting up the EagleEye Director II camera positioning system, see the *Polycom RealPresence Group Series Administrator Guide* and the *Polycom EagleEye Director II Setup Sheet*.

Microsoft Office 365 Updates

This release includes some fixes for Microsoft Office 365 qualification issues along with the release of the following additional features:

- Start video as an audio-only participant during point-to-point and conference calls
- Accept or Decline a Video Stream Request
- Control shared content from a Skype for Business client using a USB mouse and keyboard
- Add additional contacts as audio-only participants to a meeting
- Accept or Decline Incoming Calls Forwarded from a Contact
- Restart RealPresence Group Series from RealPresence Touch
- Restart RealPresence Touch

Support for RealPresence Touch Device Help Desk

Users who have questions or are experiencing issues using a RealPresence Group Series system or RealPresence Touch device can now place a call the Help Desk from the RealPresence Touch device. In the system user interface, administrators can enable a Help Desk button to display on the RealPresence Touch home screen.

From a RealPresence Touch device, users can place a call to the help desk using the following call types:

- Audio-only SIP
- Audio-only H.323

In the following circumstances, call escalation is rejected and the help desk feature is not supported:

- In a Polycom RealPresence Collaboration Server (RMX) SVC conference, you cannot add an audio call to the conference from the system.
- In a Microsoft CCCP conference, you cannot add a H.323 audio-only call to the conference from the system.

New and Modified API Commands

The following command has been added for this release:

- `enablemp1080ptx`

The following command has been modified for this release:

- `configpresentation`

The following command has been removed for this release:

- `webmonitoring`

For detailed information regarding the new and changed commands, refer to the *Polycom RealPresence Group Series Integrator Reference Guide.*

Software Version History

Software Version	Release Date	Description
6.1.0	February 2017	Includes the initial release of Polycom EagleEye Director II Camera System, Help Desk Option on RealPresence Touch, and Microsoft Office 365 qualification fixes.
6.0.1	November 2016	Includes escalation fixes and documentation updates. Provides support for EagleEye Producer software 1.2.1.
6.0.0	September 2016	Includes new Skype for Business and Microsoft Office 365 features; provides integration of Polycom RealPresence Media Suite recording controls; adds Polycom RealPresence Cloud service interoperability and new EagleEye Producer tracking modes; provides support for MusicMode on the G.719 codec, audio-only calls, custom backgrounds, USB headsets, additional multipoint layout views on RealPresence Group 700 systems, and Polycom SoundStructure system control using the RealPresence Touch device; provides enhanced DTMF dialing and updates to persistent video layout views; includes updates to the API and documentation.
5.1.2	June 2016	Includes escalation fixes for customer support.
5.1.1	May 2016	Includes support for the Polycom Concierge solution, 4-Way Symmetric 1080p in Full Screen Mode, API command audio3p5inputfaronly, and escalation fixes for customer support.
5.1.0	February 2016	Includes escalation fixes and support for the touch-enabled user interface, and updates the factory partition to version 5.1.0.
5.0.2	January 2016	Includes escalation fixes and documentation updates.
5.0.1	November 2015	Includes escalation fixes and documentation updates. Provides support for EagleEye Producer software 1.1.1.
5.0.0	September 2015	Includes support for Microsoft Office 365 calendaring, first release of the RealPresence Touch device, adds support for viewing content from Microsoft Lync desktop clients, add provisioning capabilities, includes enhancements to security for SIP applications, adds support for Lync Response Group registrations, adds Native Support for RealConnect feature, support for Link Layer Discovery Protocol (LLDP) and Link Layer Discovery Protocol Media Endpoint Discovery (LLDP/MED), new API commands, adds improvements to import and directory interface, support for new EagleEye IV mounting option, includes Acoustic Fence technology, includes update to web interface to include 3.5mm audio input, includes support for EagleEye Producer software 1.1 that has automatic camera updates, and includes support for several experimental features.
4.3.2	August 2015	Includes escalation fixes and documentation updates.
4.3.1	June 2015	Provides support for EagleEye Producer software 1.0.1.17, and corrected issues from the previous RealPresence Group Series release.

Software Version	Release Date	Description
4.3.0	May 2015	Includes support for the RealPresence Group Series 310 system, using SSH for secure API access, enabling and disabling Audio Add In, and Polycom EagleEye Producer version 1.0.0.
4.3.0	March 2015	Includes support for using SSH for secure API access, enabling and disabling Audio Add In, and Polycom EagleEye Producer version 1.0.0.
4.2.0	January 2015	Includes support for additional Microsoft Lync 2013 enhancements; adds CEC monitor controls; includes SVC updates; adds support for enhanced High Definition video resolution; includes updates to receiving software updates from the web interface, and adds accessible HTML help; adds support for a visual security classification feature; includes support for People+Content IP 1.3; provides updates to the API; includes support for Polycom EagleEye Producer.
4.1.3.2	April 2014	Correction for the Heartbleed OpenSSL Security Vulnerability in third-party software.
4.1.3	February 2014	Provides native Microsoft Lync 2013 interoperability; adds support for recording on RealPresence Group 700 systems; includes more robust and secure SNMP and system logging functionality; adds support for BroadSoft BroadWorks DMS provisioning; provides support for the Polycom VisualBoard application; includes updates of SVC functionality; includes support for a new version of the Polycom EagleEye Director which has a new tracking mode; provides updates to the API.
4.1.1.1	September 2013	Includes support for additional Lync 2013 enhancements; adds Cisco TIP interoperability; replaces version 4.1.1.
4.1.1	July 2013	Provides enhanced security; includes Scalable Video Codec (SVC) updates; adds compatibility for Microsoft Lync 2013; provides remote management of the Polycom Touch Control; supports Polycom Calendering for Microsoft Outlook.
4.0.2	March 2013	Added support for the SVC protocol and RealPresence Group 700 system; enabled Monitor Profiles for configuring viewing and recording preferences.
4.0.1	January 2013	Enabled Polycom® SmartPairing™ in automatic mode with the RealPresence Mobile application on an Apple iPad; added more diagnostic features; included API support for a broadcast beacon to an AMX® NetLinx™ central controller; added support for software downgrade via USB; added support for the EagleEye Acoustic camera; updated EagleEye Director software to version 2.1, which adds camera support for 1080p with 60 frames per second.
4.0.0.1	November 2012	Correction for an issue recently observed at the factory in which RealPresence Group systems restarted intermittently while in a call; replaces 4.0.0.
4.0.0	November 2012	First release of software to support the RealPresence Group 300 and 500 systems.

Polycom Labs Experimental Features

Polycom releases some experimental features during a release that administrators can enable and evaluate in non-production environments.

Note: Experimental features are neither tested nor supported. These features might, or might not, become official features in a future release.

The following experimental features are available in this release:

● VisualBoard Advanced Features
● Incoming NoiseBlock
● Acoustic Fence with Beam Shaping
● Auto Awake for Polycom EagleEye Producer Camera
● Content Stretch
● Dual Live-Stream
● Stamping Log Files
● Register with Skype for Business Online

For more information about experimental features or to provide feedback on your experience, visit the Polycom Support Community.

Enable Experimental Features

You can enable experimental features and evaluate them in a non-production environment.

To enable the experimental features:

1   In the web interface, select **Admin Settings > General Settings > System Settings > Polycom Labs**.

2   Select the **Enable Polycom Labs Features** checkbox.

VisualBoard Advanced Features

You can enable the following experimental features for VisualBoard:

● **Enable PowerPoint Slide Conversion**: Show PowerPoint document files while working in VisualBoard.
● **Allow Slide Zoom**: Enlarge a slide by moving two fingers in opposite directions while in drawing mode.
● **Allow Swipe Navigation**: Move to the next slide by swiping, or fast dragging, while in pointer mode.

Incoming NoiseBlock

When the Incoming NoiseBlock feature is enabled, the RealPresence Group system automatically senses ambient noise in the far-end audio and mutes the loudspeaker. Ambient noise can include keyboard typing, paper shuffling, or any sounds other than human speech. As soon as the far-end meeting participant begins speaking, the system automatically unmutes the loudspeaker.

> **Note:** If a RealPresence Group 500 or 310 system has Incoming NoiseBlock enabled and a computer is connected to its HDMI input port as its content source, the audio from the HDMI input may fade in and out at the local end.

Acoustic Fence with Beam Shaping

Acoustic Beam greatly reduces sounds outside a well-defined beam. The beam width can vary from +/- 10 degrees to +/- 60 degrees. A single tabletop microphone, a single ceiling microphone, or a single EagleEye Acoustic camera forms the beam using signal processing on the microphones contained in the unit.

For additional information configuration information for Acoustic Fence with Beam Shaping Technology, refer to the Polycom Acoustic Fence and Acoustic Fence with Beam Shaping Technology Technical Bulletin.

> **Note**: The Acoustic Fence with Beam Shaping and Acoustic Fence Technology features cannot be enabled at the same time. To disable Acoustic Fence, in the web interface, go to **Admin Settings > Audio/Video > Audio > General Audio Settings**. Clear the **Enable Acoustic Fence** checkbox.

The Acoustic Fence with Beam Shaping feature also includes Beam Mode. The default setting is automatic steering beam, which automatically steers the beam to the meeting participant who is talking. You can also set Beam Mode to fixed beam, which only picks up audio within a set beam.

To enable and configure Acoustic Fence with Beam Shaping:

1   In the web interface, select **Admin Settings > General Settings > System Settings > Polycom Labs**.

2   Under **Acoustic Fence with Beam Shaping**, select **Enable Acoustic Fence with Beam Shaping**.

3   Select a **Beam Mode** and save your settings.

Auto Awake for Polycom EagleEye Producer Camera

This feature enables an EagleEye Producer to automatically wake up when it detects the presence of people or faces.

Content Stretch

This feature allows RealPresence Group systems to stretch the content to fit the monitor. When this feature is enabled, content is shown full screen without the black bars even if the receiving content aspect ratio is not be 16:9.

Dual Live-Stream

This feature adds the ability to combine two cameras as a single camera source. The encoded stream sent to the far site consists of a single stream of encoded video that will include two camera views. The far end will notice two camera views from the far site. They will not notice a difference in call connection, negotiation, or quality. This feature is only supported on RealPresence Group 700 systems.

The following layouts are supported:

- Equal size
- Main camera only
- Room camera only
- Main camera in PIP
- Room camera in PIP
- Side by side 3D
- Top and bottom 3D

Stamping Log Files

A log file can contain a lot of information that you must sort through to troubleshoot an issue. You can speed up the process by adding a log stamp to identify a specific point in time that a system issue occurred. A log stamp is a numerical value that starts with the number 1 and increments each time you activate the feature. The log stamp value automatically restarts at number 1 when the system is restarted.

When you encounter a system issue, you can add a log stamp from the RealPresence Group system local interface or web interface, or from a RealPresence Touch that is paired with a RealPresence Group system.

To add a log stamp from the RealPresence Group system local interface:

1. Go to **Settings > System Information > Diagnostics > Log Stamp**.
2. Click **Log Stamp**.

To add a log stamp from the RealPresence Group system web interface:

1. Go to **Diagnostics > System > Logs > Log Stamp**.
2. Click **Log Stamp**.

To add a log stamp from the RealPresence Touch interface:

1. Go to **Settings > System Information > Log Stamp**.
2. Tap **Log Stamp**.

Register with Skype for Business Online

In order to enable Skype Mode for RealPresence Group Series, you need to provision a Office 365 room account and register the system with the room account. Polycom recommends you register the system with a room account instead of a user account for the following reasons:

- Automatic processing and acceptance of meeting invites
- Display of Skype for Business meeting prompts
- Lobby enforcement, which prevents participants from automatically being admitted to a meeting.

> Registering a RealPresence Group Series system with Skype for Business Online is a lab only feature. This feature is not supported for production environments.

To register RealPresence Group Series with Skype for Business Online:

1 Provision your Office 365 RealPresence Group Series room account.

For information on creating your room accounts, refer to Provisioning Skype Room System Accounts in Office 365 on the Microsoft Technet site.

2 In the system's web interface, navigate to **Admin Settings > General Settings > Pairing**, and ensure the Polycom Touch Device is enabled and connected to the system.

3 To verify that the system has a Skype for Business Interoperability License, navigate to **Admin Settings > General Settings > Options**.
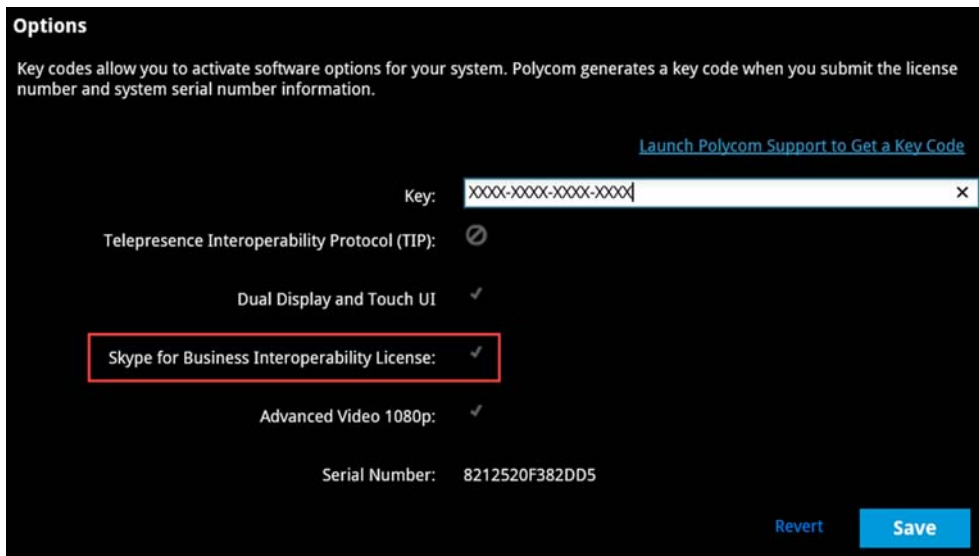
4 To enable Skype Mode, navigate to **Admin Settings > General Settings > Home Screen Settings**, and click the checkbox **Enable Skype Mode**.

Skype Mode
This mode enables the Skype for Business workflow with limited functionality. Please refer to the user documentation for details.
To use Skype mode, pair the system with a RealPresence Touch device.
Enable Skype Mode ☑

5 To configure the SIP Registration for the room system, navigate to **Admin Settings > Network > IP Network > SIP**, click the **Enable SIP** checkbox, enter the SIP registration information, and ensure the **Registration Status** changes to **Registered**.

> You need to have OAuth enabled with Office 365 to register the RealPresence Group Series system with Skype for Business Online. OrgID is not supported.

In the example below, the sign-in address and the username for the room account is *gsrm@plcmmslab03.onmicrosoft.com*.

6 To configure the Directory Server, navigate to **Admin Settings > Servers > Directory Servers**, enter the Directory Server information, and ensure the **Registration Status** changes to **Registered**, as shown next.

7 To configure the Calendaring Service, navigate to **Admin Settings > Servers > Calendaring Servers**, enter the Calendaring Server information, and ensure the **Registration Status** changes to **Registered**, as shown next.

8 To validate the system's status, navigate to **Diagnostics > System > System Status**, and ensure the **Microsoft Server**, **SIP Server Registrar Server**, and **Calendaring Service** options all show a Green status, as shown next.

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. UC Professional Services for Microsoft® Integration is mandatory for Polycom Conferencing for Microsoft Outlook or Skype for Business Server integrations.

For additional information and details, refer to professional_services/index.html or contact your local Polycom representative.

Hardware and Software Compatibility

The following table lists RealPresence Group system software versions that are compatible with RealPresence Group system hardware.

Note: Polycom recommends that you upgrade all of your Polycom systems with the latest software versions. Any compatibility issues may already have been addressed by software updates. Go to PolycomService/support/us/support/service_policies.html to see the Current Polycom Interoperability Matrix.

Hardware Model	Part Number (or Serial Number)	Designation in User Interfaces	Compatible Software Versions
RealPresence Group 700	2201-08090-xxx	Hardware version 7 Hardware version 8	4.1.3 and higher 4.1.3 and higher
RealPresence Group 700	2201-09770-xxx	Hardware version 6 Hardware version 7 Hardware version 20	4.0.2 and higher 4.1.3 and higher 6.0.1 and higher
RealPresence Group 500	2201-68113-xxx	Hardware version 16 Hardware version 18	4.2.0 and higher 4.2.0 and higher
RealPresence Group 500	2201-09790-xxx	Hardware version 9 Hardware version 10 Hardware version 12 Hardware version 15 Hardware Version 17	4.0.0 and higher 4.1.3 and higher 4.1.3 and higher 4.1.3 and higher 4.2.0 and higher
RealPresence Group 310	2201-68113-xxx	Hardware version 16 Hardware version 18	4.3.0 and higher 4.3.0 and higher
RealPresence Group 300	2201-68108-xxx	Hardware version 16 Hardware version 18	4.2.0 and higher 4.2.0 and higher
RealPresence Group 300	2201-64752-xxx	Hardware version 9 Hardware version 10 Hardware version 12 Hardware version 15 Hardware Version 17	4.0.0 and higher 4.1.3 and higher 4.1.3 and higher 4.1.3 and higher 4.2.0 and higher

Supported Operating Systems and Web Browsers

The RealPresence Group system web interface is supported on the following web browsers and operating systems:

- Windows® Internet Explorer 10 or 11 on Windows 8
- Apple® Safari® 9.0.3 on Mac OS® X (Yosemite)
- Mozilla Firefox 44 on Windows 8

Supported Peripherals

RealPresence Group systems support the following peripherals:

- Polycom EagleEye Producer
- Polycom EagleEye Director II
- Polycom EagleEye Director
- Polycom RealPresence Touch
- Polycom Touch Control
- Polycom EagleEye Acoustic, EagleEye III, EagleEye II, EagleEye 1080, EagleEye View, EagleEye HD, and EagleEye IV cameras
- Polycom RealPresence Group Microphone Array
- Polycom® HDX® system table microphone arrays and ceiling microphone arrays
- Polycom® SoundStructure®
- Polycom Stereo Speaker Kit
- Polycom® SoundStation® IP 7000 phone

For specific version support information, see Products Tested in this Release.

Supported Touch-Capable Monitors

The touch-enabled user interface and VisualBoard are compatible with the following touch-capable monitors.

Brand	Model	Size
Acer	T232HL	23"
Acer	T272HL	27"
HP Compaq	L2206tm	22"
LG	LG KT-T430 overlay on LG-43SL5B LG-43SE3B	43"
LG	LG KT-T490 overlay on LG-49SL5B LG-49SE3B	49"
LG	LG KT-T550 touch overlay on LG 55SL5B LG-55SE3B	55"

Brand	Model	Size
LG	LG KT-T650 touch overlay on LG 65LS33A	65"
NEC	V552TM	55"
Orion	Orion OLS-7010T6	70"
Planar	PCT2785	27"
Sharp	PN-L702B PN-L703B	70"

Security Updates

For information about known and resolved security vulnerabilities, refer to the Polycom Security Center.

Resolved Issues in Version 6.1.0

The following table lists issues resolved in this version 6.1.0 release.

Resolved Issues in Version 6.1.0

Category	Key	Description
Audio	EN-6341	Occasionally, a RealPresence Group Series endpoint becomes automatically muted between 1 to 20 minutes after a Skype for Business AVMCU call has been established.
Audio	EN-9092	The RealPresence Group Series system cannot receive audio from the Polycom QDX 6000.
Call Management	EN-6330	The RealPresence Group Series endpoint calling a Lync AVMCU via Dial-in Conferencing Service is disconnected after being on the call for 35 to 45 minutes.
Call Management	EN-8879	RealPresence Group Series was not listing non-Lync audio-only participants in an AVMCU call.
Calling	EN-11147	Content is not visible from a RealPresence Group Series system when hosting a mixed rate call. This was corrected by properly down-speeding the call.
Calling	EN-7217	The RealPresence Group Series system fails to join a meeting if the meeting is first created in Exchange and then "Skype Meeting" is added to the invite.
Calling	EN-7223	Occasionally when a RealPresence Group Series system is in an extended Skype for Business CCCP call exceeding 2 hours, the system may reboot.

Resolved Issues in Version 6.1.0

Category	Key	Description
Calling	EN-8876	Occasionally, calls to Lync 2013 meetings from the RealPresence Group Series 500 system take up to 2 minutes to connect.
Configuration	EN-11547	The "Use Input for Microphone" setting has changed to "Playback Options" when configuring audio settings.
Configuration	EN-7200	When Camera 3 HDMI input is configured as People, it does not display as a source on the RealPresence Touch device.
Configuration	EN-7205	Occasionally, the RealPresence Group Series system reverts to out-of-box mode.
Configuration	EN-7894	The "Decide For Me" monitor configuration option was removed in software version 6.0.0. In software version 6.1.0, the option "Far, Then content, Then Near" was added as an option under Monitor 1 settings. With this setting enabled and "Content, then Far, then Near" on Monitor 2 enabled, it will simulate "Decide for Me."
Content	EN-11270	When a user gives content control from the Lync client to a RealPresence Group 310 system with software version 6.0.0, the user is unable to uncheck the Control Remote checkbox.
Content	EN-6337	User can modify the People + Content IP directory content on a RealPresence Touch device.
Content	EN-7186	The RealPresence Group Series endpoint fails to receive content in a SIP call while registered to RealPresence Access Director unless the RealPresence Group Series endpoint shares content first.
Content	EN-7510	The Control Far End (RDP control) dialog box is not accessible when the content displays at the bottom of the screen.
Content	EN-9168	When a user shares content from the Skype for Business client during a point-to-point call with a RealPresence Group Series system, the system displays pixelated content.
Device Management	EN-7322	Logging on RealPresence Group Series stops when remote logging is enabled and LAN is down on the system. Logging does not restart when the LAN is back up.
Directories/Addr ess Books	EN-7852	The RealPresence Group Series system was checking the current number of directory entries plus the number of entries when importing a new directory. The system now correctly parses the XML file and checks for new and unique entries. If it exceeds the 2000 entry limit, the system will return "Out of Resource."
Directories/Addr ess Books	EN-8674	RealPresence Group Series creates duplicate entries when importing a directory that was edited externally.

Resolved Issues in Version 6.1.0

Category	Key	Description
General	EN-6378	When the RealPresence Group Series system is the chairperson in an RMX call, you cannot initiate call recording from the system.
Interoperability	EN-6375	In a CUCM conference, if one RealPresence Group Series system is configured with BFCP TCP and the far-end RealPresence Group Series system is configured with BFCP UDP, the content does not work.
Interoperability	EN-7199	Sometimes the RealPresence Group Series system does not register to the Lync Server after upgrading to software version 6.0.0.
Interoperability	EN-7204	The RealPresence Group Series system doesn't send DTMF commands to RealPresence Collaboration Server if the system is not registered to RealPresence DMA.
Interoperability	EN-7214	Calls between the RealPresence Group Series and Huawei endpoints disconnect after 30 mins in SIP calls.
Interoperability	EN-7564	Sending content from a RealPresence Debut system to a RealPresence Group system with BFCP set to TCP may fail if the RealPresence Debut system initiates the call.
Localization	EN-7196	When the HDMI input is configured as the second people video source, it displays as Unknown in non-English languages.
Messages	EN-7216	The RealPresence Group Series system does not play any audible sound along with the calendar event reminder message.
Peripherals	EN-11150	When Tracking Mode is disabled for the EagleEye Director camera system, the feature is automatically enabled when the user unmutes the microphone during a call.
User Interface	EN-11261	The time on the RealPresence Touch device was incorrect by one hour in some time zones.
User Interface	EN-6307	Sometimes the Answer/Hangup button does not display on the RealPresence Touch panel when an incoming call is received.
User Interface	EN-6374	A RealPresence Touch device may not present content status on monitors connected to a RealPresence Group system.
User Interface	EN-7194	The RealPresence Touch device displays a message that the device has obtained an IP address automatically when the device has no address or a manually configured address.

Resolved Issues in Version 6.1.0

Category	Key	Description
User Interface	EN-7206	Sometimes the date on the RealPresence Group Series system reverts to 1970, and the time changes unexpectedly after rebooting due to an interruption during boot up. At this time, the IR remote controller does not respond and the system can't be turned off by the power button. To correct this issue, the IR is disabled until the boot up completes. The user is advised not to touch the power sensor until the system boot up completes.
User Interface	EN-7208	After upgrading a RealPresence Group system that has an admin password enabled, a RealPresence Touch device does not automatically pair with the system.
User Interface	EN-7210	When selecting a camera source using the RealPresence Touch device, the input source is labeled incorrectly.
User Interface	EN-7234	When selecting a camera source using RealPresence Touch, the incorrect camera product names are displayed.
User Interface	EN-9167	When a call is on hold, the Hold Duration option on the Manage Conferences screen on RealPresence Touch displays the total time of the call instead of how long the call has been on hold.
Video	EN-7193	The RealPresence Group 700 system fails to count for resolutions that do not fall into the 16:9 or 4:3 aspect ratios.
Video	EN-7232	The Auto Mode option for multipoint conference calls is working as Presentation Mode.

Known Issues in Version 6.1.0

The following table lists the known issues for the version 6.1.0 release. If a workaround is available, it is noted in the table.

Known Issues in Version 6.1.0

Category	Issue ID	Description	Workaround
Microsoft	GS-26430	The RealPresence Group system does not register with the SIP protocol to the backup Lync server in failover tests.	
Audio	EN-12767	The RealPresence Group Series system cannot receive audio from the Polycom QDX 6000 when Live Music Mode is enabled.	

Known Issues in Version 6.1.0

Category	Issue ID	Description	Workaround
Broadsoft	GS-24812	When a RealPresence Group system is registered to Broadsoft BroadWorks using Sonus SBC with the TLS transport protocol, and a call is made from the RealPresence Group system to a RealPresence Distributed Media Application (DMA) VMR, the call might disconnect if after 30 minutes into the call the call is placed on hold.	
Call Management	EN-14149	When initiating a multipoint call, you cannot include audio endpoints as part of simultaneous calls to contacts included in the call.	Dial audio endpoints separately from video endpoints.
Calling	EN-15575	When a SoundStation IP 7000 phone is connected to a RealPresence Group Series system, blast dialing endpoints may fail.	Disconnect the SoundStation IP 7000 before making the call.
Calling	EN-7484	The RealPresence Group Series system does not display people video during video playback when RealPresence Media Suite dials out to the RealPresence Group Series system.	Place calls from the RealPresence Group Series system.
Calling	GS-16896	If a RealPresence Group system is in an SVC conference and the downlink bandwidth is 256k or less, the SVC call might be disconnected after a few minutes.	
Calling	GS-9293	When placing calls through an ISDN gateway, the system cannot dial line rates that are multiples of 56 kbps. RealPresence Group systems only support call rates that are multiples of 64 kbps.	
Cameras	EN-12638	When an EagleEye 1080 or EagleEye II camera is connected to the RealPresence Group Series system, the camera selects resolution over frame rate.	Use Resolution or upgrade to an EagleEye III or EagleEye IV camera.

Known Issues in Version 6.1.0

Category	Issue ID	Description	Workaround
Cameras	GS-8418	When changing the Country setting from a PAL to NTSC country, or vice versa, on a RealPresence Group system that is attached to an EagleEye 1080 camera, the system must be restarted before the change takes effect on the camera.	
Cisco	GS-21963	When a RealPresence Group 500 is in an encrypted SIP call registered over TLS to a Cisco VCS, and the system places a SIP call to a RealPresence Group 700 system, the RealPresence Group 700 system may not receive video from the RealPresence Group 500 system.	On the web interface of the RealPresence Group 500, go to **Admin Settings > Network > IP Network > SIP** and enable the Force Connection Reuse setting.
Cisco	GS-24645	When a RealPresence Group system connects to a Cisco C-Series system in a H.323 encrypted conference call, loud screeching audio may be heard when the Cisco C-series encryption KeySize is set to Min1024bit.	On the Cisco C-series system, set Encryption KeySize to Max1024bit (the default).
Cisco	GS-601	Content does not work when a RealPresence Group system is in a SIP call with a Tandberg MXP system.	Instead of using the SIP protocol, use H.323.
Configuration	EN-10678	If dual stack (IPv4 and IPv6) is enabled, The RealPresence Group Series system fails to roll from an IPv4 to an IPv6 address.	Enter an IPv6 DNS sever address as the first DNS entry when dual stack is enabled.
Configuration	EN-10869	If the SIP registrar password included a backslash character, RealPresence Group systems might have failed to register with the SIP server.	Do not use the "\" character in the SIP registrar password.

Known Issues in Version 6.1.0

Category	Issue ID	Description	Workaround
Configuration	EN-10984	If you enter an incorrect system password, then change the Lock Port After Failed Login setting in the web interface, the system is locked out after the third password attempt, regardless of the setting value.	
Configuration	EN-12795	The Picture-In-Picture configuration option is only applicable when Tracking mode is set to Frame Speaker, but the option is available to change for all Tracking modes even though it is not applicable.	
Content	EN-10990	When a RealPresence Group system shares content in a long duration, multi-point call, the content may be sent over the people channel instead of the video channel.	Disconnect the call, redial the call, and restart content.
Content	EN-14150	Sometimes, the RDP content is presented in PIP layout mode instead of full screen mode on monitor-1 when monitor-2 is turned off.	
Content	EN-16042	When an audio-only point-to-point SIP call between two RealPresence Group Series systems is escalated to a video call, and then a user starts content, content is sent over the people channel.	Initiate a point-to-point video call then share content.
Content	GS-15020	When a RealPresence Group Series system is configured with TIP enabled and joins a TIP-aware RealPresence Collaboration Server conference, content sent from the RealPresence Group system is played on the People channel.	On the web interface, go to Admin Settings > Network > Dialing Preference > Dialing Option and disable the TIP setting.
Content	GS-23968	In an RMX call, if you switch content from People+Content IP to VisualBoard, content might not launch on the first try.	Relaunch VisualBoard to show content.

Known Issues in Version 6.1.0

Category	Issue ID	Description	Workaround
Content	GS-32296	In a multipoint call hosted by a RealPresence Group Series codec while sharing content, the Call Statistics screen may take up to 20-second to refresh.	
Content	GS-32662	On the Polycom RealPresence Group Series 500 system, the monitor-1 displays RDP content based on the monitor profile is set when detected. However, monitor-2 displays RDP content even though the monitor profile is not set to receive content when detected.	
Content	GS-9043	Sharing content on a RealPresence Group system by using a 1280 x 1024 resolution with a 85 Hz refresh rate is not supported.	Use a refresh rate of 60 Hz or 75 Hz.
Directories/Address Books	EN-12600	If contacts were imported from a RealPresence Group Series system running a software version earlier than 6.1.0, when a user calls one of the imported contacts, a call failed message is displayed on the RealPresence Touch device even though the call connects.	Import contacts to a system with software 6.1.0 or later.
Directory	GS-20379	Directory entries imported from RealPresence HDX systems to RealPresence Group systems using the Directory Import/Export feature do not maintain the RealPresence HDX Directory grouping structure.	
General	GS-12796	A Chinese user name is not supported in LDAP connections.	
Hardware	EN-14156	The USB 3.0 ports on the backpanel of RealPresence 700 systems do not support USB headsets	

Known Issues in Version 6.1.0

Category	Issue ID	Description	Workaround
Interoperability	EN-10837	After a DNS failure during a point-to-point call between RealPresence Trio and RealPresence Group Series, the RealPresence Trio does not automatically disconnect from the call.	Manually disconnect RealPresence Trio from the call.
Interoperability	EN-12773	When a RealPresence Group Series system is registered with Lync 2013, you cannot place a video call to a contact's voicemail.	Place an audio call to the voicemail.
Interoperability	EN-14151	In Unify server environments, users cannot resume a held call on a RealPresence Group Series system after it was transferred.	Do not transfer calls.
Interoperability	EN-14154	When in a point-to-point SIP call using Microsoft remote desktop registered to the RealPresence DMA system, RealPresence Group Series systems registered to Lync disconnect after pressing Hold on RealPresence Group Series systems.	
Interoperability	EN-15639	Video resolution on the RealPresence Group Series system may be lower than expected in a point-to-point SIP call between the system and the Lync client for Mac.	Place the call from the Lync client.
Interoperability	EN-15815	Escalating a SIP point-to-point audio call to a video call between the RealPresence Group Series system and the Lync client on a Mac computer causes the Lync client to crash.	Place the video call from the Lync client.
Interoperability	EN-7517	When dialing multiple Skype for Business clients at the same time, the call connects as audio-only.	Set the dialing preference to SIP. In Office 365 environments, disable H.323.

Known Issues in Version 6.1.0

Category	Issue ID	Description	Workaround
Interoperability	GS-24332	If a RealPresence Group system is dynamically managed by RealPresence Resource Manager and the host name of the RealPresence Group system is longer that 64 bytes, logging in through the web interface may fail.	Make sure the host name of the RealPresence Group system, including the domain, is less than 64 bytes.
LifeSize	GS-12496	If a LifeSize Team 220 system is the first system called in a SIP conference call, video is not received from the LifeSize system.	Either do not dial the LifeSize system first, or dial the system at a very low call rate, such as 384 kbps.
Logging	GS-21913	Users can enter special characters into a CSR field and receive no notification of an invalid entry on RealPresence Group systems. This results in a certificate request failure.	
Microsoft	GS-23632	If the presenter in a MeetNow call mutes the conference and the RealPresence Group system participant tries to unmute, the RealPresence Group system participant will not receive a notification that they cannot unmute the call.	Request the presenter unmute the call.
Microsoft	GS-24545	RealPresence Group systems do not display scroll bars when scrolling through Microsoft Lync or Skype for Business content.	
Monitors	GS-25845	After a softupdate, displays might remain on if the sleep timer is set to less than three minutes.	Do not set the codec sleep timer to less than three minutes.

Known Issues in Version 6.1.0

Category	Issue ID	Description	Workaround
Monitors	GS-28149	On some touch monitors, the USB connection is disabled when the display goes into sleep mode. This results in the touch monitor not being recognized by the RealPresence Group system when it comes out of sleep mode, or when it is powered up. To fix this issue, disconnect the monitor from the RealPresence Group system and then reconnect it. Alternately, power off and on the touch monitor.	If possible, deactivate the USB sleep configuration on the touch monitor.
Monitors	GS-28171	On RealPresence Group 300 and 310 systems, the touch user interface is not enabled by default.	In the system's web interface, activate the dual monitor option.
Monitors	GS-8188	On the RealPresence Group 700 system, the output display is always black when Monitor 1 is a VGA monitor with a Sleep setting of No Signal. If Monitor 2 and Monitor 3 are VGA monitors and the Sleep setting is No Signal, the system does not send a signal to those monitors when it goes to sleep.	
Peripherals	EN-14153	System information and user settings are not available when the RealPresence Touch is not paired.	
Peripherals	EN-11141	When upgrading a RealPresence Group system from a software version prior to 6.0.0, and has an admin password enabled, a RealPresence Touch device does not automatically pair with the system when upgrading to version 6.0.0 or later.	
Provisioning	GS-19239	While in a TIP call, the bandwidth reported by the Primary codec is an aggregate of all three codecs and not only the Primary codec.	

Known Issues in Version 6.1.0

Category	Issue ID	Description	Workaround
Radvision	GS-17405	When a RealPresence Group system and a Radvision Scopia XT1000 are registered to a DMA, and the RealPresence Group system starts sending content before the Radvision system does, the Radvision system cannot send content.	Stop sending content from the RealPresence Group system, and then start sending content from the Radvision Scopia XT1000 system.
RealPresence Touch	GS-22650	Logging out of the RealPresence Touch web interface does not function properly in a Firefox or Chrome browser.	Clear the browser cache or use a different browser, such as Internet Explorer.
Remote Control	GS-15678	These 6 buttons found on the HDX remote control do not function with a RealPresence Group system: • Play • Stop • Pause • Record • Forward • Rewind	Use the API button command.
Security	GS-21618	When SSH is disabled on the RealPresence Group system, connection is still allowed to enter username and password. This is not consistent with Telnet operation. Entering a password does give the correct Access Denied notification with SSH disabled.	
Security	GS-27301	When using the onscreen keyboard to enter a password on a RealPresence Centro system, the key presses display on all the monitors.	
Setup Wizard	GS-13961	When running the setup wizard on a RealPresence Group system, a VGA component monitor is not detected automatically.	

Known Issues in Version 6.1.0

Category	Issue ID	Description	Workaround
Software Update	GS-25821	When the RealPresence Touch platform software is downgraded using a USB device or using the Polycom link, the downgraded software version is installed with the factory restore image.	
SoundStation IP 7000	GS-13406	When using a SoundStation IP 7000 conference phone attached to a RealPresence Group system for an audio call, an incoming video call to the RealPresence Group system might result in the audio call being put on hold with no way of retrieving or hanging up the call.	
SoundStation IP 7000	GS-21059	When a RealPresence Group system is in a call with a SoundStation IP 7000 conference phone and places the call on hold, only the video is held. The audio is still active.	
SoundStation IP 7000	GS-25764	When using a SoundStation IP 7000 conference phone connected to a RealPresence Group system to make a video call and an then audio call, if the video call is disconnected, the local interface shows no active calls. You must disconnect the active audio call using the SoundStation IP 7000 phone.	
USB	GS-24467	Only one USB storage device can be connected to one host port on a RealPresence Group system, whether it is connected directly or through a hub.	
USB	GS-25071	If you have accessed content from a USB storage device while in MSM mode, and then start a new VisualBoard application session, you may sometimes see the content from the USB storage device from the previous session although the USB storage device is no longer connected.	

Known Issues in Version 6.1.0

Category	Issue ID	Description	Workaround
USB	GS-8186	The RealPresence Group 700 system only supports USB factory restore or downgrade from the front panel USB. Restoring or downgrading the system from the rear panel USB port is not supported.	Use the front panel USB port to perform a factory restore or downgrade.
User Interface	EN-10847	In a SIP multipoint conference call with more than 2 participants, the RealPresence Touch device may not display all available video layouts.	Use the remote control to view all the available layouts on the system.
User Interface	EN-10956	On some touch monitors, the virtual keyboard may not display during a call on RealPresence Group 500, and 700 systems.	End and redial the call.
User Interface	EN-11236	The help desk number may display as a regular PSTN call on the participant list.	
User Interface	EN-14148	After completing the setup wizard, the Hello screen flashes and hear the welcome sound before the logon screen displays.	
User Interface	EN-15344 EN-15433	If a call is active at midnight, the web interface displays an inaccurate value for the total time in a call under System Usage.	
User Interface	EN-15638	Occasionally, after a call has ended, a black screen displays on the RealPresence Group Series system.	Press any button on the remote control or wait for the system to wake up.
User Interface	EN-15879	The "Log Stamp" Polycom lab feature does not display in the web interface.	Uncheck then recheck the "Enable Polycom Labs Feature" checkbox.
User Interface	EN-7490	Far-end camera presets are not available on RealPresence Touch.	

Known Issues in Version 6.1.0

Category	Issue ID	Description	Workaround
User Interface	GS-23862	If the monitor display is set to No Signal and the RealPresence Group system is set to go to sleep by pressing and holding the hangup button, and you manually put the system to sleep using the remote control, you will not see a notification that the system is going to sleep.	
Video	EN-7514	The Macintosh client displays jerky video in calls to a RealPresence Group Series system.	Place the call from the RealPresence Group Series system.
Video	GS-22127	The video aspect ratio for a Polycom HDX system is different from the other participants when a Sony XG80 participates in a multipoint call hosted by a RealPresence Group system.	
Video	GS-24574	If you terminated a just initiated call and promptly dialed another call, the far end system might not see the secondary and tertiary video from the near end system.	
Web Interface	GS-24975	The list of participants for a mixed endpoint call with an internal MCU may differ from the Hangup list.	

This document includes known issues for RealPresence Group systems deployed in Avaya, Broadsoft, IBM, Siemens, Microsoft, and Cisco environments. For more information about those environments, refer to the Polycom release notes for those solutions at
http://support.polycom.com/PolycomService/support/us/support/strategic_partner_solutions/index.html.

Other Known Issues

Microsoft Office 365

When migrating an Office 365 on-premises account to online, the system's local or web interface may indicate that it is registered when the process has not yet completed on the server end. If a system is not able to make a call after migration, wait a few minutes and try again. The migration process can take 30 minutes or more to complete.

Prior to registering an Office 365 account with a RealPresence Group system that is set to auto configuration, you must make sure the server and proxy addresses have been cleared. If you have entered

specific server addresses into the address fields Registrar server and Proxy server at **Admin Settings > Network > IP Network > SIP**, before you change the SIP Server Configuration setting from **Specify** to **Auto**, you must clear the address fields and then click Save. If the server fields are not cleared, SIP registration might fail.

Cn Attribute Searches

RealPresence Group systems do not support `cn` (common name) RealPresence Resource Manager attribute searches. When `cn` searches are performed, the system automatically uses `displayname` instead.

Samsung SyncMaster TA350 Monitor

When a Samsung SyncMaster TA350 monitor is connected to a RealPresence Group system as a second monitor and the **Dual Display** option is enabled in the web interface, the brightness controls on the second monitor do not work. As a workaround, disconnect the HDMI cable from the Samsung SyncMaster TA350 monitor and then reconnect it.

Wireless Mice

Wireless mice that are connected to RealPresence Group systems may not function properly with the VisualBoard application and are not recommended.

Camera 2 and VisualBoard CSC Usage

Camera 2 and the VisualBoard application share a single color space converter (CSC). If a CSC is used for VisualBoard, it cannot simultaneously be used for camera 2 as people.

Hardware and Software Requirements

The following sections list the supported hardware and software versions when integrating accessories and peripherals with RealPresence Group systems.

Integrating a Polycom SoundStation IP 7000 Conference Phone

To integrate a Polycom SoundStation IP 7000 conference phone with a RealPresence Group system, use the following software versions.

SoundStation IP 7000 Phone Software Version	RealPresence Group System Software Version
4.0.11 and Updater 5.0.11	5.1.2, 6.0.0, 6.0.1, 6.1.0
4.0.7 and Updater 5.0.5	4.3.0, 4.3.1, 4.3.2, 5.0.0, 5.0.1, 5.0.2, 5.1.0, 5.1.1
4.0.6 and Updater 5.0.x	4.2.0
4.0.4 and Updater 5.0.x	4.1.3, 4.1.3.2

SoundStation IP 7000 Phone Software Version	RealPresence Group System Software Version
4.0.4 and BootRom 5.0.1	4.1.1, 4.1.1.1
4.0.3F and BootRom 5.0.1	4.0.1, 4.0.2
4.0.2 Revision B and BootRom 5.0.1	4.0.0, 4.0.0.1

Integrating Polycom Touch Devices

To integrate a RealPresence Touch or Polycom Touch Control with a RealPresence Group system, you must use a compatible software version.

When you downgrade the RealPresence Group Series system software and pair with a Polycom RealPresence Touch system, the software on the RealPresence Touch device is automatically downgraded to a compatible version. However, the RealPresence Touch platform version 2.0 software may not be downgraded automatically to version 1.0. To downgrade from version 2.0 to version 1.0, you must use a USB storage device or manually initiate a downgrade from a server repository that includes version 1.0.

Polycom RealPresence Touch

The RealPresence Touch, after pairing with RealPresence Group Series, verifies the compatibility of the RealPresence Touch panel software and requests a software update. Polycom recommends that you update the software on RealPresence Touch to match the Group Series 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. The RealPresence Touch operating system software can be updated through the administration pages on the RealPresence Touch or through the RealPresence Touch web interface.

When you downgrade the RealPresence Group Series system software, the Polycom RealPresence Touch software is automatically downloaded to a compatible version after being paired. However, the RealPresence Touch platform version 2.0 might not automatically downgrade to version 1.0. In this case, to manually downgrade from version 2.0 to 1.0, you must use a USB storage device or initiate a downgrade from a server repository that includes version 1.0.

Polycom Touch Control

The first three numbers of the Polycom Touch Control software version must match the first three numbers of the RealPresence Group Series software version. For example, Polycom Touch Control software version 4.1.1 is compatible with RealPresence Group Series software versions 4.1.1 and 4.1.1.1.

Integrating EagleEye Producer

Updates to EagleEye Producer software are included with the RealPresence Group system software updates. To integrate your EagleEye Producer, connect it to the RealPresence Group system before you run a software update. The software update program detects the EagleEye Producer and updates it if necessary. No license number or key code is needed to update the EagleEye Producer.

EagleEye Producer must run a software version that is compatible with the software version on the RealPresence Group system to function properly. EagleEye Producer version 1.2 is compatible with version

6.0.0 and higher of RealPresence Group Series. For more information, refer to the current Polycom Supported Products matrix at Polycom Service Policies.

Interoperability

Video conferencing systems use a variety of algorithms to compress audio and video. In a call between two systems, each end transmits audio and video using algorithms supported by the other end. In some cases, a system might transmit a different algorithm than it receives. This process occurs because each system independently selects the optimum algorithms for a particular call, and different products might make different selections. This process should not affect the quality of the call.

> **Note**: For more information about using Polycom RealPresence Group Systems as part of a Polycom-partner product solution, refer to the Polycom-partner product deployment guides available at support.polycom.com.

Products Tested in this Release

Polycom RealPresence Group Systems are tested extensively with a wide range of products. The following list is not a complete inventory of compatible equipment. It simply indicates the products that have been tested for compatibility with this release. For Polycom peripherals that are compatible with the RealPresence Group systems, refer to Hardware and Software Compatibility.

Polycom strives to support any system that is standards-compliant and investigates reports of Polycom systems that are not interoperable with other vendor systems.

> **Note**: Polycom recommends that you upgrade all of your Polycom systems with the latest software versions. Any compatibility issues may already have been addressed by software updates. Go to PolycomService/support/us/support/service_policies.html to see the Current Polycom Interoperability Matrix.

Product	Interoperable Versions
Management Systems and Recorders	
Polycom RSS™ 4000	8.5.4
Polycom® RealPresence® Access Director™	4.2.4
Polycom® RealPresence® Media Suite™	2.7.0
Polycom® RealPresence® Distributed Media Application™ 7000	6.4.1.1
Polycom® RealPresence® Resource Manager	10.0.1
Gatekeeper, Gateways, External MCU, Bridges, Call Managers	
Avaya Aura® Communication Manager	R017x.00.0.441.0
Avaya Aura® Session Manager	7.0.0.0.0.700007

Product	Interoperable Versions
Cisco® TelePresence® Video Communication Server (VCS)	X8.8.1
BroadSoft Server	R21.sp1_1.551
Sonus SBC	05.00.02-R000
Cisco Unified Communications Manager	11.5.1
Codian 4505 MCU	4.5 (1.85)
Cisco 3241 Gateway	2.2 (1.114)
Cisco 5310 MCU	4.5 (1.85)
Cisco 8710 MCU	4.2 (4.18)
OpenScape Voice	V8 R1.47.1
OpenScape UC	V7 R3.0.11
OpenScape SBC	V8 R1.12.00
OpenScape Branch	V8 R1.02.00
Polycom® RealPresence® Collaboration Server 1500	8.5.12
Polycom® RealPresence® Collaboration Server 1800/4000	8.7.3
Polycom® RealPresence® Collaboration Server 800, Virtual Edition	8.7.3
Polycom® RealPresence® Collaboration Server Gateway	8.7.3
Radvision® Scopia® 100 P10 Gateway[1]	5.7.2.1.47
Radvision® ECS Gatekeeper	7.7.0.0.27
Endpoints	
Avaya Scopia XT5000	8.3.2.534
Avaya Scopia XT7000	8.3.2.225
BroadSoft BroadTouch Business Communicator (BTBC) - Windows	21.5.1.1179
BroadSoft BTBC - iOS	22.0.1.5871
BroadSoft BTBC - Android	21.5.4.5513
Cisco 9971	sip9971.9-4-2sr2-2
Cisco C20, C40, C90	7.3.7
Cisco DX70/DX650	10-2-5-212
Cisco DX80	ce8.2.1

Product	Interoperable Versions
Cisco E20	4.1.7
Cisco EX90	7.3.7
Cisco SX10, SX20, SX80	8.2.2
Huawei TE40	2.0.600
Huawei TE30	2.0.600
LifeSize® SoftPhone	8.1.12
LifeSize® Express 220	5.0.9 (2)
LifeSize® Team 220	5.0.9 (2)
LifeSize® ICON 600	2.9.0
LifeSize® Passport	4.12.0
Polycom HDX Systems	3.1.11
Polycom Concerige Solution	Phase 1
Polycom ® RealPresence Centro™	6.0.1
Polycom® RealPresence® Debut™	1.2.1
Polycom® RealPresence® Mobile Android	3.7.0
Polycom RealPresence® Mobile IOS	3.7.0
Polycom® RealPresence® Desktop for Windows®	3.7.0
Polycom® RealPresence® Desktop for Mac®	3.7.0
Polycom® Immersive Telepresence (ITP) Series	3.1.4
Polycom® RealPresence Immersive Studio™	6.1.0
Polycom® RealPresence® OTX® Studio	6.1.0
Polycom® SoundPoint® IP 650	4.0.7
Polycom® SoundStructure®	1.7.2
Polycom® VVX® Business Media Phones	5.5.1.11526
Radvision Scopia XT1000	2.5.416
Sony PCS-1	3.42
Sony PCS-G50	2.72
Sony PCS-TL50	2.42

Product	Interoperable Versions
Sony PCS-XG80	2.46
Sony PCS-XG100	1.6
TANDBERG 1700 MXP	F9.3.4
TANDBERG Edge95 MXP	F9.3.4
TANDBERG T150	L6.1
Unify OpenStage 60/80	V3 R4.10.0 SIP 160728
OpenScape UC	V7 R1.46.18 (70.1.46.0018)
Peripherals	
Polycom ISDN Gateway	1.0.0.77
Polycom EagleEye Producer	1.2.1
Polycom EagleEye Director	2.2
Polycom EagleEye Director II	1.0.0
Polycom RealPresence Touch	6.1.0 Panel software 2.1.0 Operating System software
Polycom Touch Control	6.1.0
VisualBoard Application	4.1.3 software and later

[1] The RealPresence Group Series systems do not receive video from the Radvision Scopia 100 P10 gateway.

Microsoft Interoperability

The RealPresence Group systems support interoperability with the following Microsoft software versions.

Product Name	Version
Microsoft Skype for Business Server 2015	6.0.9319.272
Microsoft Lync Server 2013	5.0.8308.977
Microsoft Exchange Server 2013	15.00.1130.007
Microsoft Skype for Business online	Versions updated regularly and hosted by Microsoft
Microsoft Exchange Server Online	Versions updated regularly and hosted by Microsoft

Note: RealPresence Group Series does not support interoperability with Lync 2010 clients within Lync 2013 and Skype for Business meetings or for internal multipoint conference calls.

Cisco and TIP Interoperability

The RealPresence Group systems support interoperability with the following Cisco equipment and TIP protocols:

- Cisco TelePresence System 1.10.15 (4) interoperability (People video 1080p resolution at 30 Hz; content frame rate for XGA at 5 fps)
- Cisco TelePresence System next generation interoperability with TIP Version 7
- Cisco TX Series Version 6.1.12
- Cisco IX5000 Version 8.1.2 (12)
- Cisco TelePresence Server 4.2 (4.18)

The following features are not supported in this release:

- Media encryption through Datagram Transport Layer Security (DTLS) or Standard SRTP (SDES)
- Secure registration to Cisco Unified Communications Manager.

VisualBoard Interoperability

The VisualBoard application is an integrated application that is supported on all Polycom® RealPresence® Group Series systems. If you have not yet enabled the VisualBoard application, refer to the *Polycom RealPresence Group Series Administrator Guide* at support.polycom.com.

Third Party Cameras

For Third-Party Cameras connected to a RealPresence Group Series system, Pan, Tilt, and Zoom are supported, however, the cameras may not accurately respond to and move into preset camera positions. Advanced camera functionalities such as Backlight Compensation, White Balance, and Brightness and Color Saturation are not supported.

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San Jose, CA 95002
USA

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