



RELEASE NOTES

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# Polycom<sup>®</sup> Unified Communications for Cisco Environments



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# Polycom<sup>®</sup> Unified Communications for Cisco Environments

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Polycom is pleased to announce the release of Polycom Unified Communications for Cisco environments. These release notes document a number of deployment models and list current software versions for Cisco and Polycom products in each deployment. These release notes also list known and resolved issues for these products.

## Supported Deployment Models

Polycom supports the following deployment models when integrating Polycom Unified Communications with Cisco environments:

- [Registering Polycom Telepresence Systems with Cisco Unified Communications Manager](#)
- [Securely Registering Polycom Telepresence Systems with CUCM](#)
- [Integrating SIP Polycom RealPresence Platform with CUCM](#)
- [Integrating Polycom RealPresence Platform with Video Communications Server](#)
- [Integrating Polycom RealPresence Platform SIP with Cisco Unified Border Element](#)
- [Integrating Polycom Converted Management Application H.323 with CUCM](#)

## Registering Polycom Telepresence Systems with Cisco Unified Communications Manager

When you register your Session Initiation Protocol (SIP) Polycom telepresence endpoints with Cisco Unified Communications Manager (CUCM), your endpoints have a single source for call admission control and bandwidth management. Cisco endpoints can also use telephony functions like hold and transfer in calls with Polycom endpoints.

When Polycom telepresence endpoints have the Telepresence Interoperability Protocol (TIP) option key installed, you can participate in calls with TIP-capable Cisco TelePresence Server (CTS) endpoints and Cisco Multipoint Control Units (MCUs). The Polycom<sup>®</sup> RealPresence<sup>®</sup> Collaboration Server can host TIP conference calls and supports Immersive Telepresence (ITP) multipoint conferences.

Tables 1 and 2 display the verified versions of Cisco and Polycom products supported in this deployment model.

**Table 1: Verified Cisco Product Versions**

<i>Cisco Products</i>	<i>Version</i>
Cisco Unified Communications Manager	9.1(1a)
Cisco Unified Presence	8.5(3)

<i>Cisco Products</i>	<i>Version</i>
Cisco Unified IP Phones: 7960, 7961, 7962, 7965, 7975, 7985, 9971	CUCM 8.6(2a)SU2 Default Load
Cisco Jabber for Windows	9.0(3)
Cisco TelePresence Multipoint Switch	1.9.3
Cisco TelePresence Video Communications Server	x7.2.2
Cisco TelePresence Server	3.0.2-48
Cisco CTS 3010/1300	1.9.x, 1.10.x

**Table 2: Verified Polycom Product Versions**

<i>Polycom Products</i>	<i>Version</i>
Polycom RealPresence Collaboration Server	v7.8 - MPMx card required for TIP support
Polycom® HDX® systems	v3.1.0
Polycom® RealPresence® Group (300, 500, and 700)	v.4.1.1.1
Polycom® Touch Control for HDX systems	v1.6.0
Polycom® Touch Control for RealPresence Group Series	v4.1.1.1 Panel Software and v41.1.1 Operating System software is compatible with Group Series v4.1.1.1 and v4.1.1.1 software
Polycom® RPX™, OTX®, ATX™ Immersive Solutions	v3.1.0
Polycom® Multipoint Layout Application	v3.0.5

## Securely Registering Polycom Telepresence Systems with CUCM

When you register your SIP Polycom telepresence endpoints with CUCM using Transport Layer Security (TLS) registration, you have a single source for call admission control and bandwidth management. Cisco endpoints can also use telephony functions like hold and transfer when in calls with Polycom endpoints. In this deployment model, Polycom and Cisco endpoints can place secure Datagram Transport Layer Security (DTLS) calls to any endpoints that also support DTLS.

When Polycom telepresence endpoints have the TIP option key installed, you can participate in calls with TIP-capable CTS endpoints and MCUs. You can integrate CUCM with SIP using a Polycom RealPresence Collaboration Server. The RealPresence Collaboration Server can host TIP conference calls and supports ITP multipoint conferences. Customers with security requirements can implement

registration in a secure manner with encrypted signaling and can choose encrypted or unencrypted media communications.

Tables 3 and 4 display the verified versions of Cisco and Polycom products supported in this deployment model.

**Table 3: Verified Cisco Product Versions**

<i>Cisco Products</i>	<i>Version</i>
Cisco Unified Communications Manager	9.1(1a)
Cisco Unified Presence	8.5(3)
Cisco Unified IP Phones: 7960, 7961, 7962, 7965, 7975, 7985, 9971	CUCM 8.6(2a)SU2 Default Load
Cisco Jabber for Windows	9.0(3)
Cisco TelePresence Multipoint Switch	1.9.3
Cisco TelePresence Video Communications Server	x7.2.2
Cisco TelePresence Server	3.0.2-48
Cisco CTS 3010/1300	1.9.x, 1.10.x

**Table 4: Verified Polycom Product Versions**

<i>Polycom Products</i>	<i>Version</i>
Polycom RealPresence Collaboration Server	v7.8 - MPMx card required for TIP support
Polycom HDX systems	v3.1.0 Requires TIP option key
Polycom Touch Control for HDX systems	v1.6.0
Polycom RPX, OTX, ATX Immersive Solutions	v3.1.0
Polycom Multipoint Layout Application	v3.0.5

## Integrating SIP Polycom RealPresence Platform with CUCM

You can configure the Polycom® Distributed Media Application™ (DMA) system as a SIP proxy and registrar for your video environment. When you use the DMA system as a SIP peer to CUCM, the DMA system can host video calls between Cisco endpoints that are registered with Cisco Unified Communications Manager and Polycom SIP and H.323 endpoints that are registered with the DMA system.

Tables 4 and 5 display the verified versions of Cisco and Polycom products supported in this deployment model.

**Table 5: Verified Cisco Product Versions**

<i>Cisco Products</i>	<i>Version</i>
Cisco Unified Communications Manager	9.1(1a)
Cisco TelePresence Multipoint Switch	1.9.3
Cisco TelePresence Video Communications Server	x7.2.2
Cisco TelePresence Server	3.0.2-48
Cisco Unified Presence	8.5(3)
Cisco Unified IP Phones 7960, 7961, 7962, 7965, 7975	Cisco Unified Communications default load
Cisco Video Phones 7985, 9971	Cisco Unified Communications default load
Cisco Jabber for Windows	9.0(3)
Cisco CTS 3010/1300	1.9.x, 1.10.x

**Table 6: Verified Polycom Product Versions**

<i>Polycom Products</i>	<i>Version</i>
Polycom RealPresence Collaboration Server	v7.8 MPMx card required for TIP support
Polycom HDX systems	v3.1.0
Polycom RealPresence Group Series 500	v4.1.1.1
Polycom OTX 300 Systems	v3.1.0 Requires TIP option key Requires Polycom Touch Control
Polycom RPX 200 and 400 Systems	v3.1.0 Requires TIP option key. Requires Polycom Touch Control
Polycom ATX HD 300 Systems	v3.1.0 Requires TIP option key Requires Polycom Touch Control

<i>Polycom Products</i>	<i>Version</i>
Polycom Touch Control device for HDX and ITP systems	v1.6.0 Operating System software v1.5.0 Panel software
Polycom Touch Control device for RealPresence Group Series	v4.1.1.1 Panel Software and v4.1.1.1 Operating System software is compatible with Group Series v4.1.1.1 and v4.1.1.1 software
Polycom RealPresence DMA system	v5.1.0

## Integrating Polycom RealPresence Platform with Video Communications Server

You can configure the Polycom DMA system as a SIP proxy and registrar for your video environment. When you use the DMA system as a SIP peer to Video Communications Server, the DMA system can host video calls between Cisco endpoints that are registered with VCS and Polycom SIP endpoints or MCUs that are registered with the DMA system.

Tables 7 and 8 display the verified versions of Cisco and Polycom products supported in this deployment model.

**Table 7: Verified Cisco Product Versions**

<i>Cisco Products</i>	<i>Version</i>
Cisco TelePresence Video Communications Server	x7.2.2
Cisco C Series	TC 6.1.1
Cisco EX Series	TC 6.1.1
Cisco SX Series	TC 6.1.1
Cisco E20	TE 4.1.1
Cisco TelePresence MCU	4.3
Cisco CTS 3010/1300	1.9.x, 1.10.x

**Table 8: Verified Polycom Product Versions**

<i>Polycom Products</i>	<i>Version</i>
Polycom RealPresence Collaboration Server	v7.8 MPMx card required for TIP support
Polycom HDX systems	v3.1.0



<i>Polycom Products</i>	<i>Version</i>
Polycom RealPresence Group Series 500	v4.1.1.1 Requires TIP option key
Polycom Touch Control device for use with HDX and ITP systems	v1.6.0 Operating System software v1.5.0 Panel software
Polycom Touch Control device for use with RealPresence Group Series	v4.1.1.1 Panel Software and v41.1.1 Operating System software is compatible with Group Series v4.1.1.1 and v4.1.1.1 software

## Integrating Polycom RealPresence Platform SIP with Cisco Unified Border Element

When you use the Cisco Unified Border Element (CUBE) SP Edition feature on a Cisco 1000 series Aggregation Services Router (ASR), you can deploy Polycom RealPresence infrastructure in your environment. The CUBE SP Edition feature is designed for customers and service providers that provide protocol interworking, admission control, and security demarcation services. CUBE SP Edition enables direct IP-to-IP interconnect between domains.

Tables 9 and 10 display the verified versions of Cisco and Polycom products supported in this deployment model.

**Table 9: Verified Cisco Product Versions**

<i>Cisco Products</i>	<i>Version</i>
Cisco Unified Communications Manager	9.1(1a)
Cisco TelePresence Multipoint Switch	1.9.3
Cisco TelePresence Video Communications Server	x7.2.2
Cisco CTMS	1.9.3
Cisco CTS Series	1.10.1
Cisco TelePresence Server	3.0.2-48
Cisco TelePresence MCU	4.3
Cisco ASR 1000 Series (CUBE SP Edition)	IOS-XE 15.1(3), SBC 3.4.4, SBC 3.7.2t

**Table10: Verified Polycom Product Versions**

<i>Polycom Products</i>	<i>Version</i>
Polycom RealPresence Collaboration Server	v7.8 MPMx card required for TIP support
Polycom HDX systems	v3.1.0 Requires TIP option key for Telepresence
Polycom Multipoint Layer Application	v3.1.1.1.4 SP Requires TIP option key for Telepresence.
Polycom RealPresence Resource Manager	v7.1
Polycom DMA system	v5.1.0

## Integrating Polycom Converted Management Application H.323 with CUCM

When you register your Polycom components with the Polycom® Converged Management Application™ (CMA®) system, both bandwidth and call admission control are split between the CMA system and Cisco Unified Communications Manager. The Polycom RealPresence infrastructure supports audio and video calls. You can also use the Polycom CMA system to manage your Polycom components and you can take advantage of CMA provisioning with dynamic management.



### **Note: No Longer Tested by Polycom**

Polycom no longer tests the Polycom CMA system with the most recent versions of Polycom or Cisco products. When necessary, Polycom technical support requires customers to test reported issues on the supported verified versions.

## Supporting Polycom-Enabled Unified Communications

Polycom Implementation and Maintenance services provide support only for Polycom solution components. Additional services for supported third-party Unified Communications (UC) environments integrated with Polycom solutions are available from Polycom Services and certified partners. Polycom Services and certified partners help you successfully design, deploy, optimize and manage your deployment. For additional information and details please see [Polycom Services](#) or contact your local Polycom representative.

These release notes list current verified versions of Cisco and Polycom products that support Polycom Unified Communications for Cisco environments. For a list of Cisco and Polycom products that support

Wave 7, see the [Polycom Unified Communications Release Notes for Cisco Environment – Wave 7 Release](#).

## Resolved Issues

The table in this section displays resolved issues for the release of Polycom Unified Communications for Cisco Environments.

**Table 2: Resolved Issues for the Release of Polycom Unified Communications for Cisco Environments**

<i>Issue Number</i>	<i>Description</i>
BRIDGE-353	After rebooting the Polycom RealPresence Collaboration Server, Cisco TelePresence System (CTS) rooms now connect on the first attempt.
BRIDGE-4196	When connecting a CTS 3010 through secure Virtual Entry Queue (VEQ) encryption to a Virtual Meeting Room (VMR), the Hold and Resume function no longer causes the CTS 3010 to drop from the call.
BRIDGE-4272	When sending content from a CTS multi-screen room, the far sites no longer receive distorted content as a result of packet bursts.
BRIDGE-4342	The connection to the Lync Front End server no longer fails when using Session Initiation Protocol (SIP) Transport Layer Security (TLS) and no longer receives no response from the registration server. The certificate from the Certification Authority on the RealPresence Collaboration Server is copied to the cs1 folder. The cs1 folder has a self-signed certificate.
BRIDGE-4369	In a RealPresence Collaboration Server conference, when a CTS places a call on hold, content no longer freezes.
BRIDGE-4882	Cisco EX90 and CUCM SIP 9971 Video Phone endpoints can put other endpoints on hold but can not resume them.
CSC-69	A point-to-point call between a CTS and a Polycom HDX, registered to the Cisco Unified Communications Manager (CUCM), no longer ends when the CTS places the call on hold and resumes the call.
CSC-71	In a point-to-point 384k SIP call between a Polycom HDX 8006 and a Cisco Sx20, registered to the Polycom Distributed Media Application (DMA), the endpoints now receive video.
CSC-87	When Cisco Jabber for Windows, registered to CUCM, initiates a point-to-point call with a Polycom RealPresence Group 500, also registered to CUCM, the RealPresence Group 500 no longer loses audio after 4 seconds into the call.
CSC-91	When Cisco Jabber for Windows, registered to CUCM, initiates a point-to-point call with an HDX, also registered to CUCM, the HDX no longer loses audio after 4 seconds into the call.
CSC-103	In a RealPresence Collaboration Server conference, the video quality for endpoints is now good.
CSC-108	Polycom Open TelePresence Experience (OTX) content sharing now works in secure TelePresence Server (TPS) calls.

<i>Issue Number</i>	<i>Description</i>
CSC-111	Dual Tone Multi Frequency (DTMF) codes sent from a Polycom HDX via the Polycom Touch Control or the Application Programming Interface (API) now work on Telepresence Interoperability Protocol (TIP) calls in TPS meetings.
CSC-120	When connecting an endpoint through secure VEQ encryption and the correctly inserting the conference ID and password, a message no longer displays stating the remote user is on hold, and the endpoint now receives audio and video. The call no longer disconnects after about 15 seconds.
GS-1560	In a call between a Polycom RealPresence Group Series and a Cisco 4505 Multipoint Control Unit, the RealPresence Group system no longer connects with H.263 video instead of H.264 video.
GS-5211	When registering a RealPresence Group system using SIP to a DMA server and a Cisco SX20 to a DMA gatekeeper, video now displays.
GS-12134	When a TIP enabled RealPresence Group system joins a conference on a Polycom DMA system, the call now connects.
GS-12295	When TIP is enabled on a Polycom RealPresence Group system and the RealPresence Group system joins a TIP-aware RealPresence Collaboration Server conference, the RealPresence Group system no longer connects with audio or video problems.
GS-12299	When a RealPresence Group system is in a call with CTS using TIP, the video on the CTS no longer displays artifacts.
GS-12377	In a point-to-point call between a TIP enabled RealPresence Group system and a Cisco SX20, the SX20 now displays video.
INT-43	In SIP calls between a Cisco 4505 MCU and an HDX, the HDX no longer receives H.263 in 4CIF format from the Cisco 4505 MCU.
VIDEO-100658	HDX endpoints no longer display incorrect call stats for a far site RealPresence Collaboration Server.
VIDEO-105455	In point-to-point calls between two Immersive Telepresence (ITP) rooms or an ITP room and a CTS room, the ITP room now uses 1080p at 1080p line rates.
VIDEO-107987	In a point-to-point call between a CTS and a TPX the audio quality is now good.
VIDEO-108129	In a CUCM environment, when an OTX dials into a conference the DTMF codes now work.
VIDEO-108130	Cisco TPX1 endpoints no longer ring for 4 minutes before displaying local video in a RealPresence Collaboration Server conference.
VIDEO-108138	The RealPresence Collaboration Server no longer sends unstable frame and line rates to the OTX in a conference including a CTS 3010, CTS 500, HDX 8006, and OTX 300.
VIDEO-108139	When sending content from a CTS multi-screen room, far sites no longer receive distorted content.
VIDEO-108150	When an HDX with TIP unchecked, but with ALWAYSUSETIP TRUE securely registered to CUCM, calls a secure VEQ encrypted VMR, the HDX now receives audio and video from CTS and ITP endpoints.

<i>Issue Number</i>	<i>Description</i>
VIDEO-108290	The HDX 8000/4500 and the OTX 300 now connect when dialing into a secure CTMS bridge.
VNGR-26309	The OTX no longer displays local video only in a dial-in, room switch conference with a CTS..
VNGR-26415	In a CUCM environment, when the RealPresence Collaboration Server, Polycom ITP endpoints, and CTS 1300 endpoints are registered to CUCM, the CTS 1300 no longer drops from a multipoint call.
VNGR-27232	When a TPX dials through secure VEQ encryption, the DTMF codes did not reach the DMA.

## Known Issues

The table in this section displays the known issues for the release of Polycom Unified Communications for Cisco Environments. Refer to the Polycom product release notes for more information about the known issues related to the individual products and solution. Workarounds are indicated where available.

**Table 3: Known Issues for the Release of Polycom Unified Communications for Cisco Environments**

<i>Issue Number</i>	<i>Description</i>	<i>Workaround</i>
BRIDGE-355	In Polycom RealPresence Collaboration Server conference between two Cisco TelePresence System (CTS) 3010s, when one CTS 3010 uses the Hold and Resume function, local video displays for the other CTS 3010.	None
BRIDGE-769	In a dial-in RealPresence Collaboration Server conference between a CTS and a Polycom HDX using H.323 protocol, when the CTS uses the Hold function, content continues to display on the HDX. When the CTS uses the Resume function, no audio or video displays on the HDX.	None
BRIDGE-4240	A Dual Tone Multi Frequency (DTMF) code initiated from a Polycom Touch Control keypad is not recognized, and the conference room Interactive Voice Response continues to ask for the meeting ID. After three prompts, the call disconnects or is transferred to the help desk as a failure to enter meeting ID.	None
BRIDGE-4883	The Cisco E20 Video Phone does not receive incoming video feed from a bridge call.	None
BRIDGE-7359	In calls hosted by a Telepresence Interoperability Protocol (TIP) enabled RealPresence Collaboration Server, CTS and Cisco TX endpoints occasionally cannot connect.	None
CSC-50	An echo is heard on the Polycom Open TelePresence Experience (OTX) when in a call with a CTMS or CTS.	None
CSC-67	In calls hosted by the Cisco Telepresence Multipoint Switch that involve both Polycom® Immersive Telepresence (ITP) endpoints and a CTS system, the CTS video quality is not optimal.	None

<i>Issue Number</i>	<i>Description</i>	<i>Workaround</i>
CSC-68	In a point-to-point call between an OTX and a CTS 1300, the CTS receives sub-optimal audio from the OTX.	None
CSC-86	When an HDX dials into TelePresence Server (TPS) using H.323 protocol the HDX's video is choppy as a result of packet loss.	None
CSC-104	When a Cisco TX 9000 joins a RealPresence Collaboration Server conference, video quality decreases.	None
CSC-112	A Cisco C60 endpoint drops from audio/video to an audio-only call when you add a third site to a conference restricted to 786k line rate.	None
CSC-118	OTTr HDX connects with problems in a bridge call, when the HDX is registered via TLS, does not have a trusted certificate installed, and has TIP enabled.	You can install a valid certificate, use TCP instead of TIP, or disable TIP
CSC-123	A Cisco TX 9000 sometimes drops from a conference hosted by a RealPresence Collaboration Server.	None
CSC-125	When a Cisco EX90 joins an Encrypt When Possible conference using Virtual Entry Queue (VEQ) encryption and an endpoint is already sharing content in the conference, there is a time delay before the EX90 is able to view the shared content.	None
CSC-127	When Polycom RealPresence Desktop is registered as an internet guest and connects to an Encrypt When Possible Video Conference through VEQ encryption, RealPresence Desktop is unable to receive shared content.	None
DMA-10777	In gateway calls (SIP – H.323) between the following endpoints, one side failed to get video: LifeSize Room 200 and Cisco (Tandberg) 6000 MXP LifeSize Room 200 and Polycom RealPresence Desktop Cisco (Tandberg) 6000 MXP and Polycom RealPresence Desktop	None
EDGE-749	Cisco VCS Expressway currently does not support SIP enterprise-to-enterprise calls when an endpoint in an enterprise using Cisco VCS Control plus VCS Expressway calls an endpoint in an enterprise using the RealPresence Access Director system and a RealPresence DMA system if SIP authentication is enabled in the DMA system.	None
GS-7279	When dialing out, the RealPresence Group system disconnects from a call with the TPS conference due to an 'unspecified error'.	None
GS-7447	In a call from a RealPresence Group series to a CTS, call statistics displays TIP calls as SIP.	None
GS-9999	In a call between two RealPresence Group systems using H.323 protocol and a Cisco 4505, when the Cisco 4505 sets its content conference settings for the 'Outgoing transcoded resolutions' to 'Allow All resolutions' or '4:3 resolutions only' and when one of the RealPresence Group system shares content, the other RealPresence Group system will not display the content.	On the Cisco 4505 set the 'Outgoing transcoded resolutions' to '16:9 resolutions only'

<i>Issue Number</i>	<i>Description</i>	<i>Workaround</i>
GS-12296	In a TIP-aware RealPresence Collaboration Server conference between a TIP enabled RealPresence Group system and a CTS 3010, when the CTS shares content, content plays incorrectly on the RealPresence Group system's People channel.	Use the RealPresence Group system Web interface to disable TIP. Go to <b>Admin Settings &gt; Network &gt; Dialing Preference &gt; Dialing Option</b> and disable the TIP setting
GS-13319	Calls with rates less than 1 Mbps between a RealPresence Group system and a Cisco TX 9000 might have video quality issues.	None
GS-13482	In a point-to-point call between a RealPresence Group series and a CTS 3010, when the RealPresence Group series shares content the RealPresence Group series experiences video divergence.	None
VIDEO-96140	When in a call taking place on the Cisco TelePresence Server, HDX endpoints do not correctly display the call format in the call statistics.	None
VIDEO-96793	In a point-to-point call between and OTX and an HDX, when the OTX shares content, the HDX pulls the content from the OTX before the content is uploaded on the OTX screens. As a result, the OTX experiences a delay before uploading the content.	None.
VIDEO-97050	In a point-to-point call between a Polycom RealPresence Experience (RPX) that is registered to a Polycom DMA system and a CTS that is registered to CUCM, the Polycom RPX incorrectly displays the far site as an HDX 7000 in the call statistics.	None
VIDEO-97054	H.323 calls between CTS systems registered to CUCM and HDX or ITP systems registered to the Cisco IOS gatekeeper display sub-optimal video quality for the first few seconds of a call.	None
VIDEO-97201	When a Cisco phone places an HDX on hold, the Resume key does not resume the call.	None
VIDEO-99544	The HDX version and the TP Tool version no longer match up. The HDX version is 3.1.0 and the TP Tool version is 3.0.6.	None
VIDEO-102364	In a call between an HDX and Cisco Jabber for Windows, content shared from Cisco Jabber for Windows does not display on the HDX. The HDX can send content successfully to Cisco Jabber for Windows via the People channel. Cisco Jabber for Windows can send content successfully to another Cisco endpoint.	None
VIDEO-107988	When an HDX using Transport Layer Security as the primary transport protocol, places a call, the ACK to any incoming 200 OK or INVITE goes out using UDP, which causes the AT&T SBC to terminate the call.	None

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<i>Issue Number</i>	<i>Description</i>	<i>Workaround</i>
VNGR-26221	When a HDX and a CTS are in a call hosted by a RealPresence Collaboration Server registered to a DMA system, the Gathering Phase screen is pixelated.	Turn off gathering

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