

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 6.1.1 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 1.2.0 of the Polycom EagleEye Producer software
- Version 6.1.1 of the Polycom® RealPresence Touch™ Panel software
- Version 2.1.1 of the Polycom RealPresence Touch Operating system software
- Version 6.1.1 of the Polycom® Touch Control™ Panel software
- Version 6.1.1 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 [Polycom Support](#).

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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 [Polycom RealPresence Group Series Products](#).



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	<p>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.</p> 

RealPresence Group Series System Bundles

System	System and Accessories
RealPresence Group 500 Systems	<p>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.</p>  <p>The image shows four accessories for the RealPresence Group 500 system: a long, thin, silver microphone array; a black, ergonomic remote control; a black, ergonomic microphone array; and a silver, pan-tilt-zoom EagleEye IV camera mounted on a silver base.</p>
RealPresence Group 700 Systems	<p>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.</p>  <p>The image shows four accessories for the RealPresence Group 700 system: a large, silver, rack-mountable unit; a black, ergonomic remote control; a black, ergonomic microphone array; and a silver, pan-tilt-zoom EagleEye IV camera mounted on a silver base.</p>

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
- Polycom® 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 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 all the participants in the call.

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 [Polycom Support](#).



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 6.1.1.

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 Polycom Support 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 [Polycom Support](#).

New Features in Version 6.1.1

RealPresence Group Series system software version 6.1.1 provides the functionality described in the following topic:

- [Polycom Solution Support](#)
- [Update Polycom Software from Skype for Business Server](#)

Support for Skype for Business Online

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. A RealPresence Touch device, paired to a RealPresence Group Series system, is required for this feature.

Important Notice: This software release of RealPresence Group Series systems is now certified by Microsoft to work with Office 365 Skype for Business Online. The systems are already certified to operate with Skype for Business On-Premises.

Previously, RealPresence Group Series systems with Skype for Business Online was supported as a beta feature. As of software version 6.1.1, Polycom provides mainstream support for this functionality.

Prerequisites

Before you can register Skype for Business Online, the following prerequisites must be met.

- Have a minimum Microsoft license for E1 with Skype Plan 2 for enabling RealPresence Group video endpoints. For information about the various plans, refer to this [Technet article](#).
- To search the directory for contacts, you must have added contacts to your Skype for Business contact list.
- Register the RealPresence Group Series 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

For step-by-step instructions on each required setting, refer to [Configure RealPresence Group Systems for Registration with Skype for Business Online](#).

Limitations

This release includes the following limitations for RealPresence Group systems that are registered with Skype for Business Online.

Not Supported	Workarounds/Notes
Web proxy services	Workaround: Use a transparent web proxy.
RealPresence Group Series system remote control	Workaround: Use the RealPresence Touch Control device for Skype for Business Online deployments. On-Premise deployments support the remote control.
IP calls through SIP when registered with Microsoft Office 365	Note: The Skype for Business user interface dialer does not allow you to input alphabetic letters or an @ sign.
Client Auto Configuration	Note: Refer to the DNS flow chart in this Technet article .
Use of web automatic discovery (without DNS SRV) does not direct RealPresence Group Series systems to the appropriate Skype for Business registration service.	Workaround: Create DNS SRV records for Skype for Business On-premises and Online registration.
OrgID is not supported	Workaround: Enable your tenant for Modern Authentication in the Skype for Business Online settings. For information on enabling this setting, refer to this Technet article .
Skype for Business Broadcast	No available workaround or support for this feature at this time.
Third Party SSO Authentication	No available workaround or support for this feature at this time.
Microsoft Surface Hub	No available workaround or support for this feature at this time.

Configure RealPresence Group Systems for Registration with Skype for Business Online

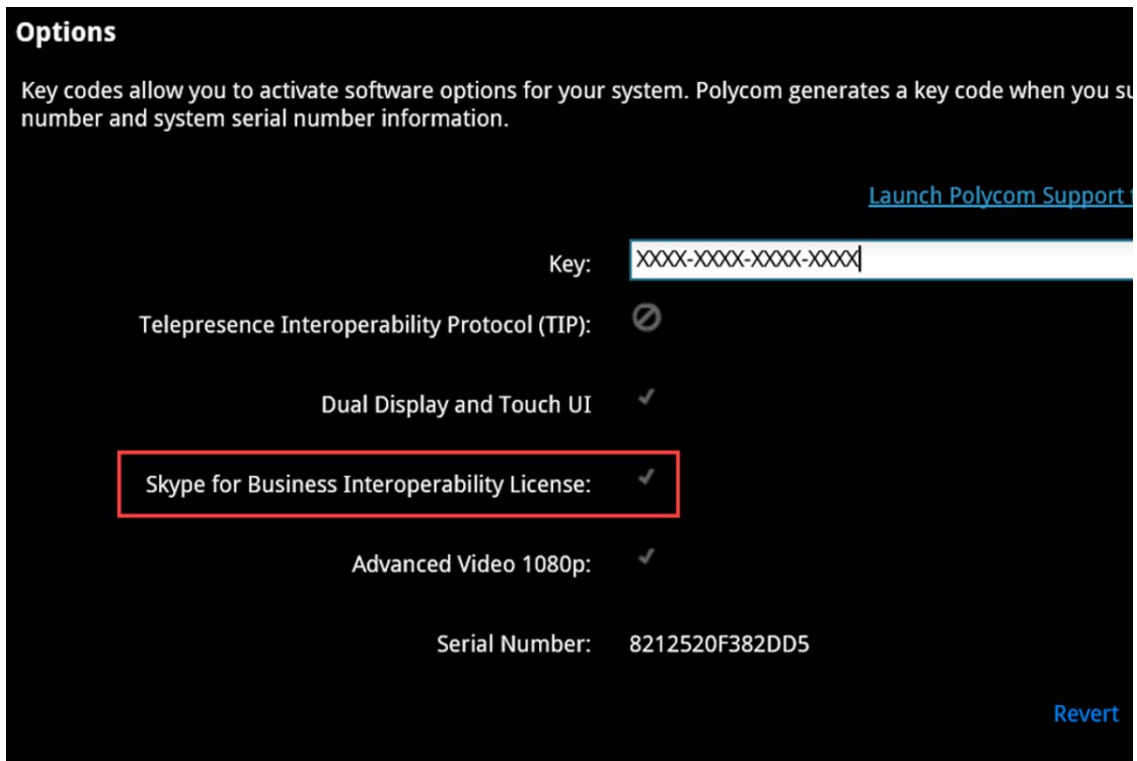
You must perform some configuration steps before the RealPresence Group system is ready to interoperate with Skype for Business Online. The registration and encryption tasks are required.

To register RealPresence Group Series with Skype for Business Online

- 1 Provision your Office 365 RealPresence Group Series room account. For information on creating 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 RealPresence Touch device is enabled and paired 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**.
- 6 Do the following:
- 7 Click the **Enable SIP** checkbox, enter the SIP registration information, at **Registrar Server Type**, select **Microsoft**. Then ensure that the **Registration Status** changes to **Registered**.

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

SIP

Enable SIP:

Enable AS-SIP:

Registration Status: Registered

SIP Server Configuration: Auto

Transport Protocol: Auto

Force Connection Reuse:

BFCP transport preference: Prefer UDP

Sign-in Address: gsrm@plcmmslab03.onmicrosoft.com

User Name: gsrm@plcmmslab03.onmicrosoft.com

Password:

Registrar Server:

Proxy Server:

Registrar Server Type: Microsoft

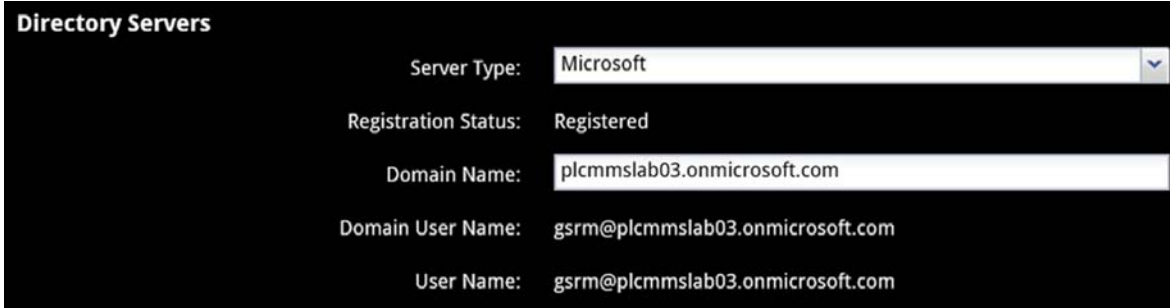
To configure encryption:

Ensure encryption is enabled, as this is a requirement to establish an AV MCU conference.

- 1 In the system web interface, go to **Admin Settings > Security > Global Security > Encryption**.
- 2 In the **Require AES Encryption for Calls** list, select **When Available**.
- 3 Click **Save**.

To configure the Directory Server:

- » In the system web interface, go to **Admin Settings > Servers > Directory Servers**, enter the Directory Server information, and ensure the **Registration Status** changes to **Registered**, as shown next.



Directory Servers

Server Type: Microsoft

Registration Status: Registered

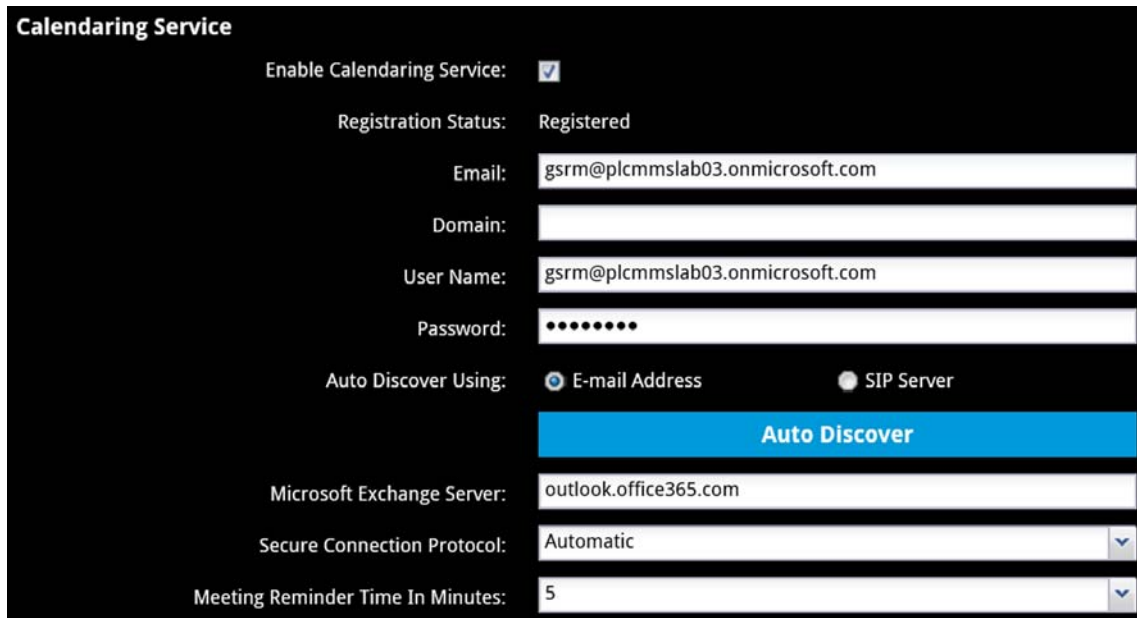
Domain Name: plcmmslab03.onmicrosoft.com

Domain User Name: gsrm@plcmmslab03.onmicrosoft.com

User Name: gsrm@plcmmslab03.onmicrosoft.com

To configure the Calendaring Service:

- 1 In the system web interface, go to **Admin Settings > Servers > Calendaring Servers**, enter the server information, and ensure the **Registration Status** changes to **Registered**, as shown in the figure below.



Calendaring Service

Enable Calendaring Service:

Registration Status: Registered

Email: gsrm@plcmmslab03.onmicrosoft.com

Domain:

User Name: gsrm@plcmmslab03.onmicrosoft.com

Password: ●●●●●●

Auto Discover Using: E-mail Address SIP Server

Auto Discover

Microsoft Exchange Server: outlook.office365.com

Secure Connection Protocol: Automatic

Meeting Reminder Time In Minutes: 5

To validate the system status:

- » In the system web interface, go 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.

System Status		
Auto Answer Point-to-Point Video	●	More Info
Remote Control	●	More Info
Audio Devices	●	More Info
VisualBoard	●	More Info
Microsoft Server	●	More Info
Presence Service	●	More Info
IP Network	●	More Info
Gatekeeper	●	More Info
SIP Registrar Server	●	More Info
Log Threshold	●	More Info
Meeting Password	●	More Info
Calendaring Service	●	More Info
Recording Service	●	More Info

Supported Skype for Business Online and On-Premise Topologies

The following table lists Polycom support for each Skype for Business topology, which varies by environment.

Topology	Active Directory	Skype for Business	Exchange	Polycom Support
On-Premises	On-Premises	On-Premises	On-Premises	Supported
Office 365 Multi-tenant (O365MT)	Online	Online	Online	Supported
Hybrid (Split domain)	On-Premises	On-Premises and Online	Online	Supported
Hybrid (CCE/OPCH)	On-Premises	Online	Online	Not supported at this time

Update Polycom Software from Skype for Business Server

You can configure RealPresence Group Series systems to install software updates from Skype for Business Server.

To update software from Skype for Business Server, you must first deploy the appropriate software package to the server. Ensure that SIP is enabled and that the system is registered to the Microsoft server.

- 1 In the system web interface, go to **Admin Settings > General Settings > Software Updates > Automatic Software Updates**.
- 2 At **Start Time**, set the Hour, Minute, and AM/PM settings to specify a start time for the system to check for updates.
- 3 At **Duration**, select the length of time for the system to check for updates.
After you configure the **Start Time** and **Duration** settings, the system checks for updates at this time daily.
- 4 Select the **Update Software from Skype for Business server** checkbox.
- 5 Enter the software key as received from Polycom support to update from Skype for Business server text box.
- 6 Click **Save**.

Software Version History

Software Version	Release Date	Description
6.1.1	April 2017	Includes a new automatic update feature for a RealPresence Group Series system from a Skype for Business Server, and escalation fixes for customer support.
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.

Software Version	Release Date	Description
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.
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 Polycom 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.

Software Version	Release Date	Description
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 Wake Polycom EagleEye Producer Camera](#)
- [Content Stretch](#)
- [Dual Live-Stream](#)
- [Stamping Log Files](#)

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 Wake Polycom EagleEye Producer Camera

This feature enables an EagleEye Producer to automatically wake 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

Log stamps record a specific point in time that a system issue occurs by adding a numerical value to the system log file. The value starts with a number 1 and increments each time log stamping is activated. Polycom support technicians can use this troubleshooting tool to help customers resolve issues.

Users can add a log stamp from the RealPresence Group system local or web interface, or from a RealPresence Touch device 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**.

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](https://www.polycom.com/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](https://www.polycom.com/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"
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 6.1.1

The following table lists issues resolved in this version 6.1.1 release.

Resolved Issues in Version 6.1.1

Category	Issue ID	Description
Audio	EN-6341	A RealPresence Group Series system might become automatically muted between one to 20 minutes after a Skype for Business AV MCU call is established.
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 a user starts content, content is sent over the People channel.
Content	EN-15794	A RealPresence Group Series system might power off after receiving content.
Dial Plans	EN-10077	A RealPresence Group Series system attempting to join a Skype meeting might dial an 'https' address instead of a SIP URI.
Directories/Address Books	EN-17597	RealPresence Group Series systems might change Call Quality to Auto after a local directory is exported.
Directories/Address Books	EN-12761	A directory search on a RealPresence Group Series system might not return any search results when registered to a Skype for Business server.
General	EN-15698	A RealPresence Group Series system might occasionally power off and power back on.
Interoperability	EN-15639	Video resolution on the RealPresence Group Series system might be lower than expected in a point-to-point SIP call between the system and a Lync Mac client.
Interoperability	EN-15217	In an internal MCU call with a Cisco SX20 system, video might be poor during video switching with minor packet loss.
Interoperability	EN-15815	Escalating a SIP point-to-point audio call to a video call between the RealPresence Group Series system and a Lync Mac client might cause the Lync Mac client to power off.
Interoperability	EN-7199	The RealPresence Group Series system might not register to the Lync server after upgrading to software version 6.0.0.
User Interface	EN-18722	When the RealPresence Touch device is paired to a Polycom SoundStructure, the device might display an error message after you select the Administration button.
User Interface	EN-18068	With a password configured on a RealPresence Group Series system in Skype Mode, the Upgrade screen might not display after you insert the USB memory device and enter the password.

Resolved Issues in Version 6.1.1

Category	Issue ID	Description
User Interface	EN-17855	The RealPresence Touch device syncs the time only when pairing and the time does not update when the RealPresence Group Series system time setting changes.
User Interface	EN-17594	If a RealPresence Group Series system has Automatic Self View and Self View disabled, with the monitor 1 profile set to Far, then Content, then Near , and monitor 2 profile set to Far, then Near , the following scenario might occur. Three identical layout choices might display on the local interface and on the RealPresence Touch device.
User Interface	EN-17111	In a three-site multipoint call with the monitor 1 profile set to Far, then Content, then Near , and the monitor 2 profile set to Far, then Near , with Automatic Self View Control enabled, the current speaker might display in full screen on both monitors.
User Interface	EN-17107	In a point-to-point call with monitor 1 set to Far, then Content, then Near , and monitor 2 set to Far, then Near with Automatic Self View Control enabled, the following scenario occurs. Far-end video displays full screen on monitor 2 and monitor 1 displays the background image in full screen (if configured) or black video (if not configured) with its local video in PIP.
User Interface	EN-17106	If a RealPresence Group Series system has Automatic Self View Control enabled, the monitor 1 profile is set to Far, then Content, then Near , and monitor 2 profile is set to Far, then Near , the system might display no layout options.
User Interface	EN-16813	If a RealPresence Group Series system is provisioned with a long hostname, it cannot be accessed remotely.
User Interface	EN-16690	On a RealPresence Group Series system, the standard microphone might be recognized as a ceiling microphone on the system web interface.
User Interface	EN-16260	When the Restrict to HTTPS setting is enabled on a RealPresence Group Series system, the paired RealPresence Touch device might not download device's application software.
User Interface	EN-16035	A standard microphone might be recognized as a ceiling microphone on the RealPresence Group Series web interface.
User Interface	EN-15994	The Call button on the remote control might fail to power on a RealPresence Group Series system.
User Interface	EN-15881	When the Language setting in the RealPresence Touch web interface is changed from American English to British English , the Network status displays Assigned Manually instead of Assigned by DHCP host .
User Interface	EN-7209	When using manual time settings, a RealPresence Group Series system might respond at a later time than the time that was originally set.

Resolved Issues in Version 6.1.1

Category	Issue ID	Description
Video	EN-16302	During a asynchronous gatekeeper registration, a RealPresence Group Series system might not send People video to a RealPresence Collaboration Server (RMX) 1800.
Video	EN-15934	RealPresence Media Suite calls do not display far-end site video when the point-to-point recording option is enabled on RealPresence Media Suite.
Video	EN-15713	In an AV MCU call that includes three or more RealPresence Group Series systems, video quality might be poor due to missing sequence numbers.

Known Issues in Version 6.1.1

The following table lists the known issues for the version 6.1.1 release. If a workaround is available, it is noted in the table.



These release notes do not provide a complete listing of all known issues that are included in the software. Issues not expected to significantly impact customers with standard voice or video conferencing environments might not be included. In addition, the information in these release notes is provided as-is at the time of release and is subject to change without notice.

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 [Strategic Partner Solutions](#).

Known Issues in Version 6.1.1

Category	Issue ID	Description	Workaround
Audio	EN-19735	RealPresence Group Series systems might not play 3.5 mm audio from the far-end site.	Configure the Playback Option setting to select Playback to All Locations, Video Content Associated , then change the setting to Playback to Far Sites . After this change, the far-end side can hear the 3.5mm audio.
Audio	EN-12767	When MusicMode is enabled, the RealPresence Group Series system cannot receive audio from a Polycom QDX 6000 system.	No workaround.
Calendering	EN-13505	The RealPresence Group Series system local interface and the RealPresence Touch device might display only nine participants, even though the Calendar invitation might include more attendees.	No workaround.
Calling	EN-15575	When a SoundStation IP 7000 phone is connected to a RealPresence Group Series system, blast dialing endpoints might fail.	Disconnect the SoundStation IP 7000 phone from the system before you attempt a blast dial call.
Call Management	EN-14149	When initiating a multipoint call, you might not be able to include audio endpoints and video endpoints in the same call.	Dial audio endpoints separately from the video calls.
Configuration	EN-10869	If the SIP registrar password includes 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 6.1.1

Category	Issue ID	Description	Workaround
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 for all Tracking modes even though it is not applicable.	No workaround.
Configuration	EN-10678	If dual stack (IP v4 and IP v6) is enabled, the RealPresence Group Series system fails to navigate from an IP v4 address to an IP v6 address.	When dual stack is enabled, enter an IP v6 DNS server address as the first DNS entry.
Content	EN-6308	During a conference call with a RealPresence Centro system and a RealPresence Mobile application, content sent from the Polycom People+Content IP application might not respond.	Press the Play button in the Polycom People+Content IP application.
Content	EN-19994	The Polycom Touch Control device might be unable to send content from a USB-connected local computer running Windows 10.	No workaround.
Content	EN-14150	If monitor 2 is turned off, RDP content might be presented in PIP layout mode instead of full screen mode on monitor 1.	No workaround.
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.	Hang up the call, redial the call, and restart content.
Content	EN-12332	In H.323 calls above 1472 kbps, the RealPresence Group Series system might receive black video when sharing content in a RealPresence Collaboration Server (RMX) call.	No workaround.
Documentation	EN-19667	The <i>RealPresence Group Series Administrator Guide</i> states that content sharing using a USB memory device is supported on the RealPresence Touch device, which is incorrect.	No workaround.
Documentation	EN-14260	The RealPresence Group Series system Frequently Used setting in the web interface displays a list of numbers that were dialed out most frequently in the past week. The criteria of listing these numbers is not clearly mentioned in the <i>Polycom RealPresence Group Series Administration Guide</i> .	No workaround.

Known Issues in Version 6.1.1

Category	Issue ID	Description	Workaround
Interoperability	EN-19586	On the RealPresence Group Series remote control, DTMF conference controls might not work in an AV MCU conference.	Use the RealPresence Touch device in Office 365 mode or use another Office 365 client to control the meeting.
Interoperability	EN-18207	The Office 365 environment does not support FIPS mode.	Disable FIPS mode in Office 365 environments.
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.
Interoperability	EN-7514	The Lync Macintosh client displays jerky video in calls to a RealPresence Group Series system.	Place the call from the RealPresence Group Series system.
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.	No workaround.
Interoperability	EN-14151	In Unify server environments, you might not be able to resume held calls after the call was transferred on a RealPresence Group Series system.	Do not transfer held calls involving a RealPresence Group system in a Unify environment.
Interoperability	EN-12773	While in Skype for Business mode, you might not be able to place a video call from the RealPresence Group Series system to voicemail.	Select the audio toggle on the RealPresence Touch device to make an audio call to the voicemail.
Interoperability	EN-7484	When the RealPresence Media Suite dials a RealPresence Group Series system, the system might not display People video during video playback.	Place calls from a RealPresence Group Series system.
Interoperability	EN-10837	After a DNS failure during a point-to-point call between a RealPresence Trio conference phone and a RealPresence Group Series system, the RealPresence Trio conference phone does not automatically disconnect from the call.	Manually disconnect the RealPresence Trio conference phone from the call.
Peripherals	EN-12638	When an EagleEye 1080 or EagleEye II camera is connected to a RealPresence Group Series system, the camera might select resolution over frame rate.	Adjust the resolution or upgrade to an EagleEye III or EagleEye IV camera.

Known Issues in Version 6.1.1

Category	Issue ID	Description	Workaround
Peripherals	EN-14156	The USB 3.0 ports on the backpanel of RealPresence 700 systems do not support USB headsets.	No workaround.
Peripherals	EN-14155	You cannot route the RealPresence Centro microphones to SoundStructure to send audio from the system to the far-end. Only external microphones connected to SoundStructure can send audio to the far-end.	No workaround.
Peripherals	EN-14094	After the EagleEye Director II wakes from sleep, the EagleEye IV camera might not automatically move to the preset position.	Use the system local interface or the RealPresence Touch device to select the preset and the camera moves to selected preset position.
User Interface	EN-20175	When a RealPresence Group Series system joins a CCCP conference as an audio-only PSTN endpoint, the call might be connected as audio/video. As a result, the PSTN party displays black video to the other participants.	No workaround.
User Interface	EN-19977	The RealPresence Touch might display an incorrect status of the VisualBoard application as a content source.	Stop sharing content before you enable and display the VisualBoard application.
User Interface	EN-19922	Far-end site camera presets are not available on RealPresence Touch devices.	No workaround.
User Interface	EN-19843	If you are logged out of the RealPresence Touch web interface, the device screen might not refresh automatically and might continue to display the same screen and the login dialog.	No workaround.
User Interface	EN-15879	The Log Stamp feature might not display in the Polycom labs feature list in the system web interface.	Clear the Enable Polycom Labs Feature checkbox, then select it.
User Interface	EN-15638	After a call ends, black video might display on the RealPresence Group Series system monitor.	Press any button on the remote control or wait for the system to wake.
User Interface	EN-15344	If a call is active at midnight, the system web interface might display an inaccurate value under System Usage for the total time in a call.	No workaround.

Known Issues in Version 6.1.1

Category	Issue ID	Description	Workaround
User Interface	EN-14153	System information and user settings are not available when the RealPresence Touch device is not paired.	Pair to a RealPresence Group Series system to view the information, or use the RealPresence Touch web interface to view the information (IP address is available in the unpaired screen).
User Interface	EN-14148	After completing the setup wizard, you might see the Hello screen flash and hear a welcome sound before the logon screen displays.	No workaround.
User Interface	EN-11236	On RealPresence Touch devices, the Help Desk number might display as a regular PSTN call on the participant list.	No workaround.
User Interface	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.	No workaround.
User Interface	EN-10956	On some touch monitors, the virtual keyboard might not display during a call on RealPresence Group 500, 700, and 550 systems.	End and redial the call.
User Interface	EN-10847	In a SIP multipoint conference call with more than two participants, the RealPresence Touch device might not display all available video layouts.	Use the remote control to view all the available layouts on the system's local interface.
User Interface	EN-7490	Far-end site camera presets are not available on RealPresence Touch devices.	No workaround.

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** setting is enabled in the web interface, 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 connected to RealPresence Group systems might 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, camera 2 cannot simultaneously be used to display **People**. Instead, set camera 2 to display **Content**.

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, 6.1.1
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

SoundStation IP 7000 Phone Software Version	RealPresence Group System Software Version
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
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 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.

Integrating the Polycom® UC Board™

The Polycom UC Board, when connected to an Polycom RealPresence Group Series or Polycom HDX system, enables you to annotate content by using either a second monitor or a whiteboard and projector. You can easily share the results with other participants in a call.

The hardware and software requirements for the Polycom UC Board are based on test scenarios. Your system's performance may vary based on your hardware configuration.

System Type	Supported Software and Hardware Versions
Polycom RealPresence Group system software	4.13 or later
Polycom RealPresence Group systems hardware	<ul style="list-style-type: none"> Supports single monitor, dual monitor, or 3 monitors (RealPresence Group 700 only), and a keyboard and a wired mouse connected to the system codec. Supports one UC Board stylus at a time Supported on all RealPresence Group Series systems, including RealPresence Group 300/310/500/700

System Type	Supported Software and Hardware Versions
Polycom HDX system software	3.1.2 or later
Polycom HDX system hardware	<ul style="list-style-type: none"> • Single or dual monitor system with selected monitor set to content • Supports one UC Board stylus at a time • HDX 4500 system • HDX 7000 HD system with Hardware Versions C and D • HDX 8000 HD system with Hardware Version B • HDX 9006 system

For information on configuring your system for the UC Board, refer to the *Polycom RealPresence Group Series Administrator Guide*. For details on setting up and using the UC Board, refer to the *Polycom UC Board Quick Start Guide*. Both documents are available at [Polycom Support](#).

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.

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 [Polycom Support](#).

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™	2.8.0
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
Cisco® TelePresence® Video Communication Server (VCS)	X8.8.1
BroadSoft Server	R21.sp1_1.551
Sonus SBC	05.00.02-R000

Product	Interoperable Versions
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
Cisco E20	4.1.7
Cisco EX90	7.3.7
Cisco SX10, SX20, SX80	8.2.2
Huawei TE40	2.0.600

Product	Interoperable Versions
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™	6.1.1
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™	6.1.1
Polycom® RealPresence Immersive Studio™ Flex	6.1.1
Polycom® RealPresence® OTX® Studio	6.1.1
Polycom® SoundPoint® IP 650	4.0.7
Polycom® SoundStructure®	1.7.4
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
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

Product	Interoperable Versions
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	6.1.1 Panel software 2.1.1 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.

Servers

Product Name	Version
Microsoft Skype for Business Server 2015	6.0.9319.277
Microsoft Lync Server 2013	5.0.8308.987
Microsoft Exchange Server 2013	15.00.1263.005 CU15
Microsoft Skype for Business Online	Versions updated regularly and hosted by Microsoft
Microsoft Exchange Server Online	Versions updated regularly and hosted by Microsoft

Clients

Product Name	Version
Windows client	16.0.6925.1049, 16.0.7329.1047
Mac client	16.2.156, 16.2.240, 16.5.0.185

Product Name	Version
Skype Room System v2	Not supported
Skype Room System v1 (Polycom CX8000)	Not supported
Polycom® Trio™ (with video)	Not supported
Polycom® RealConnect™	Not supported

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 (SDS)
- 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 [Polycom Support](#).

Third-Party Cameras

For third-party cameras connected to a RealPresence Group Series system, pan, tilt, and zoom are supported, however, the cameras might not accurately respond to and move into preset camera positions. Advanced camera functionalities such as Backlight Compensation, White Balance, Brightness, and Color Saturation are not supported.

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