Polycom® RealPresence® Group Series

Contents

Overview

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

- Version 4.3.0 of the Polycom RealPresence Group system software
- Version 2.2 of the Polycom® EagleEye™ Director software
- Version 1.0.1 of the Polycom® EagleEye™ Producer
- Version 4.3.0 of the Polycom Touch Control Operating System software
- Version 4.3.0 of the Polycom Touch Control Panel software

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.

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 system has 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 the EagleEye cameras using their mounting options. The RealPresence Group 700 system can be rack mounted.

Remote Control Devices

The RealPresence Group Series remote control device is included with all RealPresence Group Series bundles and includes a USB rechargeable battery. Additional USB 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 IV-4x and the EagleEye IV-12x. An optional wide angle lens for the EagleEye IV camera increases the FOV 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 and 1m length are available. The Universal Mounting shelf was designed for use with the EagleEye IV cameras and support monitor, wall and tripod mounting.

The RealPresence Group Series systems also support the EagleEye Director and the EagleEye Producer camera accessories. The EagleEye Producer includes a 'bunk bed' mount 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 array, SoundStation IP 7000 integration, SoundStructure integration, the HDX microphone array, and the ceiling microphone arrays.

More Interoperable Hardware and Accessory Options

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

RealPresence Group System Bundles

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

RealPresence Group 310 Systems

RealPresence Group 310 systems ship with a Polycom® EagleEye™ IV camera, a Polycom RealPresence Group Remote Control, and a RealPresence Group Microphone Array.
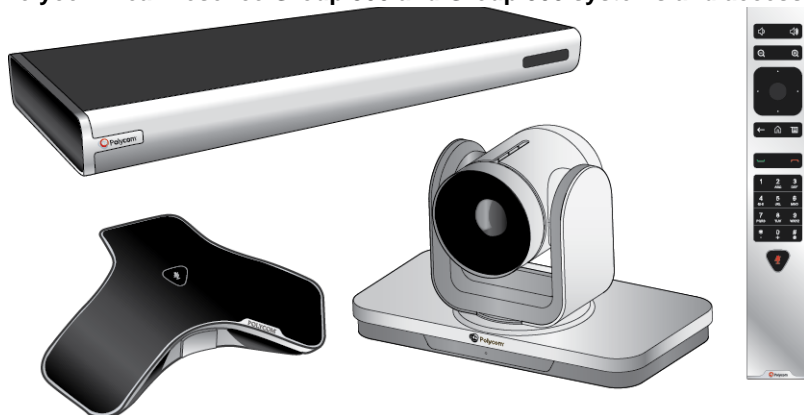
Polycom RealPresence Group 310 system and accessories

RealPresence Group 300 and 500 Systems

RealPresence Group 300 and 500 systems ship with a Polycom® EagleEye™ IV camera, a Polycom RealPresence Group Remote Control, and a RealPresence Group Microphone Array.

Polycom RealPresence Group 300 and Group 500 systems and accessories

RealPresence Group 700 Systems

RealPresence Group 700 systems ship with a Polycom EagleEye IV camera, a Polycom RealPresence Group Microphone Array, and a Polycom RealPresence Group Remote Control.

Polycom RealPresence Group 700 system and accessories

System Performance

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

The Polycom RealPresence Group systems support up to 1080p60 performance for people and content, for a new level of clarity and realism. RealPresence Group 300, RealPresence Group 310, RealPresence Group 500 systems support 1080p60 performance for either people or for content, while 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 or the 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)
- English (UK)
- English (US)
- 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.

Display All Pixels

Before attaching your Polycom 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

Because the RealPresence Group Series does not support High-bandwidth Digital Content Protection (HDCP), 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.

System Configuration and Setup

The administrator settings can be configured in the system's web interface. Users can access calling functions using the remote control and user-friendly onscreen menus.

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: Powering on the RealPresence Group system**
>
> 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.

Experimental Features

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

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

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 to enable all experimental features.

Acoustic Fence

RealPresence Group Series systems now include an experimental technology that uses standard Polycom microphone arrays that build a virtual fence around a user or multiple users. The near-end audio is muted

when all sounds originate outside a set boundary. If a speaker is talking inside the fence, the speaker's volume is not altered, but sounds outside the fence are lowered by 12 dB. Once the speaker leaves the fenced area, the audio is muted.

In addition to the primary Polycom microphone array, one or more fence microphone arrays are required. The boundary radius can be two feet to several feet around the Polycom peripherals.

For Acoustic Fence configuration and set up information, refer to *Quick Tips for the Polycom Acoustic Fence* at support.polycom.com.

Install the Software

Procedures for installing and updating Polycom RealPresence Group System software vary. With your license key, you can update directly from RealPresence Group Series software version 4.0.2 to 4.3.0.

When updating the RealPresence Group 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 *Software and Options for the Polycom RealPresence Group Series and Accessories Installation Guide* at support.polycom.com.

Software Version History

Polycom RealPresence Group System Software

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 1.0.1.
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 1.0.1.
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.

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 Polycom 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 Polycom RealPresence Group 300 and 500 systems.

Polycom Touch Control Software

Software Version	Description
4.3.0 Panel software 4.3.0 Operating System software	Compatible with Polycom RealPresence Group system software version 4.3.0.
4.2.0 Panel software 4.2.0 Operating System software	Compatible with Polycom RealPresence Group system software version 4.2.0.
4.1.3 Panel software 4.1.3 Operating System software	Compatible with Polycom RealPresence Group system software versions 4.1.3 and 4.1.3.2.
4.1.1.1 Panel software 4.1.1.1 Operating System software	Compatible with Polycom RealPresence Group system software version 4.1.1.1.

Software Version	Description
4.1.1 Panel software 4.1.1 Operating System software	Support for remote management by a RealPresence Group system; compatible with Polycom RealPresence Group system software version 4.1.1.
4.0.2 Panel software 4.0.2 Operating System software	Release of Polycom Touch Control software to support the Polycom RealPresence Group 700 system; compatible with Polycom RealPresence Group system software version 4.0.2.
4.0.1 Panel software 4.0.1 Operating System software	Bug fix release; compatible with Polycom RealPresence Group system software version 4.0.1.
4.0.0 Panel software 4.0.0 Operating System software	Release of Polycom Touch Control software to support the Polycom RealPresence Group 300 and 500 systems; compatible with Polycom RealPresence Group system software versions 4.0.0 and 4.0.0.1.

New Features in 4.3.0

RealPresence Group Series system software version 4.3.0 provides the functionality described in the following sections:

- API Support
- Polycom EagleEye Producer Support
- Enable and Disable Audio Add In

API Support

Secure API Access

You can now access a Polycom RealPresence Group Series system using the Secure Shell (SSH) protocol. Secure API access is authenticated for local and Active Directory (AD) accounts.

> **Note: Empty passwords**
>
> When a password is empty, SSH will not validate credentials and allow a user to log in. Polycom recommends that you consistently use passwords for secure access.

Enable and Disable Secure API Access

Secure API access using SSH is enabled by default. The `sshenable` API command and **Enable SSH Access** web interface option have been added for this release to enable or disable the feature.

To enable SSH for secure API access, do one of the following:

- In the web interface of the RealPresence Group Series system, go to **Admin Settings > Security > Global Security > Access** and enable the **Enable SSH Access** setting.
- In a RealPresence Group Series API session, enter `sshenable true`.

To disable SSH for secure API access, do one of the following:

- In the web interface of the RealPresence Group Series system, select **Admin Settings > Security > Global Security > Access** and disable the **Enable SSH Access** setting.
- In a RealPresence Group Series API session, enter `sshenable false`.

Access the API with SSH

To obtain secure access to the API, you must use an SSH client and connect to the IP address configured for the system on port 22.

> **Note: Maximum login attempts**
>
> The system allows three attempts to enter correct login credentials. The SSH client program closes after the third failed attempt.

To access the API with SSH:

1 Enable remote access.

2 If necessary, enable external authentication.

3 Enable the SSH feature.

4 Start an SSH session using the Polycom RealPresence Group series system IP address and port 22.

5 When prompted, enter the remote access credentials.

New API Command

The following API command has been added for this release:

● `sshenable`

For information on accessing the API, refer to the *Polycom RealPresence Group Series Integrator Reference Guide* at support.polycom.com.

For information on configuring local or AD accounts, refer to the *Polycom RealPresence Group Series Administrator Guide* at support.polycom.com*.*
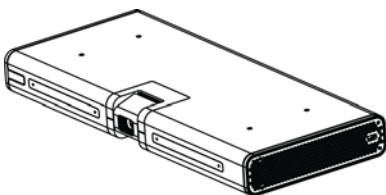
RealPresence Group 310 System

The Polycom RealPresence Group 310 system is a new system offering in this release. It supports showing content using wired VGA or HDMI connections. The RealPresence Group 310 system also supports 3 Mbps calls and single monitor output. An option key is required to connect a second monitor. Multipoint conference calls are not supported.

Polycom EagleEye Producer Support

Polycom EagleEye Producer is a camera peripheral technology that works with Polycom EagleEye III and EagleEye IV cameras to provide room framing and participant counting.

Polycom EagleEye Producer

RealPresence Group Series 4.3.0 supports the following EagleEye Producer version 1.0.1 functionality:

● Update EagleEye Producer with RealPresence Group Series

● Change Camera Tracking Settings

● Stop and Start Camera Tracking

● View System Status

Information on required cables and how to set up EagleEye Producer are included in *Set Up the Polycom EagleEye Producer.* Additional information is available in the *Polycom RealPresence Group Series Integrator Reference Manual*. Both documents are located at support.polycom.com.

Update EagleEye Producer with RealPresence Group Series

Updates to Polycom EagleEye Producer software are included with the RealPresence Group system software updates. To update 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. For more information, refer to the current Polycom Supported Products matrix at Polycom Service Policies.

Update the EagleEye IV Camera Firmware

The RealPresence Group system does not update an EagleEye IV camera attached to EagleEye Producer. To update the EagleEye IV camera firmware, you must connect it directly to the RealPresence Group system.

To update the EagleEye IV camera firmware:

1   Disconnect the EagleEye IV camera from the EagleEye Producer.

2   Connect the EagleEye IV camera directly to the RealPresence Group system.

The RealPresence Group system updates the camera firmware.

3   Reconnect the EagleEye IV camera to the EagleEye Producer.

Change Camera Tracking Settings

The Polycom EagleEye Producer detects the people in the room and provides room framing during a conference. Group framing, with a Normal tracking speed and Medium view, is enabled by default You can change the camera tracking settings, as described below.

> **Note: Calibrate before adjusting camera features**
>
> Polycom recommends calibrating the Polycom EagleEye Producer before adjusting camera features. For instructions on how to calibrate the Polycom EagleEye Producer, refer to the *Polycom EagleEye Producer User Guide* at support.polycom.com.

To change camera tracking settings:

1   Do one of the following:

> ➢ In the local interface of the RealPresence Group Series system, go to **Settings > Administration > Camera Tracking > Settings.**

> ➢ In the web interface of the RealPresence Group Series system, go to **Admin Settings > Audio/Video > Video Inputs> Settings** and select the Input used by the Polycom EagleEye Producer.

2   Configure the following settings.

Setting	Description
Tracking Mode	Specifies the tracking mode: • **Group Framing** - This is the default setting. Enables automatic tracking and framing of the group of participants in the room. • **Off** - Disables automatic tracking. All camera control must be handled manually.
Tracking Speed	Specifies the tracking speed: • **Slow** - Detects meeting participants at a slow speed rate. • **Normal** - This is the default tracking speed. Detects meeting participants at a normal speed rate. • **Fast** - Detects meeting participants at a fast speed rate.
Group Framing	Specifies the group framing view: • **Wide** - Establishes a wide view of meeting participants. • **Medium** - This is the default group framing view. Establishes a medium view of meeting participants. • **Tight** - Establishes a close-up view of meeting participants.

Stop and Start Camera Tracking

When you start a call, camera tracking starts automatically and enables group framing. When you end a call, camera tracking stops automatically and disables group framing.

To enable camera tracking:

» In the local interface of the RealPresence Group system, go to **Menu > Cameras** and select **Start Camera Tracking**.

To disable camera tracking:

» In the local interface of the RealPresence Group system, go to **Menu > Cameras** and select **Stop Camera Tracking**.

View System Status

To view the system status of an EagleEye Producer, do one of the following:

● In the local interface of the RealPresence Group Series system, go to **Settings> System Information> Status**.

● In the web interface of the RealPresence Group Series system, go to **Diagnostics > System > System Status**.

If a Polycom EagleEye Producer is connected, the connection status displays. If the camera is not connected or is not selected as the current camera source, this choice is not visible on the screen.

Select **More Info** to view more information about Polycom EagleEye Producer.

For information about EagleEye Producer corrected and known issues, see the following topics:

● EagleEye Producer Corrected Issues

● EagleEye Producer Known Issues

Enable and Disable Audio Add In

When your conference call hits the maximum number of video calls allowed for your license type, you can initiate one additional outbound, audio-only call from your RealPresence Group system. This Audio Add In feature was added as the default behavior in a previous release. Now, you can disable and enable the feature in the web interface.

To disable Audio Add In:

» Go to **Admin Settings** > **Dialing Preference** > **Dialing Options** and clear the **Enable Audio Add In** checkbox. Click **Save**.

To enable Audio Add In:

» Go to **Admin Settings** > **Dialing Preference** > **Dialing Options** > select **Enable Audio Add In**. Click **Save**.

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 and Microsoft Office Communications Server or Microsoft Lync™ 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 Polycom RealPresence Group system and Polycom Touch Control for RealPresence Group system software versions that are compatible with RealPresence Group system and Polycom Touch Control hardware.

Hardware Model	Part Number (or Serial Number)	Designation in User Interfaces	Compatible Software Versions
Polycom RealPresence Group 700	2201-08090-xxx	Hardware version 7 Hardware version 8	4.1.3 and higher 4.1.3 and higher
Polycom RealPresence Group 700	2201-09770-xxx	Hardware version 6 Hardware version 7	4.0.0 and higher 4.1.3 and higher
Polycom RealPresence Group 500	2201-68113-xxx	Hardware version 16 Hardware version 18	4.2.0 and higher 4.2.0 and higher

Hardware Model	Part Number (or Serial Number)	Designation in User Interfaces	Compatible Software Versions
Polycom 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
Polycom RealPresence Group 310	2201-68113-xxx	Hardware version 16 Hardware version 18	4.3.0 and higher 4.3.0 and higher
Polycom RealPresence Group 300	2201-68108-xxx	Hardware version 16 Hardware version 18	4.2.0 and higher 4.2.0 and higher
Polycom 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

The RealPresence Group system web interface requires Windows® Internet Explorer 9 or 10 on Windows 7, Apple® Safari® 6.0.4 on Mac OS® X (Lion), or Mozilla Firefox 22 on Windows 7.

RealPresence Group systems support the following components:

- EagleEye Director with software version 2.2
- Polycom Touch Control with software version 4.3.0
- Polycom EagleEye Acoustic, EagleEye III, EagleEye II, EagleEye 1080, EagleEye View, EagleEye HD, and EagleEye IV cameras
- Polycom EagleEye Producer with software version 1.0.1
- Polycom RealPresence Group Microphone Array
- Polycom® HDX® system table microphones and ceiling microphones
- Polycom® SoundStructure® with firmware 1.7 and SoundStructure Studio Software 1.9
- Polycom Stereo Speaker Kit
- Polycom® SoundStation® IP 7000 phone software version 4.0.7 and Updater 5.0.5

Security Updates

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

Corrected Issues in Version 4.3.0

The following table lists issues corrected in version 4.3.0.

Category	Issue ID	Description
API	GS-21038	The address book batch API command resulted in an out of range error when only one contact was in the RealPresence Group system address book. This issue has been corrected.
API	GS-20840	Although the RealPresence Group system can support only one SIP audio and one video call, the API command callinfo returned both calls as video calls. This issue has been corrected.
API	GS-20344	When connected to an IP 7000 using the API, the RealPresence Group system did not recognize that the speaker phone was connected. This issue has been corrected.
Audio	GS-21773	When a RealPresence Group 500 system joined a meeting with one or more Lync clients, the RealPresence Group system occasionally had no incoming audio; the outgoing audio was fine, since Lync clients could hear RealPresence Group system. This issue has been corrected.
Audio	GS-21662	Minor packet loss was reported on the audio out channel during SIP dial out calls on the Polycom RealPresence Collaboration Server (RMX). This issue has been corrected.
Calling	GS-21799	During a video call, the same RealPresence Group system might have connected as an audio add-on call to the same number. This issue has been corrected.
Calling	GS-21626	In a registered Polycom DMA group, the RealPresence Group system could not successfully call back after a missed call. The RealPresence Group system was calling the IP address of the Polycom DMA, not the far-end site number. This issue has been corrected.
Calling	GS-21474	After a failed incoming call, secondary codecs rebooted. This issue has been corrected.
Calling	GS-18200	RealPresence Group systems in locally initiated H.323, SIP, or IP multipoint calls were unable to send DTMF tones. This issue has been corrected.
Cameras	GS-20945	A Vaddio PTZ camera was not correctly recording preset values when connected to a RealPresence Group 700 system. When recalling preset values, the camera moved to an incorrect position. This issue has been corrected.
Directory	GS-21381	Occasionally, importing a directory file from a RealPresence HDX system to a RealPresence Group system might have taken a long time. This issue has been corrected.
Documentation	GS-20950	For a RealPresence Group 500 or 700 system, a 1920 X 12000 monitor output resolution using HDMI was not supported, but was stated as supported in Polycom documentation. This issue has been corrected.

Category	Issue ID	Description
Hardware	GS-21598	When connected to a Polycom EagleEye camera, RealPresence Group 500 system Hardware version 12 did not power on with the IR remote control. This issue has been corrected.
Interoperability Microsoft	GS-21392	In certain LAN configurations during a SIP call with Lync accounts, the RealPresence Group 500 system might have been caught in a reboot loop. This issue has been corrected.
Interoperability Polycom RealPresence Resource Manager	GS-19718	Although times zones for Caracas and La Paz are different, the Polycom RealPresence Resource Manager with RealPresence Group Series and HDX codecs showed the same time zone. This issue has been corrected.
Logging	GS-20352	The RealPresence Group system was producing incorrect call duration and CDR row ID numbers in .csv output files. This issue has been corrected.
Logging	GS-19479	The lack of an editable SAN field for a CSR request on the RealPresence Group system was not compliant with the CA/Browser Forum Standard. This issue has been corrected.
Multipoint	GS-21604	During a multipoint call with multiple tablet devices dialed into a RealPresence Group 700 system, after a tablet device disconnected from the call, the Group 700 system video stopped responding. This issue has been corrected.
Multipoint	GS-19942	During a RealPresence Group 500 system multipoint conference call with a Sony XG80 and a RealPresence Group 300 system, the RealPresence Group 300 system might not have been visible to other endpoints on the call. This issue has been corrected.
Network	GS-21323	Internal Ethernet addresses might have been routed through the external Ethernet port on the RealPresence Group 700 system. This issue has been corrected.
Network	GS-18113	After specifying a subnet on whitelist of a RealPresence Group system, a PC located on that subnet could not access the system. This issue has been corrected.
Provisioning	GS-21597	During its provision profile check, a provisioned RealPresence Group system registered to Microsoft Lync might not have made or received calls during the 40 second re-registration window. This issue has been corrected.
Registration	GS-19613	RRQ TTL timing issues might have caused the RealPresence Group 500 system to unregister during a call. This issue has been corrected.
User Interface	GS-21634	On Calendar Integration, when "Show Information for Meetings Set to Private" was disabled, the meeting marked as Private and the meeting subject was visible on the meeting reminder. This issue has been corrected.
Video	GS-21357	When selecting Self View on a tablet, while not in a call, the center screen was blank and the codecs rebooted. This issue has been corrected.

Category	Issue ID	Description
Video	GS-19653	On a RealPresence Group 500 system with version 4.1.3.2 software, 1080i output periodically shifted up or down. This issue has been corrected.
Web Interface	GS-21999	After upgrading a RealPresence Group system to a new build, downgrading the system without going through the installation wizard, and upgrading the system to the current version, the Audio Add In setting might have disappeared from the web interface. This issue has been corrected.
Web Interface	GS-21530	When accessing the RealPresence Group system through the web interface, the camera's video was active when "Allow Video Display on Web" was disabled. This issue has been corrected.
Web Interface	GS-21515	Changing the API port did not restart the RealPresence Group system as displayed in the web interface. The port change was applied without a reboot. This issue has been corrected.
Web Interface	GS-21222	Lack of an editable SAN field for a CSR request on the RealPresence Group system might have caused validation to fail on SSL certificate provider websites. This issue has been corrected.

Known Issues

The following table lists the known issues for the version 4.3.0 release. If a workaround is available, it is noted in the table.

Category	Issue ID	Description	Workaround
Calling	GS-21462	When a RealPresence Group system's dialing order is configured as H.323 first and then SIP, and the system places multiple SIP multipoint calls in a Lync environment, the RealPresence Group system stops placing audio and video calls.	When deploying RealPresence Group systems in a Microsoft Lync environment, Polycom recommends configuring the RealPresence Group system dialing preference as SIP first, then H.323.
Calling	GS-16896	When a Group Series 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-13144	If the call rate is high when placing a call to a remote endpoint through a FW/NAT device, the video might become degraded due to reduced video rate.	
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	GS-17535	If a RealPresence Group system is running a software version earlier than 4.1.3 and is connected to an EagleEye IV camera, the system might continuously restart.	Before connecting an EagleEye IV camera, update the RealPresence Group system to version 4.1.3 or later.
Cameras	GS-12308	If the name of a camera connected to a RealPresence Group system is longer than 32 characters, the following error message displays in the web interface: One or more errors occurred. Please try again.	Make sure the camera name is no longer than 32 characters.

Category	Issue ID	Description	Workaround
Cameras	GS-9822	If you replace one of the cameras in the EagleEye Director automatic camera positioning system while it is in use, the RealPresence Group system might not be able to detect the EagleEye Director.	Power off the EagleEye Director, then power it back on and ensure that the RealPresence Group system properly detects the EagleEye Director.
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.	
Cameras	GS-7098	When a RealPresence Group system is not in a call, the Mute button cannot be used to enable or disable EagleEye Director tracking.	Enable or disable camera tracking from the Menu screen in the local interface.
Cameras	GS-6997	On occasion after completing the setup wizard, the Polycom Microphone array is not detected.	Disconnect and reconnect the microphone array cable to the system, and then go to the Audio Diagnostic page to confirm that the issue is resolved.
Content	GS-15320	On a RealPresence Group 700 system, VGA content might take a few seconds to start. During this time, the system might intermittently display Sending Content. When the content begins, the resolution might be incorrect.	
Content	GS-15020	"When a RealPresence Group Series system is configured with TIP enabled and joins a TIP-aware Real Presence 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.On the web interface, go to **Admin Settings > Network > Dialing Preference > Dialing Option** and disable the TIP setting.
Content	GS-10151	The RealPresence Group series does not support HDCP (high-bandwidth digital content protection). If you connect a content source that sends HDCP-encrypted content, the content is not shown (on the local or far side) and the screen displays black video.	When sending content, do not use a content source using HDCP.

Category	Issue ID	Description	Workaround
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.
Content	GS-6992	On occasion, the RealPresence Group system does not detect VGA content from a Lenovo ThinkPad T400 or W520 laptop.	Disconnect and reconnect the VGA cable.
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.	
Gatekeepers	GS-11469	Polycom RealPresence Group systems cannot be configured to use Avaya gatekeepers.	
Hardware	GS-22016	Factory restore might not work correctly in the following scenario: the power cord is unplugged, the factory restore button is pressed, and the power cable is plugged back in (this is an improper way to power down the system).	For the correct factory restore procedure, refer to the *Polycom RealPresence Group Series Administrator Guide*.
Interoperability Cisco	GS-21508	When the RealPresence Group system Multipoint Mode is set to Presentation and the system places a multipoint H.323 call to Cisco C90 and Cisco C20 systems, version 7.1.4, if the RealPresence Group system and the Cisco C20 system both mute, the Cisco C90 presents, instead of the RealPresence Group system, and does not receive video. The RealPresence Group system and the Cisco C90 system continue to receive video.	On the RealPresence Group system, change the Multipoint Mode to Discussion. On the Cisco systems use software earlier than v7.1.4.
Interoperability LifeSize	GS-20717	"When a RealPresence Group system is in a multipoint call with a LifeSize ICON 600 endpoint using SIP protocol at a 1920k rate, the RealPresence Group system does not receive content.	

Category	Issue ID	Description	Workaround
Interoperability LifeSize	GS-13316	A call between a RealPresence Group system and a LifeSize desktop client that uses an unregistered IP address might not have video.	Register both systems to a SIP proxy.
Interoperability 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.	Ether do not dial the LifeSize system first, or dial the system at a very low call rate such as 384 kbps.
Interoperability Microsoft	GS-21816	In a point-to-point call with a RealPresence Group Series system, when a Lync 2010 client mutes video and places a call on hold, no far-site video is shown after the call is resumed.	The Lync 201 client must start video after resuming the call.
Interoperability Microsoft	GS-21450	When a RealPresence Group Series system becomes the active speaker in conference calls with a Lync client and an HDX system, Group Series system video delays and freezes on the HDX.	
Interoperability Microsoft	GS-21208	A RealPresence Group system cannot join a consultative transfer from the Lync Client 2013.	
Interoperability Microsoft	GS-21207	Blind transfers from an internal RealPresence Group Series system to a federated external RealPresence Group Series system over Lync Attendant Console do not work.	
Interoperability Microsoft	GS-21200	Consultative transfer is not supported with Lync Server 2010 Attendant and RealPresence Group systems.	
Interoperability Microsoft	GS-21088	RealPresence Group system does not register with SIP protocol to the backup Lync server in failover tests.	
Interoperability Microsoft	GS-20936	Binary Floor Control Protocol (BFCP) channel is not established when RealPresence Group Series systems join a meeting room with the prefer TCP option.	

Category	Issue ID	Description	Workaround
Interoperability Microsoft	GS-20919	Group Series endpoints might take more than 30 seconds to connect to a federated Lync online meeting with media.	
Interoperability Microsoft	GS-20828	A conference call might not connect or might connect with no video between Lync FE SIP registered Group Series and HDX systems.	
Interoperability Microsoft	GS-20722	When the RealPresence Group Series is in a Lync 2013 AVMCU call where the Lync client is registered to a 2010 Lync server, the RealPresence Group Series displays the video mute icon when the Lync 2013 client leaves the conference.	Register the Lync 2013 client to a Lync 2013 server or register a Lync 2010 client to a Lync 2010 server.
Interoperability Microsoft	GS-20670	When a RealPresence Group system is in a point-to-point or multipoint call with a Microsoft Lync client and Auto Answer is set to true, the system rejects incoming calls.	Set Auto Answer Multipoint to false.
Interoperability Microsoft	GS-20295	When a RealPresence Group system is in a Lync AVMCU call and dials an invalid Lync address, the RealPresence Group system displays the invalid Lync participant as a participant in the call.	
Interoperability Microsoft	GS-20043	When a RealPresence Group system with encryption disabled dials into a Lync video conference with greater than 20 participants, the RealPresence Group system might receive black video from a Lync client.	
Interoperability Microsoft	GS-18630	RealPresence Group systems currently do not support Lync mobility clients.	
Interoperability Microsoft	GS-16065	When recording is paused on a Lync 2013 client, the red icon still displays in the local interface.	
Interoperability Microsoft	GS-15377	When the Lync Interoperability License is disabled, calls cannot connect to a Lync client.	

Category	Issue ID	Description	Workaround
Interoperability Microsoft	GS-12982	When a RealPresence Group system is in a multipoint call hosted by a Microsoft Lync AV MCU, the RealPresence Group system participant name, number, and system values on the Settings > System Information > Call Statistics screen might be incorrect.	
Interoperability Polycom SoundStation IP 7000	GS-21059	When a RealPresence Group system is in a call with a SoundStation IP7000 system, and places the call on hold the video is successfully placed on hold but the audio is not.	
Interoperability Polycom 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.	
Interoperability Polycom SoundStation IP 7000	GS-12543	If a SoundStation IP conference phone is disconnected and then reconnected to a RealPresence Group system during a multipoint mixed-mode call, the video from the system might freeze.	Restart the RealPresence Group system.
Interoperability Polycom Touch Control	GS-20026	After the Polycom Touch Control is restored to factory settings, it sometimes hangs at the splash screen.	
Interoperability Polycom Touch Control	GS-14978	"If you attempt to pair a Polycom Touch Control and a RealPresence Group system before finishing the setup wizard, a login failed error message might display on the Polycom Touch Control.	Finish the setup wizard on the RealPresence Group system before attempting to pair it with a Polycom Touch Control.
Interoperability Polycom VisualBoard	GS-21523	When using the VisualBoard application to make an annotation on a JPEG image, annotation will not delete after a long press until user touches screen.	Close and relaunch the application.

Category	Issue ID	Description	Workaround
Interoperability Polycom VisualBoard	GS-15734	When VisualBoard content is shared between endpoints in a call and one endpoint is using a 1080p monitor while the other endpoint is using a 720p monitor, the border around the content window will display multiple times.	Ensure both endpoints are using a 1080p monitor.
Interoperability Polycom VisualBoard	GS-15621	NTFS formatted USB flash drives are not supported with VisualBoard.	Use FAT or FAT32 formatted USB flash drives.
Interoperability Polycom VisualBoard	GS-14553	When using the VisualBoard application, monitor 2 shows black video if the resolution is set to 1080i60.	Configure monitor 2 to use 1080p60.
Interoperability 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.
Interoperability Radvision	GS-13892	When a RealPresence Group Series system is configured for UDP/BFCP and dials into a Radvision Scopia Elite bridge, the content stream is not always negotiated. Instead, content is sent over the people channel.	Use TCP/BFCP in this environment.
Interoperability Radvision	GS-13522	The RealPresence Group Series systems do not receive video from the Radvision Scopia 100 P10 gateway.	
Interoperability Radvision	GS-2160	When in a mixed H.323/SIP call with a Radvision Scopia XT1000 as the MCU, the RealPresence Group system that connected as a H.323 endpoint does not transmit video.	Make the call using either H.323 or SIP.
Interoperability TANDBERG	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.

Category	Issue ID	Description	Workaround
Logging	GS-21913	Users can enter special characters into a CSR field and receive no notification of an invalid entry. This results in a certificate request failure.	
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.	
Multipoint	GS-9938	On occasion, when a RealPresence Group 700 system is the MCU in an 8-way call, the system has a slight delay in responding when the user navigates to the local interface.	
Multipoint	GS-452	RealPresence Group systems do not support Conference on Demand.	
Network	GS-15219	A Polycom Touch Control might not automatically get a new IP address when switching to a different DHCP server.	Turn the Polycom Touch Control off and back on.
Network	GS-13318	The NAT public (WAN) address does not refresh automatically on RealPresence Group systems. As a result, the Home screen on the local interface displays an incorrect address and calls might connect with only a one-way stream.	
People+Content	GS-563	The RealPresence Group Series systems do not support Enterprise People+Content.	Use H.239 standards-based People+Content.
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.

Category	Issue ID	Description	Workaround
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.	
Setup Wizard	GS-14772	If you navigate away from the EULA too quickly during the setup wizard, the Provisioning Service page might not display.	Configure the Provisioning Service after the setup wizard is complete.
Setup Wizard	GS-13961	When running the setup wizard, a VGA component monitor is not detected automatically.	
Setup Wizard	GS-8140	When enabling 802.1x authentication using the setup wizard, the only indication that invalid credentials were entered is that the RealPresence Group system has no IP address.	Verify that the credentials you enter are correct.
SIP	GS-11823	In some multipoint SIP calls, the system might not display video.	Make sure H.239 (dual-stream content) is enabled.
Software Update	GS-16450	The RealPresence Group 700 system with hardware version 7 supports software versions 4.1.3 and higher. However, if a previous version of software is installed using the factory restore method, the conference link no longer works.	Install software version 4.1.3 or higher.
Software Update	GS-10296	RealPresence Group system 300/500 users with software version 4.0.0, 4.0.0.1, or 4.0.1 cannot update to version 4.1.x using the web interface.	Use one of the following methods: -Update via USB device with the appropriate .tar and sw_keys.txt files. -Use the web interface to update to version 4.0.2, then update to version 4.1.x.
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.

Category	Issue ID	Description	Workaround
User Interface	GS-15307	If an admin password entry is added and then removed, the Admin Settings screen in the local interface displays the lock icon and prompts for credentials.	Enter a user name, but leave the password field empty.
User Interface	GS-14652	The Recent Calls list might show multiple entries for a failed call to a directory entry.	
User Interface	GS-11047	In the setup wizard, when completing the Security Profile screen by selecting Maximum and moving to the next screen for registration, navigating back to the Security Profile screen disrupts the interface. You cannot change the Security Profile from Maximum to Low while using the setup wizard.	Do not attempt to navigate backwards through the setup wizard to the Security Profile screen.
Video	GS-22113	When people move around in the room, you may experience stuttering video.	On the web interface, go to Admin Settings > Network > IP Network > Network Quality. Uncheck Automatically Adjust People/Content Bandwidth and set the Quality Preference to Both.
Video	GS-22112	Jagged diagonal lines might appear on the far end's center and right displays.	On the web interface, set the Power Frequency to match the regional setting. For example, for countries with power frequency 50, set the Power Frequency to 50. Go to Admin Settings > Audio/Video > Video Inputs > General Camera Settings > Power Frequency
Web Interface	GS-21532	On the RealPresence Group Series web interface status page, the VisualBoard status is still shown as active after the monitor USB connection is removed from the system.	
Web Interface	GS-21182	When the RealPresence Group system is being remotely updated via the web interface, is connected to a low-bandwidth internet connection, and using Internet Explorer 9, the system might experience upgrade issues.	When updating the RealPresence Group system remotely via the web interface on a low bandwidth connection, use Firefox or Chrome rather than Internet Explorer.

Category	Issue ID	Description	Workaround
Web Interface	GS-21047	After the initial setup, the RealPresence Group Series system does not display the EagleEye Producer camera type on the system status page.	Close and re-open the RealPresence Group Series system status page.
Web Interface	GS-20539	On a RealPresence Group system, selecting Pass Thru for the RS-232 mode sometimes does not work.	Select Control and Save, then select Pass Thru, and save the configuration.
Web Interface	GS-17048	When the RealPresence Mobile application is paired with a RealPresence Group system using SmartPairing, the web interface might not connect to the RealPresence Group system.	

This document includes known issues for RealPresence Group systems deployed in Avaya, Broadsoft, IBM, Siemens, Microsoft, and Cisco environments. For 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.

Hardware and Software Requirements

Integrating a Polycom SoundStation IP 7000 Conference Phone

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

SoundStation IP 7000 Phone Software Version	RealPresence Group System Software Version
4.0.7 and Updater 5.0.5	4.3.0
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 a Polycom Touch Control

To integrate a Polycom Touch Control with a Polycom RealPresence Group system, use the following software versions.

RealPresence Group System Versions		Polycom Touch Control Versions							
	4.3.0	4.2.0	4.1.3	4.1.1.1	4.1.1	4.0.2	4.0.1	4.0.0
4.3.0	X							
4.2.0		X						
4.1.3.2			X					
4.1.3			X					
4.1.1.1				X				
4.1.1					X			
4.0.2						X		
4.0.1							X	
4.0.0.1								X
4.0.0								X

Interoperability

Note: Partner solutions

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.

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.

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: Update your system

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	Tested Versions
Management Systems and Recorders		
Polycom® Converged Management Application™ (CMA®) 5000	6.2.6	6.2.6
Polycom RSS™ 4000	8.5.2	8.5.2
Polycom® RealPresence® Capture Server	1.8.0.0	1.8.0.0
Polycom® RealPresence® Resource Manager	8.3.0	8.3.0
Polycom® RealPresence® Access Director™	4.1.0	4.1.0
Gatekeeper, Gateways, External MCU, Bridges, Call Managers		
Cisco® TelePresence® Video Communication Server (VCS)	X8.2.1	X8.2.1
Codian 4505 MCU	4.5(1.45)	4.5(1.45)
Cisco 3241 Gateway	2.2(1.49)	2.2(1.49)
Cisco 5310 MCU	4.5(1.45)	4.5(1.45)
Polycom® RealPresence® Distributed Media Application™ 7000	6.2.0	6.2.0
Polycom CMA	6.2.6	6.2.6
Polycom® RealPresence™ Collaboration Server 800S	8.4.2	8.4.2
Polycom RealPresence Collaboration Server 1500	8.5.0.449	8.5.0.449
Polycom RealPresence Collaboration Server 1800	8.5.0.449	8.5.0.449
Polycom RealPresence Collaboration Server 2000	8.5.0.449	8.5.0.449
Polycom RealPresence Collaboration Server 4000	8.5.0.449	8.5.0.449
Polycom RealPresence Collaboration Server Gateway	8.5.0.449	8.5.0.449
Radvision® Scopia® 100 P10 Gateway	5.7.2.1.47	5.7.2.1.47
Radvision ECS Gatekeeper	7.7.0.0.27	7.7.0.0.27
Endpoints		
Cisco E20	4.1.3	4.1.3
Cisco C90	7.1.4	7.1.4
Cisco C20	7.1.4	7.1.4
Cisco EX90	7.1.4	7.1.4
Cisco SX20	7.1.4	7.1.4
Cisco SX80	7.1.4	7.1.4

Product	Interoperable Versions	Tested Versions
Huawei TE40	1.1.24.5	1.1.24.5
LifeSize® SoftPhone	8.1.12	8.1.12
LifeSize Express 220	4.12.3	4.12.3
LifeSize Room	4.7.22	4.7.22
LifeSize Team 200	4.7.22	4.7.22
LifeSize Team 220	4.12.3	4.12.3
LifeSize ICON 600	2.0.0	2.0.0
LifeSize Passport	4.12.0	4.12.0
Polycom® Touch Control	4.3.0	4.3.0
Polycom CMA® Desktop	5.2.6	5.2.6
Polycom HDX® Systems	3.1.6	3.1.6
Polycom HDX® Touch Control	1.12	1.12
Polycom QDX® 6000	4.0.3	4.0.3
Polycom® RealPresence® Mobile Android	3.3.0	3.3.0
Polycom RealPresence Mobile IOS	3.3.0	3.3.0
Polycom® RealPresence® Desktop Windows	3.3.0	3.3.0
Polycom RealPresence Desktop Mac	3.3.0	3.3.0
Polycom® Immersive Telepresence Series	3.1.4	3.1.4
Polycom® RealPresence Immersive Studio™	4.3.0	4.3.0
Polycom® SoundPoint® IP 650	4.0.7	4.0.7
Polycom® SoundStation® IP 4000	4.0.6	4.0.6
Polycom® Telepresence m100	1.0.7	1.0.7
Polycom® VVX® 500	5.1.2	5.1.2
Polycom VVX 600	5.1.2	5.1.2
Polycom VVX 1500	5.1.2	5.1.2
Radvision Scopia XT1000	2.5.416	2.5.416
Radvision Scopia XT5000	8.3.0.61	8.3.0.61
Sony PCS-1	3.42	3.42

Product	Interoperable Versions	Tested Versions
Sony PCS-G50	2.72	2.72
Sony PCS-TL50	2.42	2.42
Sony PCS-XG80	1.20	1.20
TANDBERG 1700 MXP	F9.3.1	F9.3.1
TANDBERG Edge95 MXP	F9.3.1	F9.3.1
TANDBERG T150	L6.1	L6.1
Peripherals		
Polycom EagleEye Producer	1.0.1	1.0.1
Polycom EagleEye Director	2.2	2.2

Cisco and TIP Interoperability

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

- Cisco TelePresence System version 1.10.1 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 8
- Cisco TelePresence Multipoint Switch version 1.9.1 interoperability
- Cisco TelePresence TX9000 Series System version 6.x.x (6.0.2)
- Cisco TelePresence Server versions 2.3 and 3.0 (3.0 only)

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 United Communications Manager

EagleEye Producer Corrected Issues

The following table lists issues corrected in EagleEye Producer version 1.0.1.

Category	Issue ID	Description
Interoperability Polycom RealPresence Group Series	EEP-296	Occasionally, during a long period of Sleep Mode (overnight), with a RealPresence Group Series 700 system and EagleEye IV camera, the EagleEye Producer sent a false video signal, which caused the RealPresence Group Series 700 system to shut down. This issue has been corrected.

EagleEye Producer Known Issues

The following table lists the known issues for the EagleEye Producer version 1.0.1 release. If a workaround is available, it is noted in the table.

Category	Issue ID	Found In Release	Description	Workaround
Framing	EEP-260	1.0	Face detection can fail if a face is partially covered, as with a side profile, when a hand covers a chin, or when a face is highly exposed to sunlight.	Adjust posture to show the full face.
Framing	EEP-262	1.0	When two or more people sit in the corner of the room and they are within the border of the EagleEye Producer framing range, overlapped faces causes incorrect framing.	Set the tracking speed to a slower speed and group framing to wide to minimize the side-effects.
Video	EEP-261	1.0	EagleEye Producer, with an EagleEye III camera and RealPresence Group Series 300 or 500 system, does not display video after running the setup wizard and changing NTSC to PAL in the RealPresence Group Series user interface.	Disconnect and reconnect the EagleEye Producer HDCI cable.
Web Interface	GS-21047	1.0	After the initial setup, the RealPresence Group Series system does not display the EagleEye Producer camera type on the system status page.	Close and re-open the RealPresence Group Series system status page.
Web Interface	GS-21368	1.0	The RealPresence Group Series system does not refresh the local interface menu for EagleEye Producer after the EagleEye Producer is unplugged from the RealPresence Group Series system.	Reboot the RealPresence Group Series system or connect another camera type.

Copyright Information

Trademark Information

Patent Information