Release Notes

Polycom® HDX® Systems, Version 3.0.3.1

Polycom announces the latest release of Polycom HDX system software. This document provides the latest information about the following Polycom software:

- Version 3.0.3.1 of the Polycom HDX System software
- Version 1.3.0 of the Polycom Touch Control Operating System software
- Version 1.3.0 of the Polycom Touch Control Panel software

For more information about using the features described in this document, refer to the product documentation available for each Polycom HDX system at www.polycom.com/videodocumentation.

When making a connection from a web browser to configure the Polycom HDX system, always enter the address of the Polycom HDX system in one of the following formats: `https://hostname` or `https://10.11.12.13`.

If Security Mode is enabled on your system, you must use secure HTTPS access (for example, `https://10.11.12.13`). Click **Yes** in the security dialog boxes that appear.

Using the HTTPS protocol ensures that the configuration of all login credentials (such as user names and passwords) are transmitted using an encrypted channel, including those user names and passwords used to communicate with third-party systems on your network. Using the HTTPS protocol severely limits the ability of anyone on the network to discover these credentials.

Installing the Software

Procedures for installing Polycom HDX system software are different depending on whether the system is covered by warranty or a service plan. For more information about installing software updates, refer to *Installing Software and Options for Polycom HDX Systems and Accessories* at support.polycom.com.

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Software Version History

Polycom HDX System Software

Software Version	Release Date	Description
3.0.3.1	November 2011	Correction for issues related to Polycom Distributed Media Application™ (DMA™) failover support and to Brazilian conformance failures for SIP and H.323
3.0.3	October 2011	Improved integration with Microsoft Lync Server, which includes Call Admission Control; SIP Director and Failover support; RTV B-Frames encoding and CCCP Conference Control; improved SIP interoperability with POCN partners; Cisco TIP improvements; stronger media encryption keys in SIP & H.323; support for IPv6 Gatekeeper registration and calling; Bundled Provisioning; POST tests during boot-up; support for the UC Board annotation application; and security enhancements
3.0.2.1	August 2011	Correction for issues related to the HDX 4000 privacy shutter, HDX system camera start up, Camera 2 video on HDX 6000 systems, and HDX systems registered to a SIP server
3.0.2	June 2011	Support for Telepresence Interoperability Protocol (TIP)
3.0.1	May 2011	Support for new EagleEye III and EagleEye Director cameras, new Polycom HDX 4500 system; updated Polycom HDX software
3.0.0.2	February 2011	Maintenance release that includes updates from software testing with Microsoft® Lync™ Server 2010
3.0.0.1	January 2011	Correction for an issue involving pairing an HDX system with a Polycom Touch Control
3.0	December 2010	Support for Polycom HDX systems and the Polycom Touch Control

Polycom Touch Control Software

Software Version	Description
1.3.0 Panel Software 1.3.0 Operating System	Support for the Conference Composer feature in Centralized Conferencing Control Protocol (CCCP) and additional file types when showing USB content
1.2.0 Panel Software 1.2.0 Operating System	Support for USB content with the Polycom Touch Control (Experimental feature)
1.1.0 Panel Software	Support for EagleEye Director camera and Centralized Conferencing Control Protocol (CCCP)

Software Version	Description
1.0.3 Panel Software 1.0.3 Operating System	Support for Hardware Version 5 of the Polycom Touch Control and corrections for pairing issues
1.0.1 Panel Software	Corrections for pairing issues
1.0.0 Panel Software 1.0.0 Operating System	Initial release

Polycom EagleEye Director Camera Software

Software Version	Description
1.0	Initial release

What's New in 3.0.3

The version 3.0.3 software includes the features and functionality of version 3.0.2.1, with the following additions.

UC Board™ Application for Content Annotation

The Polycom UC Board enables you to show and annotate content in real time. With the UC Board hardware, a USB hub, and an HDX system setup that includes either two monitors or a monitor plus a projector and standard whiteboard, getting started is as easy as picking up a stylus and starting to write.

Polycom UC Board requires Polycom HDX software version 3.0.3 or later and one of the following HDX systems:

- HDX 7000 HD system with Hardware Version C
- HDX 8000 HD system with Hardware Version B
- HDX 9006 system

If you set up your UC Board with an HDX system and two monitors, the second monitor should meet the following requirements:

- LCD (LED backlighting is recommended)
- 40" – 50" (101 cm – 127 cm)
- Glass screen

If you set up your UC Board with an HDX system and monitor, and a projector/whiteboard combination as a second monitor, Polycom recommends the following work area dimensions for the whiteboard:

17" x 11" (43 cm x 28 cm) to 108" x 60" (275 cm x 152 cm)

For information about setting up and getting started with the UC Board, refer to the *Quick Start Guide for the Polycom® UC Board™* and the *Administrator's Guide for Polycom HDX Systems* at support.polycom.com.

Enhanced File Support for USB Content with the Polycom Touch Control

Version 1.2.0 of the Touch Control software provided an experimental USB Content feature. Version 1.3.0 provides full support for the following file types with this feature:

- PDF documents
- Slideshows (.pptx)
  - Files can be up to 100 slides and up to 25 MB.
  - Files can contain embedded Excel tables and embedded graphics (.bmp, .gif, .jpg, .png, .emf, and .wmf). The more .xlsx, .emf, and .wmf objects you embed in a slide presentation, the fewer slides can be included and the smaller the file must be.
- Images (.bmp, .gif, .jpg, and .png)

You can also annotate files while showing them to far sites. For more information, refer to the *User Guide for Polycom HDX Systems and the Polycom Touch Control*.

IPv6 Duplicate Address Detection (DAD) Control

You can now specify the number of Duplicate Address Detection (DAD) messages to transmit before acquiring an IPv6 address. The HDX system sends DAD messages to determine whether the address it is requesting is already in use.

IPv6 Gatekeeper Support

This feature adds support for HDX systems to register and use H.323 gatekeepers on an IPv6 network. Most gatekeeper services currently supported on IPv4 networks are now available on IPv6 networks.

LDAP Directory Searches and SIP

Now in version 3.0.3, HDX systems can display and call SIP addresses when they are provisioned by CMA systems. This feature does not apply to HDX systems that use types of directories other than LDAP or that are not provisioned by a CMA system.

Power On Self-Test (POST)

The HDX system now automatically performs a sequence of system health checks every time the system starts. As each check is launched, a success message appears on Monitor 1. If a test fails, you can use the remote control or Polycom Touch Control to continue the startup process. After the test phase has completed, the HDX system initializes each software component. If any of the system tests fail, even if the system appears to start up, Polycom recommends that you contact Technical Support before using your HDX system.

Bundled Provisioning

A CMA system administrator can now upload a provisioned bundle from an already configured HDX system. For example, you can create a provisioned bundle for an HDX 4000 and apply the bundle to other HDX 4000 series systems. You do not have to reconfigure settings for each system. The following are the types of provisioned bundle settings:

- Camera configuration settings
- Monitor configuration settings
- Microphone configuration settings
- Security settings
- Home screen settings

For more information, refer to the *Polycom® CMA™ System Operations Guide*.

Security Enhancements

Software version 3.0.3 supports 256-bit encryption for AES media encryption and certificate signing request (CSR) generation.

AES Media Encryption

Version 3.0.3 adds support for AES-256 in H.323 and SIP calls while continuing to support AES-128/192/256 in H.320 calls. The gatekeeper selects the best available encryption. AES-256 is typically used unless one of the endpoints does not support it.

X.509 CSR Generation

Version 3.0.3 supports CSR generation on the web interface using SHA-1 or SHA-256 hashing.

Gatekeeper Authentication

Version 3.0.3 adds support for SHA-256, which provides better security than SHA-1.

Upgrading Dynamically Managed Remote HDX Systems

HDX endpoints configured for dynamic management might not upgrade correctly under certain conditions when the HDX system is behind a remote network address translation network environment. HDX software version 3.0.3 resolves this issue by supporting authenticated upgrades, but users must first manually update their dynamically managed remote HDX system to version 3.0.3. The administrator must set each new HDX software version for the remote HDX systems authentication to download through the Polycom V2IU™ converged network appliance. Then future software updates can be performed from the CMA server. For more information about the local update process, refer to *Installing Software and Options for Polycom HDX Systems and Accessories*.

Microsoft Telepresence System Interoperability Improvements

For more information, you can also refer to the *Polycom Unified Communications Deployment Guide for Microsoft Environments*.

Bandwidth Management

Version 3.0.3 incorporates additional techniques for SIP calls when operating in a Microsoft® environment. Bandwidth management is available only to HDX systems that are registered to a provisioned Microsoft Lync™ R2 server with Interactive Connectivity Establishment (ICE) on it. When a bandwidth management policy is enforced in a Microsoft Lync Server Environment, SIP calls between HDX systems on the same side of the firewall preserve ICE and consequently are unable to support dual-stream People+Content™ in calls. Additionally, because ICE is engaged in these SIP calls between HDX systems on the same side of the firewall, the maximum available bandwidth of such calls is 2 Mbps.

Bandwidth management is not supported in IPv6 networks.

SIP Server Auto-Configuration

Polycom HDX systems now support auto-configuration of the SIP server in both Microsoft and non-Microsoft environments.

SIP Configuration Field Name Changes

To better align with Microsoft terminology, the following SIP settings in the HDX interface have changed when the real-time video (RTV) option is enabled:

- **User Name** becomes **Sign-in address**.
- **Domain User Name** becomes **User Name**.
- **Registrar Server** becomes **Server name or IP address**.
- The **Proxy Server** field is hidden.

Conference Composer with Centralized Conferencing Control Protocol (CCCP)

With the new Conference Composer feature of Centralized Conferencing Control Protocol (CCCP) feature, you can create a list of participants, then call everyone at the same time. This eliminates waiting while each participant is called.

Real-Time Video (RTV) B-Frame Support

Polycom provides B-Frame encoder support of real-time video to enhance the viewing experience for Microsoft Lync Clients.

Cisco Telepresence System Interoperability Improvements

SIP Content in Multipoint Calls

HDX system users in multipoint calls connected over SIP or H.323 can now send and receive content to and from Cisco TelePresence™ Systems. The HDX system is no longer required to enable TIP for content-sharing in multipoint calls with Cisco TelePresence System.

The HDX users must be registered to the Polycom Distributed Media Application™ (DMA™) and must be connected to a multipoint call hosted by an RMX system that also has Cisco TelePresence System endpoints connected to it. For more information, refer to the *Polycom Unified Communications Deployment Guide for Cisco Environments*.

Changed API Command

The following API command has been modified in version 3.0.3.

Command	Description
camera	Removed the `crossfade` parameter.

For more information about API commands in version 3.0.1, refer to the *Integrator's Reference Manual for Polycom HDX Systems*.

What's New in 3.0.2

The version 3.0.2 software includes the features and functionality of version 3.0.1, with the following additions.

Support for Telepresence Interoperability Protocol (TIP)

HDX systems with version 3.0.2 software and the TIP option key can interoperate with TIP endpoints. When the TIP option key is installed, the following changes are made automatically:

- The **1024** setting is enabled on the Call Speeds screen.
- A **TIP** setting is displayed and enabled on the Call Preference screen.
- A **SIP** setting is automatically enabled on the Call Preference screen.
- **SIP (TIP) Calls** settings appear on the Preferred Speeds screen.

HDX Systems

TIP is supported on the following HDX systems:

- Polycom HDX 4500
- Polycom HDX 7000 HD with Hardware Version C
- Polycom HDX 8000 HD with Hardware Version B
- Polycom HDX 9006

TIP Support Notes

- Only TIP version 7 is supported.
- In a TIP call, only XGA content at 5 fps is supported in the Content in Connector (VGA or DVI). USB content from the Polycom Touch Control and People+Content IP is not supported in TIP calls.

- HDX systems cannot host multipoint calls while in a SIP (TIP) call.
- SIP (TIP) calls must connect at a call speed of 1 Mbps or higher.

For more information about Polycom support for the TIP protocol, refer to the white paper *Polycom Enhances Its Portfolio with Support of Telepresence Interoperability Protocol (TIP)* and *Polycom Unified Communications Deployment Guide for Cisco Environments*.

USB Content with Polycom Touch Control (Experimental Feature)

The Polycom Touch Control with version 1.2.0 software allows you to show content from a USB drive. You can open documents (.pdf), slide shows (.pptx), images (.bmp, .gif, .jpg, .png). You can also annotate files while showing them to far sites. For more information, refer to the *User Guide for Polycom HDX Systems and the Polycom Touch Control*. This is an experimental feature and is not yet supported.

New API Support for Polycom HDX 7000 and 6000 series systems

New API support for Polycom HDX 7000 and Polycom HDX 6000 series systems is in version 3.0.2.

For more information about new API commands in version 3.0.2, refer to the *Integrator's Reference Manual for Polycom HDX Systems*.

New API Command

The following API command is new in version 3.0.2.

Command	Description
`systemsetting telnetenabled`	Sets or gets the telnet ports.

For more information about API commands in version 3.0.2, refer to the *Integrator's Reference Manual for Polycom HDX Systems*.

Basic Mode Renamed Diagnostic Mode

In an effort to reduce the number of issues related to inadvertently disabled HDX system features, Polycom has changed the name of Basic Mode to Diagnostic Mode. Diagnostic Mode is intended to be used for troubleshooting purposes only. Using this mode results in reduced system functionality as well as a lower quality audio and video experience. When you enable Diagnostic Mode, a popup message displays to remind you that the mode is strictly for troubleshooting.

More Layout Choices for HDX 4500 Systems When Using Two Monitors

In previous releases, during point-to-point calls without content on Polycom HDX 4500 systems with a second monitor attached, the only layout choice for viewing call participants is the far site on the first monitor and the near site on the second monitor.

With this release, more layout choices are possible. You can use the Layout buttons on the remote control, keypad, or Polycom Touch Control to scroll through the following screen layouts on the HDX 4500:

1 Far site full screen on first monitor. Near site full screen on second monitor.

2 Near site full screen on first monitor. Far site full screen on second monitor.

3 Far site full screen on first monitor. Far site full screen on second monitor.

What's New in Version 3.0.1

Polycom HDX 4500 Desktop System

The Polycom HDX 4500 system is the latest executive desktop video conferencing system in the Polycom HDX 4000 series. The Polycom HDX 4500 system is the ultimate in desktop video conferencing, designed to enable today's professionals to be more productive and effective right from their offices.

With a 24" screen, powerful stereo speakers, and sleek design, the Polycom HDX 4500 system is much more than a communications device; it is also a fully functional monitor for your PC or Mac. The Polycom HDX 4500 system sends and receives up to 1080p, HD video and enables you to attach a second monitor. If you have a computer connected to your Polycom HDX 4500 system, you can show your computer desktop (content) during a call.

Video input and output connections

- One Polycom High Definition Camera Interface (HDCI) connector to enable input from a camera
- A DVI connector to enable content sharing from a video source such as a computer
- Two DVI connectors to enable video output to main and secondary monitors

Audio input and output connections

- A 3.5 mm connector for content input
- An RCA connector for output to an external speaker system

Other input and output connections

- A power connector for the monitor
- A power connector for the system
- Two LAN ports for IP network access
- A serial port for RS-232 devices

For information about setting up this system, refer to the *Quick Start Guide for the Polycom HDX 4500*.

Polycom EagleEye III Camera

Polycom introduces the Polycom EagleEye III camera, which can provide 1080i 60/50 fps, 1080p 30 fps, and 720p 60/50 fps resolutions on all Polycom HDX room systems.

The Polycom EagleEye III camera requires that systems are running software version 3.0.1 or later.

Polycom EagleEye Director Camera

Version 3.0.1 introduces support for the Polycom EagleEye Director camera.

EagleEye Director is a high-end dual camera system that works in conjunction with some Polycom HDX systems to provide accurate close-up views of the person who is speaking while also capturing the room view. The EagleEye Director also provides smooth transitions between the close-up view of the person who is speaking and the room view.

A blue LED on the base indicates that the camera has completed powering on.

EagleEye Director can use EagleEye II cameras and EagleEye III cameras as tracking and room view cameras. The following combinations are supported:

- Two EagleEye II cameras
- Two EagleEye III cameras
- One EagleEye II camera and one EagleEye III camera

To use the Polycom EagleEye Director camera, systems must be running software version 3.0.1 or later.

For information about installing the camera software, refer to *Installing Software and Options for Polycom HDX Systems and Accessories*.

For information about configuring the camera, refer to the *Administrator's Guide for Polycom HDX Systems*.

Centralized Conferencing Control Protocol (CCCP)

In version 3.0.1, when a Polycom HDX system is deployed in a Microsoft® Lync™ Server 2010 environment, you can place and participate in multipoint calls using Centralized Conferencing Control Protocol (CCCP). CCCP enables Polycom HDX systems to use Microsoft audio and video servers to host multipoint calls.

CCCP is supported on the following HDX systems:

- Polycom HDX 4000 HD systems with Hardware Version C
- Polycom HDX 4500 systems
- Polycom HDX 6000 systems
- Polycom HDX 7000 systems with Hardware Version C

- Polycom HDX 8000 systems with Hardware Version B
- Polycom HDX 9006 systems

When configured for CCCP, a Polycom HDX system can perform the following tasks:

- Organize and initiate CCCP conferences with Polycom HDX and Microsoft Lync clients and groups.
- Join CCCP conferences organized by a Microsoft Lync client.
- Join a CCCP conference from the Polycom HDX calendar.
- Add participants to the CCCP conference.
- Mute and unmute during a conference and be muted and unmuted by the conference organizer. A Microsoft Lync client acting as the conference organizer or a conference presenter can mute Polycom HDX systems selectively or use the audience mute feature to mute all participants in the call.

For more information about CCCP, refer to the following Polycom publications:

- *Polycom Unified Communications Deployment Guide for Microsoft Environments*
- *Polycom User's Guide for HDX Room Systems*
- *Polycom User's Guide for HDX Desktop Systems*
- *Polycom User's Guide for HDX Room Systems and Touch Control*

Real-Time Video

Real-time video (RTV) is the Microsoft® corporation's proprietary algorithm for the encoding and decoding of real time video within Microsoft Office Communication Server 2007 R2 (OCS) and Microsoft Lync™ Server 2010 environments. Polycom HDX systems have incorporated this feature, which provides the highest quality video interoperability with OCS and Lync Server 2010.

For more information about RTV, refer to the *Polycom Unified Communications Deployment Guide for Microsoft Environments*.

Federated Presence

Federated presence enables users to see the presence of a user registered on the MS network. In earlier releases, presence worked when users were on the same network, but not when they were federated.

A federated endpoint is an HDX system that is registered to a Microsoft Office Communications Server (OCS) or Microsoft Lync™ Server and connected to the enterprise from the public network. With Polycom HDX systems version 3.0.1, contact presence updates include federated endpoints.

For more information about federated presence, refer to the *Polycom Unified Communications Deployment Guide for Microsoft Environments*.

High Profile over ISDN

H.264 High Profile video encoding and decoding preserves video quality and reduces the required network bandwidth. H.264 High Profile video encoding and decoding in ISDN point-to-point calls is supported in version 3.0.1, with the following restrictions.

- H.264 High Profile over ISDN is supported on the following HDX systems:
  - Polycom HDX 4000 HD with Hardware Version C
  - Polycom HDX 7000 HD with Hardware Version C
  - Polycom HDX 8000 HD with Hardware Version B
  - Polycom HDX 9006
- H.264 High Profile is supported only for People video, not Content video.
- H.264 High Profile is not supported in V.35 broadcast mode.

Siren™ LPR

Version 3.0.1 includes support for Siren LPR. As part of Polycom Constant Clarity, Siren LPR preserves audio quality during high packet loss. Siren LPR status is displayed as the **Audio Protocol** on the Call Statistics screen. **Siren LPR** or **Siren LPR Stereo** is shown in green if the system is currently experiencing packet loss.

Improved Functionality for Receiving and Sending 1080p Content

Receiving and Sending 1080p Content functionality was introduced in version 3.0. In version 3.0.1, the call speed must be greater than or equal to 768 kps. All other restrictions still apply. For more information, refer to "Receiving and Sending 1080p Content" on page 26.

New API Command

The following API command is new in version 3.0.1.

Command	Description
`loginwindowduration`	Sets or gets the duration of time within which failed logins can lead to account lockout.

Changed API Command

The following API command has been modified in version 3.0.1.

Command	Description
`camera`	Added `tracking`, `statistics`, and `crossfade` parameters.

For more information about API commands in version 3.0.1, refer to the *Integrator's Reference Manual for Polycom HDX Systems*.

What's New in Version 3.0.0.2

This version is a maintenance release that includes updates from software testing with Microsoft Lync Server 2010.

What's New in Version 3.0.0.1

Polycom HDX systems running version 3.0 software that were paired with a Polycom Touch Control running version 1.0 of Polycom Touch Control Panel Software and version 1.0 of Polycom Touch Control Operating System would occasionally appear to not be paired. In addition, the pairing connection could become unstable.

If you use an HDX system with a Polycom Touch Control, Polycom recommends running HDX software version 3.0.0.1 software with version 1.0.1 of the Polycom Touch Control Panel Software and version 1.0 of the Polycom Touch Control Operating System.

What's New in Version 3.0

HDX software version 3.0 includes the features and functionality of version 2.6.1.3, with the following additions.

Polycom HDX 4000 HD System

The new Polycom HDX 4000 HD system with Hardware Version C adds the following features:

- Ability to send and receive H.264 High Profile video, which preserves video quality and reduces the required network bandwidth
- Ability to receive 720p people video at 60 fps
- Ability to receive 1080p people video
- Ability to send and receive 720p content at 30 fps in these conditions:
  - Far end is capable of 60 fps
  - Call rate is 832 kbps or higher
- Ability to send and receive 1080p content at up to 15 fps in these conditions:
  - Far end is capable of 60 fps
  - Call rate is 832 kbps or higher
  - Video Quality is set to **Sharpness**

The new Polycom HDX 4000 HD system with Hardware Version C requires HDX software version 3.0 or later.

To find out which hardware version you have, go to **System > System Information**. For information about configuring this system, refer to the *Administrator's Guide for Polycom HDX Systems*.

Polycom Touch Control Device

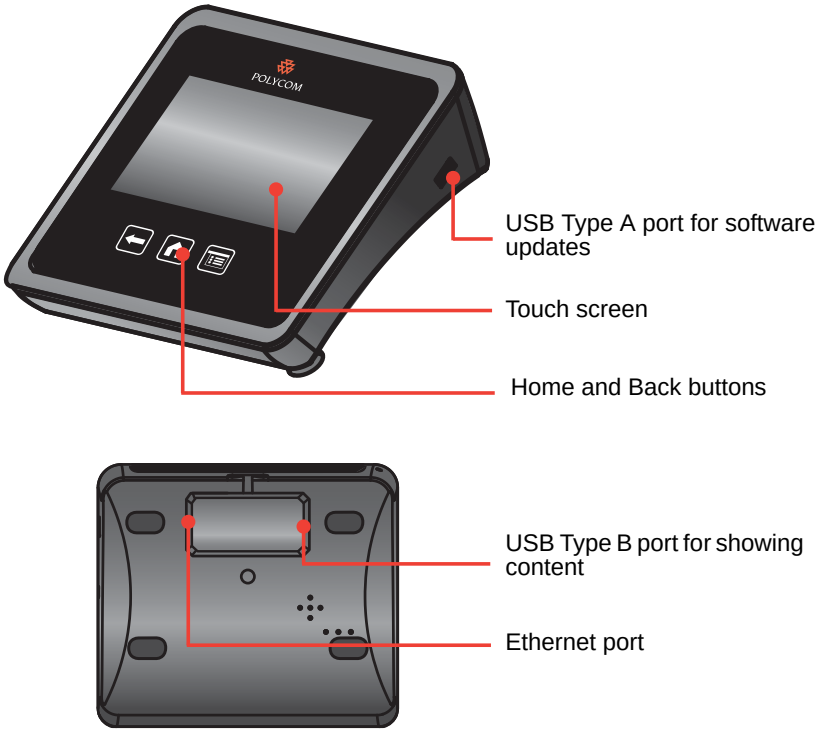
Version 3.0 introduces support for the new Polycom Touch Control device.

The Polycom Touch Control has the following features:

- 7″ WVGA color LCD touch screen
- Dedicated Home and Back buttons (Menu button functionality is reserved for a future release)
- Built-in, full-range audio speaker with adjustable volume
- Optional, detachable stand for an optimized viewing angle
- Ethernet connector to support 10/100 IP networking and Power over Ethernet (PoE)

- LED indicators for LAN activity
- Two USB 2.0 hi-speed connectors: one Type B on the bottom for showing content and one Type A on the side for software updates
- Built-in infrared transmitter

You can use the Polycom Touch Control device instead of a handheld remote to control an HDX system.



Points to note about version 3.0 and the Polycom Touch Control:

When the HDX system is paired with the Polycom Touch Control device, the following features are affected:

- The transfer of HDX system logs cannot be manually initiated to the HDX system's USB port.
- The security banner cannot be displayed on the device.
- An account number cannot be required for calls.
- The HDX system's remote control is disabled.
- The **Require login for system access** setting on the HDX system is ineffective.
- Global Management Server technical support features are disabled.
- Changes to the Directory cannot be made from the device.
- The Touch Control cannot be used to power on, power off, or reboot the HDX system.
- Favorites cannot be displayed in the directory, but are available by accessing the Favorites tab.
- Speed Dial is unavailable.
- Call Speed and Call Type cannot be specified from the Place a Call screen.
- No more than 10 near-end and 10 far-end camera presets can be configured.
- CMA provides no management control or monitoring of the device.
- The Polycom Touch Control device is not supported on the HDX 4000 system.

Setting Up the Polycom Touch Control Device

Before you set up the Polycom Touch Control, make sure you have installed software version 3.0 or later on the Polycom HDX system. Connect the device to an Ethernet cable and, if you intend to show content, a USB cable. You can also attach the Polycom Touch Control stand. Refer to the *Setting Up the Polycom Touch Control Device* document or the *Administrator's Guide for Polycom HDX Systems* for more information.

When the Polycom Touch Control has paired and connected with the HDX system, the Polycom Touch Control displays a success message, and the menus on the HDX system monitor disappear.

Pairing and Unpairing

When you configure the Polycom Touch Control to pair with a particular Polycom HDX system, the Polycom Touch Control makes an IP connection to the HDX system. If the connection is lost for any reason, the Polycom Touch Control automatically attempts to restore the connection. If the connection is lost for more than two minutes, error messages are displayed on the HDX system monitor and the Polycom Touch Control screen. You can access a virtual remote control on the Polycom Touch Control that enables you to control the HDX system until the connection is restored.

Interacting with the Touch Screen

Touch an element on the screen to select it. Drag your finger across the screen to scroll horizontally or vertically when the screen has more information that extends beyond the current view. Touch text-entry fields to activate the pop-up keyboard. To select an accented character on the pop-up keyboard, touch and hold the letter.

Placing Calls

You can place calls manually or from the Directory, the Calendar, Favorites, or Recent calls. While in an existing call, you can create a multipoint call by touching **Add Participant** from the Call screen.

Call Screen

When you are in a call, you can use the Call screen to complete these tasks:

- Touch the **Volume** slider to adjust the volume at your site.
- Touch the **Mute** icon to mute or unmute your microphones.
- Touch **Hang up** to end the call.
- Touch **Add Participant** to add another call participant
- Touch **Cameras** to adjust the cameras or view presets.
- Touch **Keypad** to send DTMF tones.
- Touch **Show Content** to select, start, or stop content.
- Touch  to get more information about the participants in the call or view call statistics.
- Touch **Layout** to change the video layout at your site.

The following Polycom RMX® system versions support the Touch Panel device's layout controls:

- 5.x: 5.0.3 or later
- 6.x: 6.0.2 or later
- 7.x: 7.0.3 or later

If you navigate away from the Call screen during a call, you can return to it at any time by touching **Back to the Call**.

Presence Icons

The Polycom Touch Control uses icons to show the presence state on the Favorites screen. Refer to the *User's Guide for Polycom HDX Systems and the Polycom Touch Control* for a list of other icons you might see.

Showing Content

You can use the Polycom Touch Control Content screen to select, show, and stop content sources. You can access the Content screen while in or out of a call.

You can also use People+Content™ IP to send content from a computer that is connected directly to the Polycom Touch Control.

Cameras

You can use the Polycom Touch Control Cameras screen to select and adjust the main camera or other near-site or far-site video sources. You can access the Cameras screen while in or out of a call.

User Settings

You can use the User Settings screen to configure several features of the Touch Control, such as configuring brightness and volume, setting the availability of the paired Polycom HDX system, allowing far end control of the camera, automatically answering or muting incoming calls, and powering off the Touch Control.

Administration Settings

You can use the Administration screen to perform software updates and configure LAN properties, regional settings, and security properties on the Touch Control.

System Info

The system information screen displays information about the Polycom Touch Control and HDX system.

Configurable Remote Control Power Button Behavior

Version 3.0 enables you to configure the behavior of the **Power** button on the HDX system remote control. You can specify that pressing the **Power** button powers on or off the HDX system, puts the system to sleep or wakes it, or you can disable the **Power** button.

Changes to Directory View

Version 3.0 provides the following changes for viewing the directory in the local interface:

- If the directory contains only one folder, that folder is automatically opened when you go to the directory in the local system interface.
- Administrators can configure whether Favorites are included in the directory of the local system interface.
- When you create a new contact in the directory, it is added to Favorites.

H.235 Annex D Authentication

H.235 Annex D authentication provides security for H.323-based systems. If H.235 authentication is enabled, the H.323 gatekeeper ensures that only trusted H.323 endpoints are allowed to access the gatekeeper.

H.323 Annex O Dialing

Version 3.0 supports the H.323 Annex O dialing extension, but you need to set up your network infrastructure to support Annex O dialing. Annex O uses URLs and DNS queries to route calls when the HDX system is not registered with a gatekeeper. To use Annex O dialing, enter the dialing information in the form `user@host` on the Place a Call screen.

When the HDX system is registered to a gatekeeper, Annex O is not used. In this case, the entire dial string is routed to the gatekeeper for processing.

Camera Firmware Update for HDX 4000 Systems

Version 3.0 includes a camera firmware update for HDX 4000 series systems. This update improves image quality issues with sharpness and backlit exposure situations.

Default Setting for Outgoing Call Speed

The default preferred speed for placing calls is 512 kbps, which applies to IP call types only (ISDN remains at 128 kbps). This change means that when you upgrade to version 2.6.1 or later, the **Select the preferred speeds for placing calls** setting reflects the default of **512**.

Polycom HDX System State Changes Through XML API

Polycom CMA system version 5.4 processes some of the Polycom HDX system events and status changes that are sent by the HDX system XML API. This enables the CMA system to report status and events for HDX systems that are outside a firewall such as the Polycom Video Border Proxy (VBP®).

Certificates and Revocation

If your organization requires a secure environment, Polycom recommends that you have a strong understanding of certificate management before you implement these features.

Polycom HDX systems can generate and use certificates to authenticate network connections to and from the Polycom HDX system. The system uses configuration and management techniques typical of public-key infrastructure (PKI) to manage certificates, certificate signing requests (CSRs, sometimes also called unsigned certificates), and revocation lists. ANSI X.509 standards regulate the characteristics of certificates and revocation.

The certificate authority (CA) is the trusted entity that issues, or signs, digital certificates for others, as well as the certificates associated with the CA itself. You can manage certificates and revocation only through the Polycom HDX web interface.

When certificate validation is enabled, the HDX system tries to validate the peer certificate chain on secure connection attempts for the applicable network services. Validation may fail for several reasons, such as certificate expiration or revocation. The HDX system can check revocation status by using certificate revocation lists (CRLs) or the online certificate status protocol (OCSP).

Polycom encourages you to check your system logs daily to ensure that your installed certificates are current.

Finally, in some cases, expired certificates or CRLs might prevent you from accessing the web interface. Polycom enables you to reset your system without certificates, on the local interface, so you can get back into your web interface.

Whitelist

When a whitelist is enabled, the Polycom HDX system enables access to its web interface only by those systems with an IP address that matches the set defined on the HDX system. You can use this feature only through the web interface.

Sessions List

You can use the sessions list to see information about everyone logged in to an HDX system including:

- Type of connection:
  - **Web**, when users are logged in through the web interface
  - **Serial**, when users are logged in through the RS-232 port
  - **Local**, when users are logged in to the local interface
- User ID
- Remote IP address (that is, the computer addresses logged in to the HDX system)
- Session duration in hours, minutes, and seconds for each user currently logged into the HDX system
- How long the system has been idle, in seconds

Remote Access Settings

Remote access means using a Polycom HDX system in some way other than through the local interface, such as by using the web, a serial port, or telnet. You can use this new feature to configure the following settings:

- Idle Session Timeout in Minutes
- Maximum Number of Active Web Sessions
- Maximum Number of Sessions Per User
- Lock Port after Failed Logins
- Port Lock Duration in Minutes

Security Banner

In earlier HDX software versions, you could set a security banner only through the local interface. You can still do this, but version 3.0 adds the ability to create banners on the web interface.

Log Management

In earlier HDX software versions, you could use log management to set up and manage logs from the local interface. You can still do this, but version 3.0 adds the ability to set up and manage logs from the web interface. However, to transfer logs manually, you must still use the local interface. Refer to the *Administrator's Guide for Polycom HDX Systems* for information about setting up log management.

Security Profiles

Version 3.0 uses five security profiles that determine how administrators and users can use the Polycom HDX system. You can use these profiles to set various security levels for your environment according to the needs of your organization. The system settings you can change after setup depend on which Security Profile you choose.

These are the Security Profile levels:

Setting	Description
Maximum	Restricts most settings, which you cannot change after you choose this profile. With this setting, for example, some login parameters are enabled with limited or no configurability to prevent security breaches. This setting is typically used for very high-level security, for example by some government agencies, and is the same as the former DoD/DSN setting.
High	Restricts certain settings, but you can change them at any time. This setting might be used by government agencies who need a high level of security, but not the maximum level, and who want more flexibility with how users' access is configured.
Medium	Restricts some settings and allows for more user actions. Most settings are configurable. This setting might be useful for system administrators who have a moderate concern for security.
Low	Restricts very few settings. This setting might be useful for system administrators who want to require a password for remote access.
Minimum	Limitations are minimal. All settings are configurable. This setting might be useful for system administrators who require the lowest level of security in their environment.

You set the Security Profile in the setup wizard during system setup. After the system is up and running, you can change the Security Profile setting only by returning to the setup wizard in instances such as these:

- After a software update with system settings deleted
- When you reset the system with system settings deleted
- By using the restore button

Points to note about operating with a higher security profile:

- When you use the Maximum or High security profile, Security Mode is enabled by default and cannot be disabled. Security Mode is also enabled by default for the Medium security profile, but it can be disabled. Security Mode is disabled by default for the Low and Minimum security profiles, but can be enabled.
- Security profiles that require user logon or use the security banner are not supported when the Polycom HDX system is paired with a Polycom Touch Control.

External Authentication

Polycom HDX systems support two roles for accessing the system, an admin role and a user role. Admins can perform administrator activities such as changing configuration, as well as user activities such as placing and answering calls. Users can perform only user-type activities.

When the Polycom HDX system is paired with a Polycom Touch Control, only the local Polycom HDX system Admin Room ID and password can be used to pair with the HDX system.

Polycom HDX systems provide two local accounts, one for the user role (by default named `user`) and one with for the admin role (by default named `admin`). The IDs and passwords for these local accounts are stored on the HDX system itself.

With version 3.0, an administrator can also configure HDX systems to grant access using network accounts that are authenticated through an Active Directory (AD) server. In this case, the account information is stored on the AD server and not on the HDX system. The AD administrator assigns accounts to AD groups, one for HDX system admin access and one for user access.

The HDX system user account is disabled when **Enable Active Directory Authentication** and **Require Login for System Access** are enabled.

Version 3.0 supports the following versions of Active Directory:

- Windows Server 2003 r2
- Windows Server 2008
- Windows Server 2008 r2

Maintenance Window

Version 3.0 supports the new maintenance window feature that is available in Polycom CMA system version 5.4. This feature enables Polycom CMA system administrators to restrict automatic software updates for Polycom HDX systems to windows of time outside normal system use. An HDX system that has been configured this way will poll the CMA system for automatic updates only during that specified time window.

H.323 over IPv6

Polycom HDX systems now support using H.323 over IPv6 as well as IPv4. DNS entries can be resolved using IPv4, IPv6, or both. Some settings are available only on the web interface.

Account Lockout

The account lockout feature has changed with the introduction of external authentication. When you enable external authentication, the settings on the Account Management screen control both local and web interface login attempts.

For example, if you select **3** for the **Lock Account after Failed Logins** setting, a user who fails to log in properly twice on the web interface and twice on the local interface is locked out on the fourth attempt. When a user's total number of incorrect login attempts from the local or the web interface reaches a number greater than what you set here, the user is unable to log in for the amount of time specified.

If the Active Directory server is disabled, the account lockout feature controls lockouts from the local interface only.

Port Lockout

The port lockout feature has also been affected by the introduction of the external authentication feature. As stated in the previous section, when the Active Directory authentication is *enabled*, remote access through the web interface is controlled by account lockout. When the Active Directory server is *disabled*, remote access through all ports is controlled by the port lockout feature.

For example, if you select **3** for the **Lock Port after Failed Logins** setting, a user who fails to log in properly twice through the web interface and twice through SNMP is unable to log in for the amount of time specified in the **Port Lock Duration in Minutes** setting. However, the user can still log in through the local interface.

Receiving and Sending 1080p Content

The following systems now achieve a maximum frame rate of 15 fps for content in 1080p:

- Polycom HDX 4000 HD with Hardware Version C
- Polycom HDX 7000 HD with Hardware Version C
- Polycom HDX 8000 HD with Hardware Version B
- Polycom HDX 9006

The following restrictions apply to receiving and sending 1080p content:

- The call speed must be greater than or equal to 832 kbps and camera video quality must be set to sharpness.
- This feature is not supported when hosting an internal multipoint call.

- This feature is supported only on the DVI-I input port, for example, camera 4 on the HDX 8000. This feature is not supported on camera 1 or camera 2.
- People On Content™ is not supported at 1080p.
- If you chose to enable the **Allow Video Display on Web** setting, the Web Director's near snapshot image will not update when sending 1080p content.

Please refer to your RMX documentation or contact your Polycom representative for information about which RMX releases support sending and receiving 1080p content.

People+Content™ IP

Polycom People+Content™ IP version 1.2.3 contains improved support for laptops that use wide screen formats.

New API Commands

The following API commands are new in version 3.0.

Command	Description
clientvalidatepeercert	Sets or gets the requirement that HDX client applications validate server certificates such as for provisioning servers, directory services, and SIP calls.
destunreachabletx	Sets or gets the system's ability to generate a Destination Unreachable ICMP message in response to a packet that cannot be delivered to its destination for reasons other than congestion.
echoreply	Sets or gets the system's ability to send an Echo Reply message in response to an Echo Request message sent to an IPv6 multicast/anycast address.
exportprofile	Exports system and user profile information in CSV format.
icmpoutpacketrate	Sets or gets the minimum number of milliseconds between packets to limit the ICMP packet transmission rate.
ignoreredirect	Sets or gets the ability of the system to redirect messages, which may come from a router as part of the IPv6 Neighbor Discovery protocol.
importprofile	Imports system and user profile information in CSV format.
incompleterevocationcheck	Sets or gets the ability to use or reject a certificate if revocation checking is incomplete.
ipv6addrmode	Sets or gets the ability for the system to act as a client and receive an address, specify an address manually, or completely disable IPv6.
ipv6defaultgateway	Sets or gets the IPv6 default gateway.
ipv6globaladdress	Sets or gets the IPv6 link global address.

Command	Description
ipv6linklocal	Sets or gets the IPv6 link local address.
ipv6sitelocal	Sets or gets the ipv6 site local address.
ntpsecondaryserver	Sets or gets a secondary Network Time Protocol (NTP) server using the IP address or DNS name of the server.
sessionenabled	Sets or gets the ability to monitor for and terminate inactive Polycom HDX web sessions.
servervalidatepeercert	Sets or gets the certificate presentation requirement for web clients connecting to the Polycom HDX web.
sslverificationdepth	Specifies how many links a certificate chain can have.
whitelistenabled	Sets or gets the ability to restrict a system's access to those systems with IP addresses that match one of the addresses or patterns specified in the whitelist.

Changed API Commands

The following API commands have been modified in version 3.0:

Command	Description
dial	Added pots, isdn_phone, and sip_speakerphone parameters.
remotecontrol	Removed intercept parameter.
resetsystem	Removed deleteall parameter and added deletelogs and deletecertificates parameters.

The following API commands have been removed in version 3.0:

```
dialingdisplay
primarycallchoice
secondarycallchoice
callencryption
```

For more information about API commands in version 3.0, refer to the *Integrator's Reference Manual for Polycom HDX Systems*.

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 please refer to www.polycom.com/services/professional_services/index.html or contact your local Polycom representative.

Hardware and Software Compatibility

The following table lists Polycom HDX system software versions that are compatible with Polycom hardware.

Hardware Model	Designation in User Interface	Part Number (or Serial Number)	Compatible Software Versions (see Notes)	Real-Time Clock
Polycom HDX 4000	—	2201-24657-XXX 2215-24647-XXX	2.0.1 or later (but not 2.0.3.2 or 2.5)	No
Polycom HDX 4000 HD	—	2201-24176-XXX 2215-24646-XXX	2.0.1 or later (but not 2.0.3.2 or 2.5)	No
Polycom HDX 4000 HD	Rev C	2201-12698-XXX 2215-12699-XXX	2.7.0J, 3.0 or later	Yes
Polycom HDX 4500	—	2201-61845-XXX 2215-09830-XXX	3.0.1 or later	Yes
Polycom HDX 6000 HD	—	2201-28619-XXX 2215-28711-XXX	2.5.0.6 or later	Yes
Polycom HDX 7000	—	2201-27285-XXX 2215-27427-XXX	2.0.2 or later (but not 2.5)	No
Polycom HDX 7000	—	2201-28629-XXX 2215-28632-XXX	2.5.0.1 or later	Yes
Polycom HDX 7000 HD	Hardware Version A (running 2.5.x or later versions of software, blank with earlier versions)	2201-27284-XXX 2215-27426-XXX	2.0.2 or later (but not 2.0.3.2 or 2.5)	No
Polycom HDX 7000 HD	Hardware Version B	2201-28128-XXX 2215-28127-XXX	2.5.0.1 or later	Yes
Polycom HDX 7000 HD	Hardware Version C	2201-26773-XXX 2215-26771-XXX	2.5.0.7 or later	Yes

Hardware Model	Designation in User Interface	Part Number (or Serial Number)	Compatible Software Versions (see Notes)	Real-Time Clock
Polycom HDX 8000 HD	Hardware Version A (2.5.x or later versions of software, blank with earlier versions)	2201-24506-XXX 2215-24614-XXX	2.0 or later (but not 2.0.0J, 2.0.3.2, or 2.5)	No
Polycom HDX 8000 HD	Hardware Version B	2201-27951-XXX 2215-27952-XXX	2.5.0.1 or later	Yes
Polycom HDX 9001	—	2201-23784-XXX 2201-23795-XXX 2215-23796-XXX 2201-28218-XXX	2.0.0J, 2.0.2 or later (but not 2.0.3.2 or 2.5)	Yes
Polycom HDX 9002	—	2201-23783-XXX 2201-23782-XXX 2215-23788-XXX 2201-28217-XXX 2215-23788-XXX 2201-29004-XXX	2.0.5J or later (but not 2.5 or 2.5.0.1)	Yes
Polycom HDX 9004	—	2201-23722-XXX 2201-23283-XXX 2215-23358-XXX 2201-28216-XXX 2215-23358-XXX 2201-29006-XXX	2.0.0J and 2.0.2 or later (but not 2.0.3.2, 2.5, or 2.5.0.1)	Yes
Polycom HDX 9006	Hardware Version B	2201-32806-XXX 2215-23134-XXX	2.6 or later	Yes

Notes:

- The column “Compatible Software Versions” shows the approved/qualified software versions. Software Update enforces most of these rules.
- Systems that do not have a real-time clock will not retain the time of day across reboots. They should be configured to use an NTP server.

Corrected Issues in 3.0.3.1

The following table lists issues corrected in version 3.0.3.1.

Category	Jira ID	Description
Calling	VIDEO-93649	When Eagle Eye Director was connected to an HDX system, was in a call with voice tracking enabled, and the remote was set to Tones, DTMF tones were not sent. Instead, the popup “camera presets not available” displayed. This problem has been corrected.
Calling	VIDEO-93655	In a point-to-point call between two HDX systems, there was an intermittent audio-video packet loss, but the call statistics showed no packet loss. This problem has been corrected.
Content	VIDEO-93654	VGA content output from the Polycom HDX 8000 HD system with Hardware Version B was shifted down and left or right by one pixel. This problem has been corrected.
Interoperability Microsoft	VIDEO-93652	When an HDX system registered in a Microsoft Lync or OCS Environment dialed an external PSTN number (mobile phone), the Caller ID was not displayed at the remote end. This problem has been corrected.
Interoperability Microsoft	VIDEO-93653	If a user signed into a Microsoft Lync account using traditional Chinese and called an HDX system, the incoming HDX system call statistics did not display the caller name correctly. This problem has been corrected.
Interoperability Polycom VVX 1500	VIDEO-93650	With a VVX 1500 configured for a call rate of 256 kbps and the SIP IPBX server configured to use G.7221C as the preferred audio, when the VVX 1500 dialed the HDX system, the call connected but there was no HDX system audio or video. This problem has been corrected.

Corrected Issues in 3.0.3

The following table lists issues corrected in version 3.0.3.

Category	Jira ID	Description
Calling	VIDEO-91419	HDX systems configured for H.460 firewall traversal might occasionally have become unresponsive. This problem has been corrected.
Calling	VIDEO-81983	Calls did not connect when a Polycom HDX system was registered to a Siemens OpenScape SIP server and the transport protocol was configured for TLS. This problem has been corrected.
Calling	VIDEO-87939	The HDX system's call statistics improperly reported that the system was in a call when it was not. This problem has been corrected.
Calling	VIDEO-87941	In some environments, HDX systems with an analog phone interface to a PBX might have been able to receive voice calls from internal, but not external, callers. This problem has been corrected.
Calling	VIDEO-87949	Before you could place a speed dial call from the HDX system's Home screen using the speed dial number, you had to remove the Place a Call icon from the Home screen. This problem has been corrected.
Calling	VIDEO-84627	Occasionally, a Polycom HDX 4000 system configured for an analog POTS line was not able to place or receive a POTS call. This problem has been corrected.
Cameras	VIDEO-82105	Occasionally, when the Detect Camera operation was performed for a camera that was configured, the camera no longer responded to camera pan, tilt, or zoom from the remote control. This problem has been corrected.
Cameras	VIDEO-90459	Connecting an EagleEye Director camera to Camera 2 input configured for S-Video resulted in poor video quality. The default input mode for Camera 2 on some HDX systems was S-Video, while the default EagleEye Director camera output mode was Component. This problem has been corrected.
Chair Control	VIDEO-83802	Chair control was not supported when a SIP endpoint was in the call. This problem has been corrected.
Content	VIDEO-92309	During a point-to-point SIP call using an Polycom HDX system with Hardware Version C, some of the supported video resolutions displayed black video when content was received as People video. This problem has been corrected.
Content	VIDEO-92311	During a point-to-point SIP call, some video artifacts may have been observed on HDX systems when content was sent through the People channel by disabling H.239. This problem has been corrected.

Category	Jira ID	Description
Directory	VIDEO-72682	Only directory groups from the initial upgrade were retained. This problem has been corrected.
Gatekeepers	VIDEO-87940	In an environment with redundant gatekeepers, the HDX system's SNMP events might have reported that the HDX system was connected to the alternate gatekeeper even after the system was switched back to the primary gatekeeper. This problem has been corrected.
H.323	VIDEO-87943	H.323 to H.323 calls via Acme Packet SBC did not connect if PVEC was enabled on the HDX system. This problem has been corrected.
Interoperability Avaya	VIDEO-87942	HDX systems registered to Avaya Communication Manager might have occasionally failed to place or receive calls. This problem has been corrected.
Interoperability Avaya	VIDEO-88118	Avaya 1XC clients that used the Microsoft VX-6000 camera as a video source might have transmitted distorted video to the HDX system. This problem has been corrected.
Interoperability BroadSoft	VIDEO-88124	Clink-to-dial calls in a Broadworks environment did not work when the HDX system was configured to use UDP as its transport protocol. Users configured the HDX system to use a transport protocol other than UDP. This problem has been corrected.
Interoperability Cisco	VIDEO-69803	Far-end camera control did not work in calls that went through a Cisco Catalyst 6509 with Firewall Service Module version 3.1(1). This problem has been corrected.
Interoperability Microsoft	VIDEO-88120	Microsoft Office Communicator clients incorrectly displayed the presence status of an HDX system as "audio only." This problem has been corrected.
Interoperability Microsoft	VIDEO-83849	The user interface of a Polycom HDX system hosting a multipoint call may have experienced reduced response when in a high-bandwidth, 5-way federated Interactive Connectivity Establishment (ICE) call. This problem has been corrected.
Interoperability Microsoft	VIDEO-84365	Occasionally, if three Office Communicator clients simultaneously called a Polycom HDX system that hosted a multipoint call, the Polycom HDX system restarted. This problem has been corrected.
Interoperability Microsoft	VIDEO-84732	Polycom HDX systems did not support presence in federated ICE calls. This problem has been corrected.
Interoperability Microsoft	VIDEO-84628	A Polycom HDX system hosting a multipoint call with five or more endpoints may have restarted if the call was encrypted and used ICE. This problem has been corrected.

Category	Jira ID	Description
Interoperability Microsoft	VIDEO-85242	If you experienced connectivity issues with federated voice or video, you were advised to verify that you had the latest software version. This problem has been corrected.
Interoperability Microsoft	VIDEO-88851	When an HDX system was registered to a Microsoft Lync Server, the system could not search the global directory. This problem has been corrected.
Interoperability Microsoft	VIDEO-90298	If there were more than 40 federated contacts in a contact list and they were on servers that required individual subscribes, that is, not the registered server, for their presence information, then only the first 40 contacts had presence information. The remaining contacts were in the contact list, but the presence was unknown. This problem has been corrected.
Interoperability Microsoft	VIDEO-91448	When an HDX system was registered to the Microsoft OCS or Microsoft Lync server, a connection to the CTS with TIP was not possible. This problem has been corrected.
Interoperability Microsoft	VIDEO-91616	To avoid a low video rate condition during a CCCP conference call, TIP was not enabled in the Microsoft Lync environment. This problem has been corrected.
Interoperability Microsoft	VIDEO-90587	To use the HDX as a video appliance, you had to dial the first call as a Video call. All subsequent calls functioned as designed. This problem has been corrected.
Interoperability Polycom MGC	VIDEO-88849	Polycom HDX 7000 HD Revision C, Polycom HDX 8000 HD Revision B, and Polycom HDX 9006 systems might have displayed a few seconds of frozen video when the broadcaster changed in an MGC H.320 voice-switched call. This problem has been corrected.
Interoperability Polycom RMX System	VIDEO-82746	When a Polycom HDX system was in a call with a Polycom RMX 1000, the Polycom HDX video froze momentarily and returned to live video only when the RMX conference video layout configuration was changed. This problem has been corrected.
Interoperability Polycom Touch Control	VIDEO-88160	If you navigated into an Administration screen on the Polycom Touch Control device while in a call and the call ended, the device returned to its Home screen rather than staying on the Administration screen. This problem has been corrected.
Interoperability Sony	VIDEO-70510	Calls between Polycom HDX systems and Sony PCS-HG90 systems may have resulted in video divergence on the Sony system and frozen video on the Polycom system. This problem has been corrected.
Interoperability Sony	VIDEO-73200	In an H.320 call when H.239 was enabled (**System > Admin Settings > Network > Call Preference**), a Sony PCS-1600 and VS-1 with version 3.33 were unable to connect to a Polycom HDX system. This problem has been corrected.

Category	Jira ID	Description
Interoperability SoundStation IP 7000	VIDEO-87469	Calls did not connect when dialing a SIP address from the SoundStation IP 7000 that was 20 or more characters. This problem has been corrected.
Interoperability TANDBERG	VIDEO-58833	In H.323 calls at 512 kbps and higher, TANDBERG MXP systems received video artifacts from Polycom HDX systems. TANDBERG version F6.2 corrected this issue. This problem has been corrected.
Interoperability TANDBERG	VIDEO-83606	When a TANDBERG system in a multiway call with another TANDBERG system initiated a call to a Polycom HDX system, the Polycom HDX system restarted. This problem has been corrected.
Interoperability TANDBERG	VIDEO-82102	A TANDBERG C20 system could not receive content from a Polycom HDX 9006 system on the first attempt when in a 720p call. This problem has been corrected.
Monitors	VIDEO-53960	Borders were clipped when using Discussion mode in a multipoint call with a DVI monitor was set to 1280 x 720 resolution. This problem has been corrected.
People on Content	VIDEO-83803	Occasionally, when a Polycom HDX system hosting a multipoint call had People On Content enabled, any Polycom HDX system in the multipoint call with two monitors had content displayed on Monitor 2 momentarily and then the video became frozen. This problem has been corrected.
People on Content	VIDEO-88172	An HDX system using People on Content might have occasionally restarted in a call when the site sending content changed. This problem has been corrected.
Polycom Touch Control	VIDEO-91326	When using the Polycom Touch Control with H.323 and ISDN enabled calling, the user endpoint was not supported. This problem has been corrected.
Polycom Touch Control	VIDEO-91742	When connected with People + Content IP (PPCIP), the Polycom Touch Control sometimes did not show content from the USB drive and no user message was displayed. This problem has been corrected.
Polycom Touch Control	VIDEO-89552	When entering an incorrect Meeting Password, selecting OK in the error message took you back to the Home screen instead of back to the password screen. This problem has been corrected.
Polycom Touch Control	VIDEO-91746	When viewing Powerpoint files using the Polycom Touch Control, the USB Content Sharing feature might have stopped working before the end of the slide deck. This problem has been corrected.

Category	Jira ID	Description
Presence	VIDEO-90807	Problems occurred with presence when a user was logged in to both a Microsoft client and an HDX system and manually set presence using the Microsoft client. Presence was lost when the HDX system made or received a call. Example: If a user signed into both a Microsoft client and an HDX system, manually changed presence using the Microsoft client and then made or received a call on the HDX system, the user's presence was automatically updated to be the HDX system presence instead of what was manually set. This problem has been corrected.
Security	VIDEO-76708	Security Mode was not supported when the Polycom HDX system was in dynamic management mode. This problem has been corrected.
Security	VIDEO-88589	If you changed the host name or domain name during the setup wizard, you had to complete the setup wizard and reboot the system before generating Certificate Signing Requests. This problem has been corrected.
SIP	VIDEO-87943	SIP to SIP calls via Acme Packet SBC did not connect if PVEC was enabled on the HDX system. This problem has been corrected.
SIP	VIDEO-87944	H.323 to SIP calls via Acme Packet SBC did not connect. This problem has been corrected.
SIP	VIDEO-88801	SIP calls might have failed to connect when an HDX system was configured for UDP transport in a network that restricts the Maximum Transmission Unit to less than the typical 1500. This problem has been corrected.
Software Update	VIDEO-72148	If the Polycom HDX 4000 series monitor cables were not properly connected, Software Update displayed an error message and stopped the update. This problem has been corrected.
User Interface	VIDEO-93607	On the web interface, the Domain Name setting on the **Admin Settings > Global Services > Directory Servers** page has been moved to **Admin Settings > Network > IP Network > SIP Settings** as an editable setting. In the local interface on Directory Servers page, the Domain Name setting is now read only. This problem has been corrected.
User Interface	VIDEO-91422	During conference calls, Dual Monitor Emulation (DME) mode could not be changed. This problem has been corrected.

Category	Jira ID	Description
User Interface	VIDEO-81297	When in a call, pressing the Camera button on the remote control and selecting Camera 1 (assuming it was already selected) changed the view from far video to near video or vice versa. However, the Camera 1 icon displayed was the default or configured camera icon and not the icon that indicated that the video was switched between near and far. This problem has been corrected.
Video	VIDEO-88110	If you selected a camera that is connected to a video source with an unsupported video format/resolution, the HDX system might have displayed black video. This problem has been corrected.
Video	VIDEO-88171	HDX 7000 HD systems using dual monitor emulation and hosting an internal multipoint call might experience frozen video as the content source in the conference changes from site to site. This problem has been corrected.

Corrected Issues in 3.0.2.1

The following table lists issues corrected in version 3.0.2.1.

Category	Jira ID	Description
Audio	VIDEO-92269	On an HDX 4000 system call, closing the camera privacy shutter automatically muted the audio of the endpoint, and opening the privacy shutter unmuted the audio of the endpoint. This problem has been corrected.
Cameras	VIDEO-92474	On extremely rare occasions, the camera did not respond after a software update or after a system reboot. This problem has been corrected.
Cameras	VIDEO-92264	When using the HDX 6000 system with a VGA source (for example, 1024x768@60Hz) plugged into the Camera 2 port, and Camera 2 set to People, video sent from Camera 2 to the far site displayed correctly for about 2 seconds and then became distorted. This problem has been corrected.
SIP	VIDEO-92477	An HDX system registered to a SIP server would sometimes restart when the SIP server was restarted. This problem has been corrected.

Corrected Issues in 3.0.2

The following table lists corrected issues in version 3.0.2.

Category	Jira ID	Description
Interoperability Microsoft	VIDEO-91767	The HDX system sent 0.0.0.0 in the SDP candidate list when the Microsoft Edge Server was not present. This problem has been corrected.
Interoperability Microsoft	VIDEO-90638	If Microsoft Lync had lobby admission turned on, the HDX system was unable to join a Calendar meeting. This problem has been corrected.
Security	VIDEO-91359	The Sessions List option is no longer grayed out in the HDX default configuration. The Sessions List was not checked and the CMA Security provisioning page was changed to accommodate the configuration. This problem has been corrected.
Software Update	VIDEO-90548	If an HDX 4500 monitor is being used as the only monitor for a connected computer, the computer display might be unavailable during HDX system software updates. This problem has been corrected.
Software Update	VIDEO-91752	When HDX is managed by CMA and the HDX login information is incorrect or blank, the HDX might reboot. This problem has been corrected.
Software Update	VIDEO-91819	The HDX was unable to transmit and receive content at a bit rate higher than 1.5 Mpbs. This problem has been corrected.
Software Update	VIDEO-91820	HDX systems in a conference call with RMX MPM+ 7.0.2 may have experienced video divergence. This problem has been corrected.
User Interface	VIDEO-91378	After a profile was imported, the date and time configured on the HDX system did not change. This problem has been corrected.

Corrected Issues in 3.0.1

The following table lists issues corrected in version 3.0.1.

Category	Jira ID	Description
Automatic Provisioning	VIDEO-71385	If Polycom HDX systems, operating with automatic provisioning, are unable to reach the presence service for an extended period of time (for example, due to a server problem or network outage), they will now reregister to the server after it becomes available.
Automatic Provisioning	VIDEO-67861	If the Polycom HDX system is not connected to the IP network at startup, it will now check for provisioning changes before the next scheduled polling interval.
Calling	VIDEO-51939	Ring tones on incoming H.323 calls do not stop working after a few calls and do not produce a very short chirp.
Contacts	VIDEO-68748	You can now add Contacts that support presence by using the web interface instead of having to add them in the system's local interface.
Directory	VIDEO-60603	Directory entries now successfully connect calls to sites dialed over ISDN voice. You do not need to add voice sites manually.
Interoperability BroadSoft BroadWorks	VIDEO-88121	Blind Transfer SIP calls in a Broadworks environment did not connect. This problem has been corrected.
Interoperability BroadSoft BroadWorks	VIDEO-88122	Call Pick Up SIP calls in a Broadworks environment experienced audio problems. This problem has been corrected.
Interoperability BroadSoft BroadWorks	VIDEO-88123	Attended Transfer SIP calls in a Broadworks environment did not work when the HDX system was configured to use UDP as its transport protocol. This problem has been corrected.
Interoperability LifeSize	VIDEO-88116	H.323 calls with Lifesize Team 220/4.6.1.5 systems sometimes did not receive audio from Lifesize. This problem has been corrected.
Interoperability PathNavigator™	VIDEO-53371	When registered to the PathNavigator, multipoint directory entries with speed configured for Auto sometimes failed. This problem has been corrected.
Interoperability PathNavigator	VIDEO-60656	When **Use PathNavigator for Multipoint Calls** was set to **Dynamic** on a Polycom HDX 8000 HD or Polycom HDX 4000 series system, 5-way and higher multipoint calls were not placed automatically. This problem has been corrected.
Interoperability Polycom RMX System	VIDEO-86864	Calls hosted on an RMX 7.0.x system would occasionally experience distorted video. This problem has been corrected.

Category	Jira ID	Description
Interoperability TANDBERG	VIDEO-86162	The double-byte, H.323 name of a Polycom HDX system can be displayed when the system is in an H.323 call hosted on a TANDBERG bridge.
Localization	VIDEO-71091	Localized directory entries of between 31 and 34 characters are now displayed correctly.
Monitors	VIDEO-52390	In H.320 multipoint calls with four or more far sites hosted by a Polycom HDX system, with AES encryption enabled, the user interface no longer responds slowly.
Monitors	VIDEO-61097	Video from some computers is no longer slightly clipped on the left side when viewed on a Polycom HDX system 4000 series display.
User Interface	VIDEO-54356	When the trace route diagnostic screen lists more than one line in the results, it is not necessary to use the Back button on the remote control to exit the screen.
User Interface	VIDEO-55049	In some cases, a warning is now displayed in the user interface when a user changes the settings for content display in the web interface.
Web Interface	VIDEO-51966	When a user enters an invalid Console IP address, the user can correct the address before the IP error message displays multiple times followed by a Stack overflow at line: 131 message.
Web Interface	VIDEO-60654	You can now use the web interface for closed captioning while operating in secure mode.
Web Interface	VIDEO-84031	The **Admin Settings** > **Network** > **IP Network** > **H.323 Settings** > **Current IP Address** field in the web interface is not an editable field; however, it appeared to be editable in previous releases. This problem has been corrected.

Corrected Issues in 3.0.0.2

The following table lists issues corrected in version 3.0.0.2.

Issue	Jira ID	Description
API	VIDEO-83150	The *Integrator Reference Manual for Polycom HDX Systems* was updated to correctly describe the feedback of the `camera register` command.
Calling	VIDEO-88911	An HDX system improperly prompted the user for a password when the user attempted to hang up an internal multipoint call. This issue has been corrected.
H.323	VIDEO-88910	H.323 calls that traversed firewalls using the Polycom VBP™ series or another H.460 device experienced various problems such as failure to connect or no audio/video. This issue has been corrected.
Interoperability Microsoft Lync Server	VIDEO-88912	When a Lync server called an HDX system that was already in a call with another HDX system and escalated the call to video, some of the participants in the conference did not receive video. This issue has been corrected.
Interoperability SoundStation® IP 7000	VIDEO-81353	Occasionally, when a SoundStation IP 7000 was attached to a Polycom HDX system, the SoundStation IP 7000 made faint audio popping sounds. This issue has been corrected.
Polycom Touch Control	VIDEO-89542	The Polycom Touch Control would indicate it was paired with the HDX system when in fact it had lost the pairing connection. Version 1.0.3 of the Polycom Touch Control Panel Software and version 1.0.3 of the Polycom Touch Control Operating System resolved this issue.
SIP	VIDEO-71148	SIP calls across firewalls sometimes failed to connect fully. This issue has been corrected.
Software Update	VIDEO-88909	Polycom HDX 9002 failed to detect input on input 1. This issue has been corrected.

Corrected Issues in 3.0.0.1

The following table lists issues corrected in version 3.0.0.1.

Issue	Jira ID	Description
Polycom Touch Control Device	VIDEO-88393	On occasion, HDX systems running 3.0 software paired with Polycom Touch Control running version 1.0 of Polycom Touch Control Panel Software and version 1.0 of Polycom Touch Control Operating System would get out of sync on the status of pairing between them. In addition, the pairing connection could become unstable. HDX version 3.0.0.1 software, together with version 1.0.1 of the Polycom Touch Control Panel Software and version 1.0 of the Polycom Touch Control Operating System, resolves this issue.

Corrected Issues in 3.0

The following table lists issues corrected in version 3.0.

Issue	Jira ID	Description
Audio	VIDEO-84517	If more than three endpoints are connected to a Polycom HDX system hosting a multipoint call, and one of the endpoints plays audio content, and that endpoint is not the last endpoint connected to the call, audio is no longer garbled.
Audio	VIDEO-84718	Polycom HDX 9001 systems no longer experience distorted audio when the following sequence of events occurs: 1. The Polycom HDX 9001 system places a POTS call. 2. The Polycom HDX 9001 system places a video call to an endpoint that supports stereo. 3. The Polycom HDX 9001 system places a video call to an endpoint that does not support stereo.
Automatic Provisioning	VIDEO-70052 VIDEO-70539	Configuring automatic provisioning information in the out-of-box setup wizard (or configuring the system to not use provisioning) and later moving back to the provisioning page to change this information caused an issue that has been corrected.
Calling	VIDEO-83607	Video is no longer delayed on a Polycom HDX 9001 system when in a multipoint call with a Polycom HDX 8000 system with Hardware Version B that is hosting the multipoint call and sending content.

Issue	Jira ID	Description
Calling	VIDEO-76321	When a leading zero was used in the IP address, the `ifconfig` command treated the value incorrectly. This issue has been corrected.
Contacts	VIDEO-70531	With **Allow Directory Changes** provisioned to disabled, you could add Contacts but not delete them. This issue has been corrected.
Content	VIDEO-85286	Polycom HDX systems can now send content when in a call with a Polycom RMX system when content resolution is configured for 800x600.
Content	VIDEO-72048	On occasion the far endpoint stopped receiving content if the presenter changed screen resolution from 12x7 to 10x7. This issue has been corrected.
Interoperability Avaya	VIDEO-86608	When registering an HDX system running version 2.6.1 to Avaya Aura™ 6.0, the registration for the HDX system is no longer rejected with a message of `Missing/Invalid Header`.
Interoperability Microsoft	VIDEO-84367	When a Polycom HDX system hosting a multipoint call is in a Office Communications Server SIP call with three Office Communicator clients, connecting to another Polycom HDX system with SIP no longer results in degraded video on the Polycom HDX system that joined the call.
Interoperability Microsoft	VIDEO-83905	When a Microsoft Office Communicator client is in an audio-only call with a Polycom HDX system that is already in a point-to-point call with another Polycom HDX system, the Office Communicator client can now connect to the Polycom HDX system by video.
Interoperability Polycom MGC™	VIDEO-51962	Polycom HDX systems in high-speed, video-switched conferences with Polycom Pro-Motion™ on Polycom MGC sometimes experienced video artifacts when sending content. Polycom MGC 8.0.0.26 resolved this issue.
Interoperability Polycom RMX System	VIDEO-74566	Polycom HDX systems running 2.5.0.5 or earlier could sometimes crash with RMX 4.0 in 4 Mbps 1080p calls. This issue has been corrected.
Interoperability Polycom Video Border Proxy™ (VBP™)	VIDEO-84719	Polycom HDX systems no longer restart after approximately 90 minutes when all of the following conditions are true: • The Polycom HDX system is in an H.323 call. • The H.323 call is routed through a Polycom VBP system. • The Polycom HDX system has SIP enabled, and the SIP proxy server specified is incorrect.

Issue	Jira ID	Description
Interoperability Polycom VSX® Systems	VIDEO-82744	When a Polycom HDX 8000 HD system with Hardware Version B is in a mixed call with a Polycom VSX system connected over H.323 and a Polycom HDX 9001 system connected over ISDN, the Polycom HDX 9001 system no longer shows video latency in the PIP window when content is stopped and started among the different endpoints.
Interoperability Polycom VSX Systems	VIDEO-74778	When a Polycom VSX system running version 9.0.5 made a SIP connection to an existing point-to-point H.323 call between two Polycom HDX endpoints, the Polycom HDX system hosting the multipoint call appeared unresponsive and the call statistics indicated no transmit or receive video on any of the endpoints. Upgrading the VSX system to version 9.0.5.1 resolves the issue.
Interoperability Polycom VSX Systems	VIDEO-49020	VSX version 8.5.1 did not activate PVEC (Polycom Video Error Concealment) in a call with a Polycom HDX system that experienced network errors. VSX version 8.5.2 addresses this issue.
Interoperability Polycom VSX Systems	VIDEO-59956	Calls from a VSX system version 8.7 did not connect when using the UDP transport protocol. VSX version 8.7.1 resolves this issue.
Interoperability Polycom VVX® 1500 System	VIDEO-84464	Audio can now be heard from any site when a Polycom HDX system hosting a multipoint call connects with SIP to a Polycom VVX1500 phone and a TANDBERG E20 system.
Interoperability Sony	VIDEO-81306	When a Sony XG80 system is hosting a multipoint call greater than H.323 128 kbps with two Polycom HDX systems, the second Polycom HDX system that joins the call no longer transmits distorted video.
Interoperability Sony	VIDEO-76241	When a Sony PCS-XG80 is hosting a multipoint call, and two Polycom HDX systems connect to it with H.323, the second Polycom HDX system to connect no longer displays distorted video during the conference.
Interoperability SoundStation IP 7000	VIDEO-80858	Occasionally, the SoundStation IP 7000 lost the dial tone when connected to a Polycom HDX system. This issue has been corrected.
Interoperability SoundStation IP 7000	VIDEO-87427	When a SoundStation IP 7000 system was attached to a Polycom HDX system, a call did not connect if dialing a SIP address that was 20 characters or greater. This issue has been corrected.
Interoperability TANDBERG	VIDEO-74376	In SIP calls greater than 2 Mbps with a TANDBERG MXP or Codian MCU, the call connects at 1920 kbps. This issue was corrected in TANDBERG 6000 MXP F9.0.
Monitors	VIDEO-70164	You can now configure both Monitor 1 and Monitor 2 to display far-end video.

Issue	Jira ID	Description
Monitors	VIDEO-84366	Endpoints in a point-to-point SIP call receiving content no longer display frozen video if the system sending content switches from sending content from Camera 4 to Camera 2 without first stopping content on Camera 4.
Multipoint	VIDEO-83800	When a Polycom HDX system hosting a multipoint call has **Multipoint Mode** set to **Full Screen** and is in a conference with three or more endpoints, the name of one site no longer displays while displaying the video from a different site.
Multipoint	VIDEO-84593	In 4-way calls between Polycom HDX systems with stereo enabled, the last endpoint no longer connects with mono instead of stereo.
Multipoint	VIDEO-76695	Occasionally, a Polycom HDX 9004 system acting as a Multipoint Control Unit (MCU) crashed when sending content in the following scenario: • Eight endpoints are in the call. • Transcoding is set to OFF. • Monitor 1 has Far, Near, Content, and DME enabled. • Monitor 2 is set to OFF. • MCU is sending content at 10x7. • All three Picture-in-Picture windows are displayed on Monitor 1. This issue has been corrected.
People+ Content™ IP	VIDEO-81147	When sending content with People+Content IP, the content image no longer displays black bars on the side when the PC has been configured for a 16:9 aspect ratio.
People+ Content IP	VIDEO-81288	When using People+Content IP to send content, residual artifacts might have been observed in areas with chroma-only changes. This issue was corrected in Polycom People+Content IP version 1.2.3.
People on Content™	VIDEO-83850	When a Polycom HDX system hosting a multipoint call has People On Content configured and is in a multipoint SIP call, the far endpoints no longer display black video. This issue occurred when the Polycom HDX system hosting the multipoint call stops sending content with People+Content IP and begins sending content with People On Content.
People on Content	VIDEO-79760	People on Content no longer displays video artifacts if the content source is not enabled.
Provisioning	VIDEO-80756	Polycom HDX systems can now have the remote access password provisioned when they are being managed by Polycom CMA in traditional management mode.
Power	VIDEO-83487	Polycom HDX 6000 systems no longer restart when receiving a call after the content input resolution is changed from 10x7 to 720p.

Issue	Jira ID	Description
Remote Control	VIDEO-84364	Occasionally, pressing a button on the remote control caused the cursor to move ahead two positions instead of one. This issue has been corrected.
Remote Control	VIDEO-84516	Polycom HDX systems no longer become non-responsive when using the `remotecontrol intercept` API command because the `intercept` parameter has been removed from the `remotecontrol` command.
Security	VIDEO-70377	If your system was in Security Mode and you used the web interface, browsers sometimes displayed warning messages stating that **The security certificate for the web site "Polycom" cannot be verified**. This warning does not appear when using the certificates capability added in version 3.0.
Software Update	VIDEO-72721	Polycom HDX 9000 series systems occasionally displayed a shifted or split progress screen during a software update. This issue has been corrected.
User Interface	VIDEO-81342	On page 3 of the Security Settings screens you could not place the yellow cursor on **Allow Video Display on Web** when navigating from the top to the bottom and moving downward. This issue has been corrected.
User Interface	VIDEO-82741	Setting the **Time Server** to **Auto** no longer sets ntp.polycom.com as the time server.
User Interface	VIDEO-71164	When attempting to clear SIP-related configuration items in the embedded user interface, you no longer need to move the cursor out of the text box to another place on the screen to ensure that the configuration change takes effect.
Video	VIDEO-71244	In calls with 1080p resolution, Polycom HDX systems transmitted video at a low frame rate during scenes with high motion (for example, when panning the camera). This issue has been corrected.
Web Interface	VIDEO-80194	The web interface did not display the hardware version for revision A of the Polycom HDX 7000 and 8000 products under **Tools** > **System Information**. This issue has been corrected.

Feature Limitations

The following table lists the known feature limitations for the version 3.0.3.1 release. If a workaround is available, it is noted in the table.

Category	Issue ID	Found in Release	Description	Workaround
Active Directory server	VIDEO-85246	3.0	Setting the Security Profile to Maximum during the Setup Wizard causes External Authentication to be enabled. Although administrators can create local user IDs and passwords, local users will not be able to access the HDX system as long as External Authentication is enabled.	After you complete the Setup Wizard, go to **System** > **Admin Settings** > **General Settings** > **Security** > **External Authentication** and disable the **Enable Active Directory Authentication** setting to enable local users to access the system.
Analog Phone	VIDEO-80791	2.6	Incoming calls from analog phones do not display on the Recent Calls screen.	
Analog Phone	VIDEO-73949	2.5.0.4	Do not use the analog phone connector if you are using a Polycom HDX 9000 series system in Hong Kong or South Africa. If your Polycom HDX 9000 series system came with a telephone adapter, refer to the accompanying telephone adapter setup sheet for information on whether the adapter is needed in your area.	
API	VIDEO-51280	1.0	The `remotecontrol enable all` command does not work after disabling the remote. Use `remotecontrol disable none` to enable the remote control buttons.	

Category	Issue ID	Found in Release	Description	Workaround

API	VIDEO-55286	1.0.2	`state[ALLOCATED]`
			`cs: call[38] chan[0] dialstr[172.26.48.42] state[RINGING]`
			`cs: call[38] chan[0] dialstr[172.26.48.42] state[BONDING]`
			`cs: call[38] chan[0] dialstr[172.26.48.42] state[COMPLETE]`
			`active: call[38] speed[512]`
			The notification in boldface is not applicable to calls made to and received from IP end points.	

Audio	VIDEO-55634	1.0.1	If you establish multiple calls between the two systems, you may experience audio feedback.	
Audio	VIDEO-60669	2.0	Incoming voice calls do not work in a password-protected conference.	
Audio	VIDEO-70543	2.5	When you plug a headset into the Polycom HDX 4000 series panel, the system's built-in microphones and any attached microphones are automatically muted even though the **Enable Polycom Microphones** and **Enable Built-In Microphones** configuration settings remain selected.	
Audio	VIDEO-69705	2.5	Starting with the release 2.5, Polycom HDX systems do not play music while restarting. Polycom HDX systems running software version 2.6 play an announcement tone once the system has been successfully restarted.	
Audio	VIDEO-69796	2.5	You cannot enable or disable Stereo while in a call.	

Category	Issue ID	Found in Release	Description	Workaround
Audio	VIDEO-69797	2.5	Do not connect or disconnect a Polycom SoundStation IP 7000 conference phone or Polycom HDX digital microphones while in a call. Doing so may result in some anomalous behavior such as audio coming out both the conference phone and Polycom HDX system. To restore normal operation, hang up the call.	
Audio	VIDEO-71505	2.5.0.1	Volume changes made during the setup wizard are lost when the system restarts.	
Automatic Provisioning	VIDEO-80706	2.6	The Polycom HDX Gateway Country Code value is not provisioned when the Polycom CMA Administrator has created a scheduled provisioning profile with a value for the Gateway Country code.	Update the Gateway Country Code value manually on the Polycom HDX system via the local system interface or web interface.
Automatic Provisioning	VIDEO-82959	2.6.1	Occasionally, when a Polycom HDX system is configured for dynamic management mode with a CMA server, the Polycom HDX system is not provisioned with the correct user name based on the provisioned User ID.	
Automatic Provisioning	VIDEO-71305	2.5.0.1	Polycom HDX systems operating with automatic provisioning check for software updates at an interval specified by the administrator. If an update is required, Polycom HDX 4000 systems perform the update even if they are currently being used as PC displays.	
Automatic Provisioning	VIDEO-71440	2.5.0.1	Polycom HDX systems sold in Russia do not operate with automatic provisioning.	

Category	Issue ID	Found in Release	Description	Workaround
Automatic Provisioning	VIDEO-76674	2.5.0.6	When a Polycom HDX system in dynamic management mode is configured with a static IP address, presence information will not be displayed correctly. To resolve this issue, configure the Polycom HDX system for DHCP.	Do not use CMA to dynamically manage a Polycom HDX system located behind the VBP-ST Access proxy.
Automatic Provisioning	VIDEO-81291	2.5.0.5	Occasionally, when a Polycom HDX system is being managed by Polycom CMA in dynamic management mode, the Polycom HDX system will not indicate that the Presence Server is down on the System Status screen when an invalid password is entered on the provisioning page on the web interface (the Provisioning Server will show a red down arrow). Restarting the Polycom HDX system results in the Presence Service status displaying the correct status.	
Calling	VIDEO-93525	3.0.3	With VVX1500 and two HDX endpoints registered to a DMA SIP server, a video call initiated from VVX1500 to HDX-1 gets disconnected after VVX1500 attempts to transfer it to HDX-2.	
Calling	VIDEO-91639	3.0.2	During multipoint video conference calls using the Lync Server, the video conference session might not completely disconnect when the Organizer disconnects from the conference. This behavior depends upon how Meeting Policies are configured on the Lync Server, and might be observed when the Lync Client is the organizer or when the HDX system is the organizer.	
Calling	VIDEO-78158	2.6	Meeting passwords are not supported in SIP calls.	Use H.323 for calls that require meeting passwords.

Category	Issue ID	Found in Release	Description	Workaround
Calling	VIDEO-51286	1.0	Calls dialed using analog voice lines will not roll over to other call types if the call is busy or otherwise fails.	
Calling	VIDEO-51323	1.0	Do not mix unrestricted (speeds that are a multiple of 64 kbps) and restricted (multiple of 56 kbps) participants in an internal multipoint conference.	
Calling	VIDEO-70792	2.5	Do not use H.323 names that include a comma.	
Calling	VIDEO-76492	2.5.0.6	Calls do not connect if the Polycom HDX system is not restarted after changing ISDN settings. To avoid this issue, restart the Polycom HDX system any time an ISDN parameter is changed.	
Calling	VIDEO-80193	2.6	When a Polycom HDX system hosting a multipoint call is connected to the maximum number of video endpoints, the Place A Call screen displays Add Video Call instead of Add Audio Call. The Polycom HDX system will be able to connect to an additional audio endpoint, but will not be able to connect to another video endpoint.	
Calling	VIDEO-88199	3.0	HDX systems using call rates of 2x56 kbps or 2x64 kbps might fail to connect V.35 calls.	Use a call rate of 1x112 kbps or 1x128 kbps.
Cameras	VIDEO-80258	2.6	The only supported camera for the Polycom HDX 4000 system is part of the video screen that is shipped with the Polycom HDX 4000 system. If a different camera is connected to the Polycom HDX 4000 system, the Polycom HDX 4000 will turn off (if powered on) or will not power on if in a powered off state.	Remove the unsupported camera and reconnect the video screen that was shipped with the Polycom HDX 4000 base system.

Category	Issue ID	Found in Release	Description	Workaround
Cameras	VIDEO-80077	2.5	The Polycom HDX system enables you to select a 4:3 aspect ratio when a Polycom EagleEye camera is selected, even though it is not a supported aspect ratio. The Polycom HDX system will automatically default to the supported 16:9 aspect ratio without informing the user that the 4:3 aspect ratio was not a supported resolution.	
Cameras	VIDEO-80255	2.6	When a Polycom HDX 4000 system is in a call, pressing the 0 button does not move the Polycom HDX 4000 camera to the default camera preset 0.	Manually adjust the camera to the desired position.
Cameras	VIDEO-80582	2.6	Far-end camera control is not supported when in a multipoint call.	
Cameras	VIDEO-51830 VIDEO-52304 VIDEO-80196	1.0	You may see blue video for a few seconds while the Polycom HDX camera wakes up. The camera may also take a few seconds to focus after waking up.	
Cameras	VIDEO-59339	2.0	If you downgrade the software to a version earlier than 2.0, you may need to reconfigure white balance on the Polycom EagleEye HD camera.	Select the detect camera command in the user interface or web interface, and then configure the white balance.
Cameras	VIDEO-71003	2.5	If you have an external power supply attached to a camera and you want to move that camera from one port to another, you must follow these steps: 1 Power off the camera. 2 Connect the camera to the new port. 3 Power on the camera. 4 Select **Detect Camera** in the system's user interface.	

Category	Issue ID	Found in Release	Description	Workaround
Cameras	VIDEO-81290	2.5	When a Polycom EagleEye 1080 camera is attached to a Polycom HDX system, you can select a 4:3 aspect ratio, which will result in video stretched vertically with black bars on the side of the video.	Select an aspect ratio of 16:9.
Cameras	VIDEO-82747	2.5.0.4	The camera name can be modified only with Roman-based characters. If you modify the camera name using non-Roman-based characters, a message displays instructing you to use valid characters on the keyboard. Trying to modify the camera name with non-Roman-based character results in the camera name disappearing.	Use Roman-based characters only when modifying the camera name.
Cameras	VIDEO-84040	2.6.1	When a Polycom EagleEye View camera is connected to a Polycom HDX system, the **Power Frequency** drop-down menu is shown on the Cameras Settings page. The **Power Frequency** drop-down menu is not applicable for the EagleEye View camera.	
Cameras	VIDEO-84272	2.6.1	The **Backlight Compensation** setting is not applicable when a Polycom EagleEye 1080 camera is connected as the main camera and the **Power Frequency** setting is set to 50Hz, even though the **Backlight Compensation** check box is not grayed out.	
Cameras	VIDEO-84274	2.6.1	When a Polycom EagleEye View camera is connected to a Polycom HDX system, the Camera Settings page displays the **Backlight Compensation** setting. As backlight compensation is not applicable to a Polycom EagleEye View camera, this setting should not be displayed.	

Category	Issue ID	Found in Release	Description	Workaround
Cameras	VIDEO-90458	3.0.1	The EagleEye Director camera does not support the People on Content Feature.	Use alternative cameras.
Cameras	VIDEO-90460	3.0.1	Depending on where people are sitting in relation to the EagleEye Director camera, two people who sit close together and take turns talking over a period of time might not be correctly framed together by the camera.	
Cameras	VIDEO-90461	3.0.1	If a Room View adjustment or camera calibration is taking place, the EagleEye Director camera will not send or will stop sending content. Users can send content after the adjustment or calibration is completed.	
Cameras	VIDEO-90462	3.0.1	When the EagleEye Director camera is in a point-to-point or multipoint call with an RMX 2000/4000 system, version 7.2, the switch between People View and Room View causes flashes of white video on the far side.	Turn off the **Auto Brightness** setting on the RMX2000/4000 system.
Cameras	VIDEO-90463	3.0.1	In sleep mode, the EagleEye Director cameras do not go to the back-facing positions.	
Cameras	VIDEO-90465	3.0.1	If the EagleEye Director is focused on a speaker with another person in the frame, in either foreground or background, EagleEye Director will not focus on the second person if he or she begins speaking immediately after the first speaker.	Ensure that adequate spacing exists between people in the room, or have speakers who are close together wait until EagleEye Director refocuses on the room before having the second person begin talking.

Category	Issue ID	Found in Release	Description	Workaround
Cameras	VIDEO-90467	3.0.1	The EagleEye Director camera has a range of approximately 10 feet, or 3 meters, when it has panned to a 90-degree angle. People located at the extreme of this range might not always be recognized by the tracking feature, and therefore the camera may not focus on them as they speak.	Ensure that all speakers are located well within the camera's range.
Cameras	VIDEO-90468	3.0.1	If a factory restore function is performed on the EagleEye Director camera, the version of software shown will be the same as before the factory restore was done, even though the camera has returned to the software load with which it was provisioned.	Have the HDX system redetect the EagleEye Director camera, and check the software version from the HDX system. Both the EagleEye Director and the HDX system will now report the correct software version.
Cameras	VIDEO-90469	3.0.1	The EagleEye Director draws green lines on the screen to perform calibration. If the HDX system restarts while the EagleEye Director is calibrating, the green lines will still be present after the HDX system restarts.	To remove the green lines, either go to the EagleEye Director calibration page again, or restart the EagleEye Director.
Cameras	VIDEO-90470	3.0.1	An EagleEye Director close-up shot may appear off-center when displayed in 4:3 aspect ratio.	Set the HDX system **People Video Adjustment** to **None** or **Stretch** on all HDX systems in the call.
Certificates	VIDEO-86209	3.0	If certificates are installed, you might get a `Page Cannot Be Displayed` message after manually changing the date or time.	Restart the HDX system after you manually change the date or time.
Chair Control	VIDEO-80896	2.6	When a system acting as chair control selects an endpoint and selects the **View Site** icon, the endpoint's video will be shown but the web interface will provide a status of `denied`.	

Category	Issue ID	Found in Release	Description	Workaround
Chair Control	VIDEO-80895	2.6	When a system acting as chair control selects an endpoint and selects the **View Site** icon, the endpoint's video will be shown. When the system with chair control selects the **Stop Viewing Site** icon, the web interface provides a status of `denied` but the endpoints video is no longer displayed.	
Chair Control	VIDEO-80897	2.6	When a system acting as chair control selects the **Disconnect Site** icon to disconnect an endpoint from a conference, the web interface returns a status of `denied`, even though the endpoint was disconnected from the conference.	
Chair Control	VIDEO-74353	2.5.0.4	When selecting a system to have chair control, the endpoint does not stay highlighted as being the chair control. To release chair control, highlight all the participants in the Meeting Participants window and select **Release Chair**.	
Closed Captions	VIDEO-59615	2.0	When providing closed captions over a serial connection, you must manually go to near video before entering text.	
Closed Captions	VIDEO-60912	2.0	Closed captioning (sent through either the serial port or the web interface) is limited to 31 characters per line.	
Contacts	VIDEO-70317	2.5	Polycom HDX systems can share presence information with up to 200 Contacts. If a remote site attempts to invite the Polycom HDX system as a Contact after it has reached its limit of 200 Contacts, the Polycom HDX system rejects the invitation but does not display a warning message to the local user.	
Contacts	VIDEO-68749	2.5	You cannot delete Contacts using the web interface.	Instead, delete them in the system's local interface.

Category	Issue ID	Found in Release	Description	Workaround
Content	VIDEO-79181	2.5.0.5	A laptop connected to a Polycom HDX 9000 system as a content source might not be able to display content when the laptop resolution is configured for 1280x720.	Choose a different resolution for the laptop.
Content	VIDEO-51633	1.0	Some DVI video sources (such as certain laptops) do not correctly support the hot plug detect pin (HPD). This can result in the source sending video in the wrong format for Polycom HDX video input ports 4 and 5. Please consult your equipment manuals to find out the behavior of the HPD pin.	
Content	VIDEO-55041	1.0.2	Presets support switching from one People source to another. Presets do not support switching from a People source to a Content source or from one Content source to another.	
Content	VIDEO-58577	2.0.5.4	Content at a resolution of 1280 x 1024 is scaled and sent to the far site in 1024 x 768 format unless the far site can display it at 1280 x 1024.	
Content	VIDEO-59132	2.0	You cannot send content from a Polycom HDX 4000 system using the **Content** button on a Polycom HDX remote control.	You must use the built-in keypad button.
Content	VIDEO-61500	2.0.1	If you have a computer connected to the Polycom HDX 4000 monitor when you install the People+Content option key, the Camera 2 setting does not change from People to Content. In this case you must go to the Cameras screen for Camera 2 and set Source to Content in order to send dual streams.	
Content	VIDEO-70799	2.5	When hosting a multipoint call, Polycom HDX systems typically stop showing content when a new participant joins the call. It may fail to do so when the fourth participant joins.	

Category	Issue ID	Found in Release	Description	Workaround
Content	VIDEO-81293	2.5.0.5	If the Quality Preference setting on the Cameras screen is configured for content and a call is placed at 6 Mbps, the allocated bandwidth for content is only 1.5 Mbps.	
Content	VIDEO-70793	2.5.0.5	Polycom HDX systems do not support using 1080 sources for content. If a user attempts to send a 1080 source as content, the Polycom HDX system will not send it and will prevent future uses of that port for content, even if the source is switched to one that is supported.	Restart the HDX system.
Content	VIDEO-75994	2.5.0.6	Occasionally, a Polycom HDX 9000 system will not show content when a computer connected directly to the Polycom HDX system is coming out of sleep mode.	Stop the content and resend it.
Directory	VIDEO-61245	2.0.1.1	When a directory entry has both an ISDN and IP address, calls placed as IP connect at the designated call rate for ISDN.	
Directory	VIDEO-65729	2.0.5_J	An entry in a custom directory group may be removed from the group if you edit the entry. The entry is still available in the Contacts group.	
Directory	VIDEO-70647	2.5	From time to time a directory query may not return a full list of matching entries.	Reissue the request.

Category	Issue ID	Found in Release	Description	Workaround
Directory	VIDEO-76896	2.5.0.7	Directory groups created in earlier versions are retained when the Polycom HDX system is upgraded to 2.5.0.x and later. However, if the system is then downgraded to an earlier version and new directory groups are created, the newer groups will not be retained in subsequent upgrades. Local directory entries are deleted when a Polycom HDX system is reconfigured using the reset function under **System** > **Diagnostics** > **Reset System**, even when only the **Delete System Settings** check box is enabled.	
Directory	VIDEO-83485	2.6.1	If a Polycom HDX system is registered to a Global Directory Server (GDS) that contains more than 2,000 entries, and the Polycom HDX system is restarted, it can take approximately five additional seconds before you can place a call or go to the Directory screen.	
Directory	VIDEO-83189	2.6.1	If the Polycom HDX system is registered to a Global Directory Server (GDS) and the GDS has more than 1,000 entries, the Polycom HDX system occasionally will not be populated with the directory entries after the Polycom HDX system powers on. The Polycom HDX system updates from the GDS at the next polling interval (~ 20 minutes).	
Encryption	VIDEO-77204	2.5.0.7	When an unencrypted Polycom HDX system calls into an encrypted call between a TANDBERG MXP system and a Sony PCS-G50 system, the Polycom HDX system will connect but the Sony system will hear loud, distorted audio.	Enable encryption on the Polycom HDX system.

Category	Issue ID	Found in Release	Description	Workaround
Factory Restore	VIDEO-80175	2.6	When performing a factory restore on an Polycom HDX 9000 series system, green video is displayed for a few seconds before the system restarts. This is normal behavior and the system will boot to the setup wizard.	
Gatekeepers	VIDEO-60344	2.0	Registering to a gatekeeper may change the dialing order configured on the system.	
Global Management System	VIDEO-60340	2.0	Global Management System shows Polycom HDX systems as being active even if they are powered off.	
Global Management System	VIDEO-60339	2.0	The Netstats page on the Global Management System reports the wrong call type for Polycom HDX systems.	
Global Management System	VIDEO-74779	2.5.0.4	Global Management System cannot add a Polycom HDX endpoint to its System Management page if the system has an administrator password configured.	Disable the administrator password.
Global Management System	VIDEO-75457	2.5.0.5	When performing a Polycom HDX software update using Global Management System version 7.1.8, the Polycom HDX system files are not removed even when the Global Management System Polycom HDX software update page is configured to remove the files.	Update the Polycom HDX system from the Polycom HDX web interface.
Global Management System	VIDEO-76092	2.5.0.6	When provisioning the Polycom global directory service server from Global Management System, Polycom HDX systems 2.5 or higher must have Polycom GDS enabled before the provisioning attempt is made. To register with the Polycom GDS directory server, go to **System > Admin Settings > Global Services > Directory Services**.	

Category	Issue ID	Found in Release	Description	Workaround
Hardware	VIDEO-80075	2.5.0.5	Polycom HDX systems with a QBRI card installed do not issue an SNMP alert when the QBRI card is replaced with a PRI card.	
Hardware	VIDEO-80072	2.5.0.5	Polycom HDX systems do not issue an SNMP alert when a V.35 card is installed or uninstalled	
Hardware	VIDEO-82738	2.6	Polycom HDX systems restart when the CLink2 cable is connected incorrectly.	Connect the CLink2 cable correctly.
ICMP	VIDEO-86436	3.0	The ICMP Transmission Rate Setting on the LAN Properties screen applies only to “error” ICMP packets. This setting has no effect on “informational” ICMP packets, such as echo requests/replies.	
Interoperability ADTRAN	VIDEO-70540	2.5	The first call attempt after adjusting the call rate on an ADTRAN TSU 100 fails, but subsequent calls connect without a problem.	
Interoperability Aethra	VIDEO-56589	1.0.2	Polycom HDX systems are not able to send HD video to the Aethra X7 M11.1.4 HD unit.	
Interoperability Aethra	VIDEO-73486	2.5.0.4	Polycom HDX systems are unable to receive dual stream content from an Aethra X7 (software version 12.1.7) in a SIP call. The Polycom HDX system is able to send content to the Aethra X7 system.	
Interoperability Aethra	VIDEO-73485	2.5.0.4	When a Polycom HDX system stops sending content in a SIP call with an Aethra X7 (software version 12.1.7) system, the Aethra system displays frozen content.	
Interoperability Aethra	VIDEO-73482	2.5.0.4	Polycom HDX systems do not receive video from an Aethra X7 (software version 12.1.7) when a SIP call is made at 768 kbps or 1024 kbps.	

Category	Issue ID	Found in Release	Description	Workaround
Interoperability Aethra	VIDEO-76238	2.5.0.4	In high bandwidth calls, the Polycom HDX 6000 system will not connect with 720p video in a SIP call with an Aethra X7.	
Interoperability Cisco	VIDEO-50658 VIDEO-50623	1.0	Cisco PIX does not support H.239.	Disable H.239 on the endpoints.
Interoperability Cisco	VIDEO-78448	2.5.0.7	When a Polycom HDX system connects to a Cisco device with 2SIF/2CIF resolution, the Cisco device displays the HDX system video as black video.	Place the call again at a higher rate to connect with a higher resolution, or call with a lower rate to connect with lower resolution.
Interoperability Cisco	VIDEO-79110	2.5.0.6	Polycom HDX calls experience degraded video if a Cisco PIX firewall is used in H.323 Fixup mode.	Disabling H.323 Fixup Mode on the Cisco PIX firewall corrects the issue.
Interoperability Cisco	VIDEO-84363	2.6.1	A Polycom HDX system may experience pixilation or watercolor-like effects in darker environments when in a multipoint call hosted by a Cisco/RADVISION system. This issue may occur on Polycom HDX 7000 series systems, Polycom HDX 8000 series systems, and Polycom HDX 9006 systems with Hardware Version B or later.	This issue has been identified and corrected the following Cisco software below. • RADVISION Scopia Classic version 5.7.1.0.11 • Cisco MCU 3515/3545 Series version 5.7.0.0.8 Please contact Cisco support for more assistance with this issue.
Interoperability LifeSize	VIDEO-56734	1.0.2	In SIP calls between Polycom HDX and LifeSize 2.6 systems, Polycom HDX systems do not receive 720HD.	
Interoperability LifeSize	VIDEO-56733	1.0.2	In SIP calls between Polycom HDX and LifeSize 2.6 systems, neither system has far-site camera control.	
Interoperability LifeSize	VIDEO-56732	1.0.2	In SIP calls between Polycom HDX and LifeSize systems, Polycom HDX systems send 711u audio.	

Category	Issue ID	Found in Release	Description	Workaround
Interoperability LifeSize	VIDEO-60350	2.0	In a SIP multipoint HD call with a Polycom HDX 9004 system as the host, you cannot dial out to the second HD endpoint when LifeSize is connected as the first endpoint in the call.	
Interoperability LifeSize	VIDEO-61014	2.0	LifeSize systems may experience poor audio in SIP calls with Polycom HDX systems.	
Interoperability LifeSize	VIDEO-71453	2.5.0.1	LifeSize Express systems running 4.0.6(7) software transmit video at 15 frames per second in HD calls with Polycom HDX systems.	
Interoperability LifeSize	VIDEO-77465	2.5.0.7	A Polycom HDX system cannot send content when it is in a SIP call with a LifeSize Room system and H.239 is enabled.	Place the call using H.323.
Interoperability LifeSize	VIDEO-84509	2.6.1	When a Polycom HDX system is in an H.323 point-to-point call with a LifeSize Room or LifeSize Room 200 system, the LifeSize system cannot control the Polycom HDX system's camera if the Polycom HDX system has far end camera control enabled.	Place the call as a SIP call.
Interoperability LifeSize	VIDEO-86789	3.0	Calls between Polycom HDX systems and Lifesize Room Systems over IPv6 do not connect when both systems are configured for maximum security.	
Interoperability Microsoft	VIDEO-93528	3.0.3	When using Microsoft Office Communications Server 2007 or Microsoft Lync Server 2010 as your global directory, if you search for a common last name, the HDX system might return the first 200 matches without giving any warning that there might be more matches.	

Category	Issue ID	Found in Release	Description	Workaround
Interoperability Microsoft	VIDEO-91317	3.0.1	HDX systems do not support public switched telephone network (PSTN) calls on the Mediation Server Gateway in a Microsoft OCS or Microsoft Lync Environment.	
Interoperability Microsoft	VIDEO-91540	3.0.1	During a Lync client call to an HDX system, video pixilation or blurriness might result when the Lync client disables and then restarts video.	Use the **Pause Video** function instead of the **End Video** function.
Interoperability Microsoft	VIDEO-90594	3.0.2	When the Microsoft Lync client places a call on hold, the HDX system incorrectly indicates that the call was muted.	
Interoperability Microsoft			Users might have trouble using Internet Explorer to access the web interface.	In Internet Explorer, go to **Tools** > **Internet Options** and click the **Advanced** tab. Under the **Security** section, make sure that **Use SSL 3.0** is the only SSL choice selected.
Interoperability Microsoft	VIDEO-80679	2.6	When a Polycom HDX system is configured for integration with Microsoft Office Communications Server and is in a point-to -point 2M SIP call, the call disconnects after approximately 10 hours.	Place the call again.
Interoperability Microsoft	VIDEO-61286	2.0.1	When **People Video Adjustment** is set to **Stretch** on a Polycom HDX 8000 HD system in a call with Microsoft Office Communicator, Office Communicator displays black video.	
Interoperability Microsoft	VIDEO-81020	2.6	The Office Communications Server should be configured to allow no more than 200 contacts (this is the default setting). If the Office Communications Server allows more than 200 contacts and more than 200 contacts are in the directory, the Polycom HDX system may show up to 200 contacts, or none.	

Category	Issue ID	Found in Release	Description	Workaround
Interoperability Microsoft	VIDEO-82848	2.6.1	If there is a meeting password configured for a multipoint meeting hosted on a Polycom HDX system, Microsoft Office Communicator clients cannot join the meeting.	
Interoperability Microsoft	VIDEO-84717	2.6.1	During a federated Interactive Connectivity Establishment (ICE) call between an Office Communicator client and a Polycom HDX system, the Office Communicator client disconnects from the Polycom HDX system after approximately three hours.	Place the call again, or place the call between two Polycom HDX systems.
Interoperability Microsoft	VIDEO-86180	3.0	Internet Explorer version 8 shares cookies among all active sessions. If you manage multiple HDX systems within the same Internet Explorer 8 browser session, you might encounter unexpected behavior.	When using Internet Explorer 8, do one of the following: • Manage only one HDX system at a time. • Use the `-noframemerging` option in each new instance of Internet Explorer for each system.
Interoperability Microsoft	VIDEO-86863	2.6.1	Calls between the HDX system and Office Communicator lasting longer than one hour might spontaneously disconnect.	Redial the call.
Interoperability Microsoft	VIDEO-86859	3.0	Calls using the ICE protocol support call rates of up to 1564 kbps.	
Interoperability Microsoft	VIDEO-88126	3.0	When an HDX system is registered to a Microsoft Office Communications Server or Microsoft Lync Server, the system indicates that it can receive instant messages even though it cannot.	

Category	Issue ID	Found in Release	Description	Workaround
Interoperability Microsoft	VIDEO-89999	3.0.0.2	When registering with a Microsoft Office Communications Server or Microsoft Lync Server, HDX systems support NTLMv1 authentication but do not support NTLMv2.	In **Admin Settings** > **General Settings** > **Security** > **Security Settings**, select **NTLMv1** as the NTLM Version.
Interoperability Microsoft	VIDEO-90607	3.0.1	If you are deploying an HDX system in an environment that requires secure web access, enable the **Security Mode** setting from the Security Settings administration page. If secure web access is required prior to completing the initial setup wizard, then select the Medium or higher security profile in the setup wizard.	
Interoperability PathNavigator	VIDEO-60602	2.0	When using PathNavigator Conference on Demand to place multipoint calls to Polycom VSX systems using ISDN, the conference may connect with audio only. Polycom MGC 9.0 resolves this issue.	
Interoperability Polycom Converged Management Application™ (CMA®) Desktop (CMAD)	VIDEO-80757	2.6	When Polycom CMA Desktop is configured with no camera and **Enable Call without a Camera** disabled, CMA Desktop is unable to place calls. In this case, a Polycom HDX system's presence status is unavailable in the CMA Desktop Contacts list; however, if you right-click the HDX system's entry in the Contacts list, the Details may show the HDX system as available.	
Interoperability Polycom HDX 4500 System	VIDEO-89500	3.0.1	The Polycom ReadiManager® SE200 system does not support the HDX 4500 system.	Use Polycom CMA version 5.5 or later.

Category	Issue ID	Found in Release	Description	Workaround
Interoperability Polycom iPower™	VIDEO-51282	1.0	Polycom HDX systems transmit and receive H.263 content rather than H.264 content in calls with iPower 9000 systems running 6.2.0.	
Interoperability Polycom MGC™	VIDEO-80753	2.6	When a Polycom HDX 6000 system calls into a Polycom MGC conference, the Polycom MGC sends 4:3 video to the Polycom HDX 6000 system.	Place the call again using a Polycom RMX system.
Interoperability Polycom MGC	VIDEO-75997	2.5.0.6	Polycom HDX systems occasionally display video updates when content is sent during a MGC50+, 1920 kbps, encrypted, H.239-enabled video switched conference.	Set the conference call rate at a rate lower than 1920 kbps.
Interoperability Polycom MGC	VIDEO-81365	2.6	Polycom HDX systems do not connect with audio or video when placing a SIP call to a Polycom MGC.	Place the call as an H.323 call.
Interoperability Polycom MGC	VIDEO-51969	1.0	Polycom HDX 9004 systems connect as audio only in H.320 Pro-Motion conferences on Polycom MGC-100 v7.5.1.6.	
Interoperability Polycom MGC	VIDEO-52306	1.0	Configure Polycom HDX system video content sources for motion when connecting with a video-switched sharpness conference on Polycom MGC v7.5.	
Interoperability Polycom MGC	VIDEO-52496	1.0	Enable H.239 on Polycom HDX systems when connecting into a Polycom MGC conference configured for H.239.	
Interoperability Polycom MGC	VIDEO-53388	1.0	If you are using Conference on Demand with a Polycom HDX system, configure this feature to use **Continuous Presence** or **Transcoding** instead of **Video Switched**.	
Interoperability Polycom MGC	VIDEO-58840	1.0.1	When **People Video Adjustment** is set to zoom, Polycom HDX systems may crop some messages sent by Polycom MGC.	

Category	Issue ID	Found in Release	Description	Workaround
Interoperability Polycom MGC	VIDEO-60343	2.0	Polycom HDX systems with H.323 that do not have H.239 enabled on them do not receive content in video switching and continuous presence H.239/People+Content conferences with Polycom MGC version 9.0.1.5.	To address this issue, enable H.239 on the Polycom HDX system.
Interoperability Polycom PVX® System	VIDEO-51274	1.0	When H.239 is disabled, Polycom HDX systems transmit and receive H.263 content (instead of H.264 content) in calls with Polycom PVX.	Enable H.239.
Interoperability Polycom RMX System	VIDEO-93656	3.0	When a DMA managing two RMXs establishes a call between a HDX and an RMX and then switches to the other RMX, the call ends and HDX reboots.	
Interoperability Polycom RMX System	VIDEO-71383	2.5	In an HDCP call hosted by Polycom RMX 1000™ systems, layout changes that move Polycom HDX systems from a small window to a large window (and vice versa) may take several seconds.	
Interoperability Polycom RMX System	VIDEO-74330	2.5.0.4	Content is sent as H.263 content when in an H.320/ISDN call with the Polycom RMX system (which is configured for H.264 content).	
Interoperability Polycom RMX System	VIDEO-82335	2.6	Occasionally, when a Polycom HDX system is in a bridge call with a 5.0.1 Polycom RMX system and a large amount of packet loss occurs, video artifacts will be displayed.	Disconnect the call and place it again.
Interoperability Polycom RMX System	VIDEO-88649	3.0	A Polycom HDX system cannot dial into a password-protected call on an RMX system using a dial string in the format `<conference ID>##<password>` (for example, 1111##2222).	Dial into the conference and then provide the password using DTMF tones when prompted.

Category	Issue ID	Found in Release	Description	Workaround
Interoperability Polycom RMX System	VIDEO-88800	3.0	A Polycom HDX system might receive Siren 14 audio rather than Siren 22 Stereo audio when it is in a 6 Mbps H.323 call on a Polycom RMX system.	Configure the HDX system's preferred call rate as 4096 kbps.
Interoperability Polycom RSS™ 2000	VIDEO-49888	1.0	Polycom RSS 2000 supports a maximum call speed of 1024 kbps. To record a conference in HD using Polycom RSS 2000, make sure that the Polycom HDX system is configured for sharpness.	
Interoperability Polycom RSS 2000	VIDEO-51952	1.0	Polycom HDX systems display blocky, gray video for a few seconds after leaving the Polycom RSS 2000 menu.	
Interoperability Polycom RSS 2000	VIDEO-57005	2.0	In calls using a Polycom RSS 2000, audio is transmitted using G.722.1 Annex C.	
Interoperability Polycom Touch Control	VIDEO-91524	3.0.2	Due to synchronization issues between CMA and LDAP, some favorites on the Polycom Touch Control might not be listed.	
Interoperability Polycom Touch Control	VIDEO-88161	3.0	Do not touch or hold the Polycom Touch Control device by the black border outside the visible screen. Doing so may interfere with the Polycom Touch Control device's ability to detect touches.	
Interoperability Polycom Touch Control	VIDEO-88304	3.0	When an HDX system is paired with a Polycom Touch Control device and using a Global Directory Server (GDS), the HDX system downloads directory information only from the server configured in first entry in the directory configuration page.	

Category	Issue ID	Found in Release	Description	Workaround
Interoperability Polycom Touch Control	VIDEO-88331	3.0	If you place a call from the HDX system's web interface and subsequently attempt to dial that site from the Polycom Touch Control device's recent calls list, the call will not connect and will remain in the calling state indefinitely.	Restart the HDX system.
Interoperability Polycom Touch Control	VIDEO-88389	3.0	Do not use an external control panel (such as Crestron or AMX) with an HDX system that is paired with a Polycom Touch Control.	
Interoperability Polycom Touch Control	VIDEO-88850	3.0.0.1	The Polycom Touch Control might display the status of offline HDX systems as Available.	
Interoperability Polycom Touch Control	VIDEO-88862	3.0	When the Polycom Touch Control is paired with an HDX 6000 system that is configured for a content source but not receiving video on that source, the Polycom Touch Control incorrectly reports that the source is playing.	
Interoperability Polycom Touch Control	VIDEO-93434	3.0.3	If **Require Login for System Access** is enabled in the HDX system Security Settings, you cannot use Polycom Touch Control to wake up the HDX system after it has gone to sleep.	Use the HDX system web interface to disable the **Require Login for System Access** setting.
Interoperability Polycom VVX 1500	VIDEO-76858	2.5.0.7	Occasionally, when a Polycom HDX system is placed on hold and then taken off hold while in a call with a Polycom VVX 1500 phone, content and video are not displayed. This issue occurs only when content is being sent using People+Content IP.	Stop, and then restart content.
Interoperability Polycom V500	VIDEO-77720	2.5.0.7	When a Polycom HDX system that is hosting a multipoint call is in the call with a Polycom V500 and call downspeeding is required, black video or frozen video is displayed.	Make the call with a non-V500 system or place a call that does not require downspeeding.

Category	Issue ID	Found in Release	Description	Workaround
Interoperability RADVISION	VIDEO-51298	1.0	In calls using a RADVISION via IP gateway, Polycom HDX 9004 H.323 systems report packet loss on the transmit side, even though such packet loss might not exist.	
Interoperability RADVISION	VIDEO-54999	1.0.2	Polycom HDX 9004 systems cannot send dual streams to a Polycom HDX 9001 system in IP-to-ISDN calls made through the RADVISION via IP gateway.	
Interoperability RADVISION	VIDEO-84363	2.6.1	A Polycom HDX system may experience pixilation or watercolor-like effects in darker environments when in a multipoint call hosted by a Cisco/RADVISION system. This issue may occur on Polycom HDX 7000 series systems, Polycom HDX 8000 series systems, and Polycom HDX 9006 systems with Hardware Version B or later.	This issue has been identified and corrected the following Cisco software below. • RADVISION Scopia Classic version 5.7.1.0.11 • Cisco MCU 3515/3545 Series version 5.7.0.0.8 Please contact Cisco support for more assistance with this issue.
Interoperability Sony	VIDEO-51276	1.0	H.323 encrypted calls between a Polycom HDX system and Sony PCS-1 produce a constant audio screeching.	Disable AES encryption.
Interoperability Sony	VIDEO-56588	1.0.2	Polycom HDX systems are not able to receive video in an AES HD call from HG90.	
Interoperability Sony	VIDEO-61208	2.0.1	Content received on a Sony PCS-1 is not legible if **Content Video Adjustment** is set to **Stretch** on the Polycom HDX system.	Set **Content Video Adjustment** to **None**.
Interoperability Sony	VIDEO-69687	2.5	Polycom HDX systems can receive but not place SIP calls with Sony PCS-1, PCS-G50, or G70 systems.	

Category	Issue ID	Found in Release	Description	Workaround
Interoperability Sony	VIDEO-69181	2.0.2	Sony PCS-G70, PCS-G50, and PCS-1 systems receive distorted audio in point-to-point SIP calls with Polycom HDX systems at call rates of 192 kbps and below.	
Interoperability Sony	VIDEO-68009	2.0.3.1	A Sony PCS-HG90 HD system generates continuous fast updates in a call with Polycom HDX systems.	
Interoperability Sony	VIDEO-74245	2.5.0.4	If a Polycom HDX system is sending content to a Sony XG80 in an H.323 call, the Sony XG80 will not be able to send content.	Do not simultaneously send content between a Polycom HDX system and a Sony XG80.
Interoperability Sony	VIDEO-74244	2.5.0.4	A Sony PCS-1 system is not able to receive content from a Polycom HDX system when in a restricted line rate H.320 call.	Place the call at an unrestricted call rate solves the issue.
Interoperability Sony	VIDEO-81373	2.5.0.1	Occasionally, a Sony XG80 system does not receive video when in an H.320 call with a HDX system.	Place the call as an H.323 call.
Interoperability Sony	VIDEO-88119	3.0	HDX systems are unable to send content in H.320 conferences hosted by the Sony PCS-G50 MCU.	
Interoperability SoundStation® IP 7000	VIDEO-69799	2.5	Audio calls to a Polycom HDX system integrated with a Polycom SoundStation IP 7000 automatically join the conference when they connect. By contrast, a standalone SoundStation IP 7000 will place the conference on hold when connecting the new call.	
Interoperability SoundStation IP 7000	VIDEO-69959	2.5	If a Polycom HDX system integrated with a SoundStation IP 7000 phone receives multiple incoming calls, answer or ignore them in the order received.	

Category	Issue ID	Found in Release	Description	Workaround
Interoperability SoundStation IP 7000	VIDEO-71384	2.5.0.1	When answering calls to add sites to a multipoint conference, use the down arrow on the IP 7000 keypad to go to the next user interface screen to Answer or Reject the calls.	
Interoperability SoundStation IP 7000	VIDEO-80858	2.5.0.6	Occasionally, the SoundStation IP 7000 loses the dial tone when connected to a Polycom HDX system.	Restart the Polycom HDX system.
Interoperability SoundStation IP 7000	VIDEO-81369	2.6	When a SoundStation IP 7000 is connected to a Polycom HDX system, configuring the SoundStation IP 7000 to **Do Not Disturb** will only apply to calls received on the IP 7000 directly. The SoundStation IP 7000 **Do Not Disturb** setting does not apply to calls made to the Polycom HDX system via H.323, H.320, or public switched telephone network (PSTN).	
Interoperability SoundStation IP 7000	VIDEO-80467	2.0.3	When a Polycom HDX system is ISDN-capable but has disabled ISDN Voice and has a SoundStation IP 7000 attached, the SoundStation IP 7000 registers a missed call when an endpoint attempts to dial the ISDN number as a voice call.	
Interoperability SoundStation IP 7000	VIDEO-80466	2.5	When a Polycom HDX system configured with a SoundStation IP 7000 makes an audio call between the SoundStation IP 7000 and another SoundStation IP 7000, the far end SoundStation IP 7000 does not receive the audio when the Polycom HDX system switches to camera 3 connected to a DVD or VCR playing audio.	Place the audio call from the Polycom HDX system using a POTS line instead of using the SoundStation IP 7000.

Category	Issue ID	Found in Release	Description	Workaround
Interoperability SoundStation IP 7000	VIDEO-80176	2.6	When a Polycom HDX system is in a call, do not disconnect and then reconnect a SoundStation IP 7000 to the Polycom HDX system. If a SoundStation IP 7000 is disconnected and then reconnected while the Polycom HDX is in a call, end the call to allow the Polycom HDX and the SoundStation IP 7000 to synch back up.	
Interoperability SoundStation IP 7000	VIDEO-88170	3.0	When an HDX system is paired with a Polycom SoundStation IP 7000, the HDX system and the SoundStation IP 7000 might occasionally play audio same time.	Do one of the following: • Lower the volume on one of the two units. • Hang up the call and reconnect.
Interoperability SoundStructure	VIDEO-81510	2.5.0.2	When a Polycom SoundStructure® system is connected to a Polycom HDX system, the microphones attached to the SoundStructure system will not be displayed on the Polycom HDX system's Audio Meter page. This issue occurs in the user and web interfaces.	
Interoperability TANDBERG	VIDEO-56587	1.0.2	Polycom HDX systems are not able to send HD video to TANDBERG 6000 MXP systems.	
Interoperability TANDBERG	VIDEO-51835	1.0	In a multipoint H.320 call with a TANDBERG MXP F5.0, a Polycom HDX system stops receiving people video when the Polycom HDX system sends content.	
Interoperability TANDBERG	VIDEO-55635	1.0.2	TANDBERG and Polycom products use different techniques to generate the AES checksum shown on the Statistics screen. As a result, these numbers will not agree in calls between TANDBERG and Polycom systems.	

Category	Issue ID	Found in Release	Description	Workaround
Interoperability TANDBERG	VIDEO-69706 VIDEO-81374	2.5	A Polycom HDX system cannot receive H.239 content when in a SIP call with a Tandberg MXP system.	Place the call as an H.323 call.
Interoperability TANDBERG	VIDEO-82286	2.6	A Polycom HDX system transmits content at 15 fps when in a point-to-point H.323 call with a TANDBERG 6000 MXP system.	
Interoperability TANDBERG	VIDEO-76239	2.5.0.6	When a second Polycom HDX system connects to a TANDBERG MXP in an H.323 or H.320 conference, the Polycom HDX video appears elongated.	Place the call using H.323.
Interoperability TANDBERG	VIDEO-76889	2.5.0.7	Polycom HDX systems cannot send content when H.239 is enabled and is in a SIP call with a TANDBERG C20 system.	
Interoperability TANDBERG	VIDEO-77681	2.5.0.7	A Polycom HDX system will not receive content from a TANDBERG C20 system if the Polycom HDX system sends content before the TANDBERG C20 system sends content.	Stop sending content from the Polycom HDX system before sending content from the TANDBERG C20 system.
Interoperability TANDBERG	VIDEO-80872	2.5.0.8	Polycom HDX systems connect at 15 fps when in a 768 kbps H.320 call with a TANDBERG 6000 MXP system.	To obtain 30 fps, place the call as an H.323 call.
Interoperability TANDBERG	VIDEO-87667	3.0	Encrypted calls between HDX and Tandberg systems using 2x56 K ISDN have poor audio and video quality.	
Interoperability VCON	VIDEO-56729	1.0.1	The Polycom HDX 9001 system does not negotiate H.264 video with the VCON HD3000 system if H.239 is enabled in the call. H.263 video is negotiated instead.	
Interoperability VCON	VIDEO-51304	1.0	VCON HD3000 systems may display poor video in calls with a Polycom HDX system.	

Category	Issue ID	Found in Release	Description	Workaround
Interoperability VCON	VIDEO-70393	2.5	In calls between VCON HD3000 and Polycom HDX systems, the VCON system sends content to the Polycom system in a single stream instead of dual streams.	
Interoperability ViewStation®	VIDEO-71797	2.5.0.4	In an H.323 point-to-point call between a Polycom HDX system and a ViewStation (version 7.5.4), the mute status of the Polycom HDX system is not shown on the ViewStation but the ViewStation's mute status is shown on the Polycom HDX system.	
Interoperability ViewStation	VIDEO-51292	1.0	In calls between Polycom HDX systems and ViewStation systems with Basic Mode enabled, the ViewStation system does not receive video.	Turn off Basic Mode.
Interoperability ViewStation	VIDEO-51223	1.0	ViewStation EX/FX v6.0.5 does not support People+Content in calls with Polycom HDX systems.	Update to ViewStation EX/FX version 6.0.5.20.
Interoperability ViewStation	VIDEO-52027	1.0	Polycom HDX systems do not receive graphics from ViewStation systems.	
Interoperability ViewStation	VIDEO-53153	1.0	In four-way H.320 calls that include ViewStation as a far site, sending content from a Polycom HDX system may cause ViewStation to display frozen video.	
Interoperability ViewStation	VIDEO-81285	2.6	When a Polycom HDX 9004 system is in a 1472 kbps H.323 call with a ViewStation FX system, the ViewStation FX audio will sound distorted if both sites send audio at the same time.	
Interoperability Westinghouse	VIDEO-60490	2.0	When using a Polycom remote control with the default channel ID of 3, the remote control signal can interfere with a Westinghouse LCD HD monitor.	To work around this issue, change the channel ID of the remote control and Polycom HDX system.

Category	Issue ID	Found in Release	Description	Workaround
Localization	VIDEO-71092	2.5	Directory entries with localized names longer than 21 characters are truncated on the Edit Entry screen.	Limit localized names to 20 or fewer characters on the Edit Entry screen.
Localization	VIDEO-70798	2.5	Localized system names longer than 13 characters are truncated on some of the system's local interface screens.	Limit localized system names to 13 or fewer characters.
Localization	VIDEO-70797	2.5	Localized meeting names longer than 14 characters are truncated on some of the system's local interface screens.	Limit localized meetings names to 14 or fewer characters.
Localization	VIDEO-70796	2.5	Localized Names in the directory longer than 17 characters are truncated on some of the system's local interface screens.	Limit localized names in the directory to 17 or fewer characters.
Localization	VIDEO-80894	2.6	The tilde "~" and minus "-" symbols display as a box on the Calendar and Meeting Details screen when a user is using a Japanese version of Outlook running on the Japanese version of Windows and the Polycom HDX language is configured for Japanese.	
Logging	VIDEO-66818 VIDEO-66119	2.0.5_J	By default, both system and error logs downloaded from a Polycom HDX system are named log.txt.	When downloading multiple logs, rename the logs to have unique names.
Monitors	VIDEO-51308	1.0	User interface distortion might occur if a monitor is configured with a 4:3 aspect ratio for a resolution of 1280 x 720.	
Monitors	VIDEO-53390	1.0	Distorted video may occur in a multipoint call between PAL and NTSC systems if **Zoom People Video to Fit Screen** is enabled.	
Monitors	VIDEO-58841	2.0	When Dual Monitor Emulation is enabled, the composite video in multipoint calls with five or more sites is clipped on the left and right sides.	

Category	Issue ID	Found in Release	Description	Workaround
Monitors	VIDEO-82953	2.6	The only supported display for the Polycom HDX 4000 system is the Polycom display. If a third party display is connected to the Polycom HDX 4000 system, the Polycom HDX 4000 system will turn off if already powered on, or will not power on if in a powered off state.	.
Monitors	VIDEO-60148	2.0	If Monitor 1 is connected to the Polycom HDX system using a different format than what is configured in the user interface, you may get a blank screen.	Press and hold the **Display** button on the remote control, then select the appropriate format in the remote control window. Or change the monitor format using the web interface.
Monitors	VIDEO-77493	2.6	If a VGA monitor is connected to a Polycom HDX 9004 system, a Polycom HDX 9001 system, or a Polycom HDX 9002 system, the HDX system splash screen is tinted green.	Manually configure the HDX system and the monitor to match each other.
Monitors	VIDEO-77493	2.6	If a monitor does not support the timing mode selected by U-Boot for its splash screen, the video artifact will depend on the monitor.	
Monitors	VIDEO-70791	2.5	Some monitors may fail to correctly center video and user interface screens from a Polycom HDX system. If this occurs, use your monitor's horizontal adjustment feature to center the video.	
Monitors	VIDEO-77975	2.5.0.7	If a computer is connected to a Polycom HDX system, and the computer's monitor is configured to turn off after a period of inactivity, the monitor will automatically send content when the monitor wakes if **Send Content When PC Connects** is enabled. **Send Content When PC Connects** is enabled by default.	To avoid this issue, go to **System** > **Admin Settings** > **Cameras** > **Camera Settings** and disable **Send Content When PC Connects**.

Category	Issue ID	Found in Release	Description	Workaround
Monitors	VIDEO-77717	2.5.0.7	When a Polycom HDX system wakes up, Monitor 3 displays distorted video if: • The VCR/DVD Record Source value for Monitor 3 is Monitor 2. • Monitor 2 has the following settings: - Video Format: Component YPbPr - Resolution: 1080p - Output Upon Screen Saver Activation: No Signal	To work around this issue, change the monitor settings or turn Monitor 2 off and then on.
Monitors	VIDEO-84273	2.6.1	If monitor resolution is set to 1920 x 1080, **Elapsed time in call** information overlaps a part of the **Far Site Name** when the far site name is in 15 double byte characters or more.	To prevent this problem, limit number of double-byte characters in the near end Site Name to 14 characters.
Multipoint	VIDEO-71756	2.5.0.4	A multipoint H.331 broadcast mode call is not supported.	
Multipoint	VIDEO-74435	2.5.0.4	When a Polycom HDX system is hosting a multipoint call and is set to **Auto Answer Multipoint Video** and has a meeting password set, a Polycom CMAD or PVX system will not be able to join the call unless it is the first endpoint to connect to the Polycom HDX system.	Set **Auto Answer Multipoint Video** to **No** on the endpoint that is hosting the call.
Multipoint	VIDEO-75829	2.5.0.5	If a system hosting a multipoint call is configured for a meeting password and the **Auto Answer Multipoint Video** setting is set to **Yes**, some meeting password prompts do not display. Specifically, when the second endpoint to call in dials from the web interface, the meeting password prompt is displayed on the second endpoint's local system interface but not on the web interface.	Do one of the following: • Before dialing, enter the meeting password in the **Meeting Password** field on the Place a Call screen in the web interface. • Enter the meeting password using the local system interface.
Multipoint	VIDEO-76240	2.5.0.6	Video from an iPower system is not visible when a Polycom HDX system is hosting a multipoint call.	Place a point-to-point call or have each endpoint call into a video bridge.

Category	Issue ID	Found in Release	Description	Workaround
Multipoint	VIDEO-78352	2.6	When a Polycom HDX system uses the Conference on Demand (COD) functionality, a seven-way call is the largest conference that will connect.	Use a Polycom RMX system to host the multipoint call if more than seven participants is required.
Multipoint	VIDEO-88455	3.0	Do not use the HDX system's internal multipoint feature with direct connect calls.	
Network	VIDEO-51811	1.0	Starting a Polycom HDX system without a LAN connection and subsequently connecting the LAN may cause the LAN interface to fail to come up.	Restart the system with the LAN connected.
Network	—	—	When you change the network interface attached to a Polycom HDX system from PRI to QBI, make sure to uncheck the box **Calling Endpoint Uses the Original ISDN Number** before disconnecting the PRI interface. To do this, go to **System** > **Admin Settings** > **Network** > **ISDN**.	
People+ Content™ IP			People+Content IP is unavailable when your security profile is set to **Maximum**.	
People+ Content IP	VIDEO-75903	2.5.0.6	During installation, InstallShield might display an incorrect version number for People+Content IP.	
People on Content™	VIDEO-65397	2.0.3	When using Polycom People on Content on a Polycom HDX 4000 system, do not preview camera 2 before activating People on Content.	
People on Content	VIDEO-90596	2.6.1	When using People on Content with the foreground camera's **White Balance** set to **Auto**, the background video may deteriorate over time and blend in with the video of objects in the foreground.	Set the foreground camera's **White Balance** to **Manual** before calibrating the camera for use with People on Content or enabling People on Content.

Category	Issue ID	Found in Release	Description	Workaround
Polycom Touch Control	VIDEO-91751	3.0.2	After you disconnect the Polycom Touch Control and press a button on the remote, the HDX home screen returns after 30 seconds. Also, if you unpair the device through the web UI using the **Forget This Device** button, the home screen reappears.	
Polycom Touch Control	VIDEO-91743	3.0.2	When upgrading from a previous software release to the current software release, the Android 2.2 operating system might encounter an open application and the Android 2.2 "Force Close" message is displayed.	Press Enter to close the associated open application and the upgrade process will continue as designed.
Polycom Touch Control	VIDEO-89551	3.0.0.2	On occasion when adjusting the volume or brightness slider, the slider does not respond.	Try again.
Polycom Touch Control	VIDEO-89553	3.0.0.2	When entering a Meeting Password, asterisks (*) are shown. However, if you navigate away from the screen and back to it, the asterisks are no longer being displayed even though the meeting password has been entered. Also, the information screen shows a green icon indicating that the meeting password has been set.	
Power	VIDEO-80751	2.6	If a Polycom HDX system does not have an internal battery and is configured to use a time server, the Polycom HDX system will go to sleep shortly after restarting if idle. This is due to the Polycom HDX time being set to the year 1970 until successful connection to the time server. Once the connection to the time server is made, the screen saver wait time is exceeded and the Polycom HDX goes to sleep. This is normal behavior.	

Category	Issue ID	Found in Release	Description	Workaround
Power	VIDEO-78532	2.5.0.6	When a broadcast storm is created by having two Polycom HDX systems connect to a hub and a cable connecting two ports of the hub together, after approximately 10 minutes a Polycom HDX system will freeze for several seconds, clear, and then freeze again.	Connect a Polycom HDX system to a switch or dedicated LAN port.
Power	VIDEO-78531	2.5.0.7	When four Polycom HDX systems are connected to a LAN through the same 10M hub, a Polycom HDX system restarts if two Polycom HDX systems are in a 4M call with the other two Polycom HDX systems.	Use a switch or dedicated LAN port instead of a hub.
Presence	VIDEO-80195	2.6	When a Polycom HDX system is configured to a directory server that supports presence (LDAP, Office Communications Server), presence status is not displayed when a directory search is performed. Presence will be displayed once the directory entry is added to Favorites.	
Profiles	VIDEO-51310	1.0	Profiles do not save Monitor 2 settings.	
Profiles	VIDEO-54970	1.0.2	If the profile you upload to a Polycom HDX system includes registration with multiple Global Management System servers, only the first server is registered after the system restarts.	Manually register with the other servers.
Provisioning	VIDEO-80708	2.5.0.7	If a Polycom HDX system is configured by the Polycom CMA server to disable **Security Mode**, the user will be prompted with a log in when attempting to navigate to the Polycom HDX web interface. The log in window will reappear even if the user enters the log in information.	Close the web browser session and navigate to the Polycom HDX system's web interface.

Category	Issue ID	Found in Release	Description	Workaround
Provisioning	VIDEO-83273	2.6.1	Occasionally, when a Polycom HDX system is being managed by Polycom CMA 5.0, the CMA CDR records for the Polycom HDX endpoint may not list all the calls the Polycom HDX system has placed.	Use the CDR file saved locally on the Polycom HDX system endpoint.
Provisioning	VIDEO-80755	2.5.0.5	Polycom HDX systems do not successfully register to the CMA provisioning server if the user name contains a dash.	Use a user name that does not contain a dash.
Provisioning	VIDEO-80754	2.5.0.5	A HDX user will not be able to authenticate to the CMA server when going through the setup wizard if the user name is duplicated across multiple domains.	Use a unique user name.
Provisioning	VIDEO-75458	2.5.0.5	If a Polycom HDX system is configured for provisioning from the Polycom CMA server, you will be unable to log in if **Secure Mode** in the Polycom CMA site provisioning profile is enabled.	Disable **Secure Mode** in the Polycom CMA site provisioning profile. Reconfigure the Polycom HDX system with the new profile settings.
Provisioning	VIDEO-80710	2.5.0.6	When the Polycom CMA provisions the Polycom HDX system with a scheduled provisioned profile that includes the password for a Global Directory (GDS), the Polycom HDX system is updated with the password. However, the user interface screen will show that the password has been provisioned, but the web interface will not.	
Provisioning	VIDEO-80707	2.6	The ISDN Gateway check box is not enabled or disabled on the Polycom HDX system when the Polycom CMA Administrator has pushed a scheduled provisioning profile that includes provisioning values on pages of the Polycom CMA scheduled provisioning pages other than the **Video Network** > **IP Network** > **H.323 Settings** page.	Provision the Polycom HDX system with values only on the **Video Network** > **IP Network** > **H.323 Setting**s page or manually update the Polycom HDX system via the local system interface or web interface.

Category	Issue ID	Found in Release	Description	Workaround
Provisioning	VIDEO-75459	2.5.0.5	If a Polycom HDX system is configured for provisioning from the Polycom CMA server, you will be unable to log into the system if the following conditions are met: • **Secure Mode** in the Polycom CMA site provisioning profile is enabled. • the **DoD DSN Security Profile** is configured.	To work around this issue, delete the system settings by pressing and holding the restore button on the Polycom HDX system for 15 seconds while the Polycom HDX system powers on. Disable **Secure Mode** in the Polycom CMA site provisioning profile.
Provisioning	VIDEO-86491	2.6.1	In some environments, the **Recent Calls** button might disappear from the HDX system's Home screen after CMA v5 configures a system using scheduled provisioning.	Use automatic provisioning and then configure the Home screen using the HDX system's web interface.
Remote Control	VIDEO-56317	2.0	When the Display button is held down, the Polycom HDX remote control displays some video output formats that are not available for Polycom HDX 4000 and Polycom 8000 HDX systems.	
Remote Control	VIDEO-82739	2.6	A document will occasionally fail to print when an ISDN call is made and either endpoint performs an action with the remote control. This print failure will occur when two Polycom HDX systems have the following settings: • PC and printer attached • Serial port mode set to pass through • Baud rate set to 115200 • Flow control to None	Set the baud rate to 57600.
Sample Sites	—	—	Polycom provides sample numbers in the Polycom HDX directory, as well as video test numbers that you can use to test your Polycom HDX system. Please be aware that these numbers may occasionally be unavailable.	

Category	Issue ID	Found in Release	Description	Workaround
Security	VIDEO-91358	3.0.2	When External Authentication is enabled, local User credentials do not allow access to the HDX system.	Use local Admin credentials.
Security	VIDEO-51330	1.0	The Security page in both the local and web interface does not correctly report Telnet, SNMP, or Web connections.	
Security	VIDEO-52300	1.0	Polycom HDX systems do not issue an SNMP alert for failed or successful attempts to log in via Telnet.	
Security	VIDEO-61292	2.0	When a Meeting Password is set on a Polycom HDX 8000 HD system and multiple sites call it and enter the password in rapid succession, the Polycom HDX 8000 HD system displays blue video.	Press **Home**, then **Near** on the remote control.
Security	VIDEO-67094	2.0.5_J	If you attempt to configure an invalid User ID on a system (one that does not meet the system's security policy), you may get an error message that mentions the Admin ID rather than the User ID.	
Security	VIDEO-67093	2.0.5_J	If you attempt to configure an invalid Admin ID on a system (one that does not meet the system's security policy), you may get the error message `You must specify an Admin ID` rather than one stating that the ID was invalid.	
Security	VIDEO-71560	2.5.0.1	When you change password creation policies, the changes apply to newly created/changed passwords but do not apply to the passwords that existed before the policy change.	
Security	VIDEO-76242	2.5.0.6	In an encrypted point-to-point or multipoint SIP call, the local system interface displays the correct encryption status, but the web interface displays `--|9|`.	

Category	Issue ID	Found in Release	Description	Workaround
Security	VIDEO-82737	2.6	When the Polycom HDX system has Security Mode enabled, you cannot access the system via telnet port 23 or 24. However, the Security Settings screen will still show a green check mark next to **Telnet**.	
Security	VIDEO-86932	3.0	Because Internet Explorer version 8 shares cookies between all active sessions, you might experience unexpected behavior when managing multiple machines within the same instance of Internet Explorer.	
Security	VIDEO-85889	3.0	If you select the **Maximum** Security Profile during the setup wizard, any user account information you enter during the setup wizard is not valid after system restart. Active Directory authentication is enabled by default in the **Maximum** profile, which disables the local user account configured on the HDX system.	
Security	VIDEO-84571	3.0	Polycom's Web UI does not enforce session timeouts if you connect using a Chrome browser. Also, if you log out of a web interface session and subsequently navigate back to the web interface, the Chrome browser will “remember” the previous login and will not require you to log in again.	
Security	VIDEO-88401	3.0	When configuring the Maximum Security Profile during the setup wizard, ensure that **Require Login for System Access** is selected.	
Security	VIDEO-88706	3.0	When configuring the Maximum Security Profile during the setup wizard, ensure that mutual certificate authentication is selected on the Certificates page.	

Category	Issue ID	Found in Release	Description	Workaround
Security	VIDEO-88708	3.0	Immediately after installing a certificate revocation list on the Revocation page of the HDX system's web interface, the restart button on that page has no affect.	Navigate away from the page and then back to it to use the restart button.
Security	VIDEO-88709	3.0	If you have configured the HDX system with a security profile other than maximum and have required that users log in to access the system, non-administrative users will be unable to use the system if they attempt to access a page that requires administrator credentials.	If possible, enter the admin ID and password.
Security	VIDEO-89998	3.0.1	Our current 802.1X implementation on HDX systems supports RFC 2716 only. Other protocols are not supported.	
Security	VIDEO-90405	3.0.1	For security reasons, HDX systems do not support basic or plain text authentication with any SIP server as per RFC 3261.	
SNMP	VIDEO-60341	2.0	The Main Camera Up trap is not sent when a Polycom HDX system starts up.	
SNMP	VIDEO-76856	2.5.0.7	Polycom HDX systems do not issue an SNMP alert for excessive Jitter or Latency in a call.	
Software Update	VIDEO-51312	1.0	Polycom HDX systems do not time out in software update mode if they are waiting for user response.	

Category	Issue ID	Found in Release	Description	Workaround
Software Update	VIDEO-65263	2.0.2	You may observe black video when performing software update on a Polycom HDX 9000 system configured for DVI 1280 x 720 50 Hz. Allow the software update to complete normally. Do not power off the system during the software update process. If the upgrade is interrupted, the system could become unusable.	
Software Update	VIDEO-51950	1.0	When running a software update, you may see video artifacts on secondary monitors. The primary monitor will display the Software Update status screen.	
Software Update	VIDEO-52368	1.0	Use the local user interface or web interface to change monitor settings rather than the configuration screens provided with Software Update.	
Software Update	VIDEO-53198	1.0	When updating a Polycom HDX system that is behind a Linksys router, the update stalls unless the computer you are using to run the update is configured as host on the network.	
Software Update	VIDEO-60317	2.0	If the Software Update page does not load after a few seconds, click the browser's Refresh button.	
Software Update	VIDEO-60301	2.0	While a software update is in progress, additional browser sessions that attempt to connect to the system may fail to do so, even though the update is proceeding normally.	

Category	Issue ID	Found in Release	Description	Workaround
Software Update	VIDEO-67352	2.5	Polycom HDX 7000 series or Polycom HDX 8000 series systems customers in a PAL environment will switch to Component monitor output after a Software Update is run with Erase System Flash Memory selected. After the update, hold down the remote control Display button and change the monitor output type.	
Software Update	VIDEO-71246	2.5	Downgrading Polycom HDX software from version 2.5 (or later) to 2.0.x (or earlier) erases the system's local directory and CDR file.	To preserve this information, use the system's web interface to download it to your computer before the update.
Software Update	VIDEO-75808	2.5.0.6	If you perform a software update on a Polycom HDX system using Microsoft Internet Explorer 8.0, you cannot type in some text fields. Instead, you must use the **Browse** button. This limitation applies to the following fields: • **Utilities** > **Profile Center** > **Retrieve Settings** • **Utilities** > **Import/Export Directory** > **PC->HDX 7000 HD (Polycom HDX series number will vary based on your system)** • **Utilities** > **Screen Saver** > **Next** > **Screen Saver Image**	
Software Update	VIDEO-76323	2.5.0.6	If you select a static IP address in the setup wizard, the following message appears: `loadXMLDoc: Something is wrong "Access is denied."`	To regain access to the software update in the web interface, click **OK** on the message and then type the new IP address into the Address field of the web browser.
Software Update	VIDEO-88036	3.0	The Software Update feature might occasionally fail to upload an update package successfully.	Refresh the browser page. When the option to select an update package appears, reselect the update package.

Category	Issue ID	Found in Release	Description	Workaround
Software Update	VIDEO-86401	3.0	Polycom GMS™, Polycom Readi*Manager* SE-200, and Polycom CMA using scheduled provisioning cannot manage HDX systems that have session lists enabled.	Disable session lists on the HDX system's security settings.
Software Update	VIDEO-88037	3.0	If you upgrade the HDX software by using a USB stick while you are logged in to the HDX system through the web interface, you might still see pages from the older version of HDX software after the upgrade.	Refresh the browser.
Software Update	VIDEO-88883	3.0	Polycom HDX system version 3.0 uses a new, more secure method for storing passwords. As a a result, you must reconfigure the admin password if you downgrade from version 3.0 or later to a version earlier than 3.0.	
Software Update	VIDEO-88884	3.0	To upgrade to HDX system version 3.0 from version 2.0.3 or earlier, upgrade to version 2.6.1 before upgrading to any later versions.	
Software Update	VIDEO-93526	3.0.3	After a factory reset, upgrading Polycom Touch Control software from version 1.0.x to 1.3.x displays this message: "The application PolycomContentService (process polycom. contentService) has stopped unexpectedly. Please try again.". The only option is **Force Close**.	Whether or not you click **Force Close**, the upgrade completes successfully.

Category	Issue ID	Found in Release	Description	Workaround
Transcoding	VIDEO-81287	2.6	If a Polycom HDX system hosting a multipoint call has been configured to display content on Monitor 2, content will be displayed on Monitor 1 if a far-end system sends content under the following circumstances: • Transcoding is set to OFF. • A multipoint mixed call (IP, ISDN, SIP) is placed. • Downspeeding occurs.	Enable Transcoding.
User Interface	VIDEO-60004	2.0	On the Call Statistics screen, the video rate used may appear to exceed the negotiated video rate. This is a statistics issue only and does not reflect what is actually happening on the network.	
User Interface	VIDEO-61209	2.0	It may take several minutes for the LAN status indicator to update after the LAN has been reactivated.	
User Interface	VIDEO-61293 VIDEO-65440 VIDEO-63086	2.0.1, 2.0, 2.0.2	The user interface could redraw improperly after repeated changes to the configuration of Monitor 1.	Navigate to another user interface screen, then return to the original screen. If this does not resolve the issue, restart the system.
User Interface	VIDEO-62867	2.0.0_J	When a system is configured for **Basic Mode**, it does not report far-site information correctly.	
User Interface	VIDEO-81340	2.5.0.5	On the Country screen of the setup wizard, you cannot use the Down arrow key on the remote control to access the **Country** drop down box.	To work around this issue, use the Up arrow key on the remote control or complete the setup wizard using the web interface.

Category	Issue ID	Found in Release	Description	Workaround
User Interface	VIDEO-81300	2.5.0.5	If a Polycom HDX system is connected to a LAN port with EAP enabled, but EAP is not enabled on the Polycom HDX system, the Polycom HDX system will report IP network connectivity is up (indicated by a green arrow) when it should show IP connectivity is down (indicated by a red arrow).	Enable EAP/802.1X on the LAN Properties page or move the Polycom HDX system to a LAN port that does not have EAP enabled.
User Interface	VIDEO-69792	2.5	The statistics for receive content show the maximum that might be received rather than the rate currently being received.	
User Interface	VIDEO-69620	2.5	When you add Polycom HDX system microphones one at a time, the Diagnostics screen may list the version of the first microphone as None. If multiple microphones are connected and you restart the system, they are all correctly displayed.	
User Interface	VIDEO-65940	2.0.5_J	Selecting the space bar in the onscreen keyboard toggles between upper-case and lower-case letters.	
User Interface	VIDEO-80600	2.5.0.7	Polycom HDX 6000, 7000, and 8000 systems do not show the IPv6 addresses on the System Information screen when connected to an IPv6 network. This information is displayed in the web user interface under **Diagnostics** > **System Information**.	
User Interface	VIDEO-80412	2.5.0.5	The Polycom HDX system displays an IP address of `0.0.0.0` on the LAN Properties screen when the LAN cable is disconnected, even if a static IP address was configured on the Polycom HDX system.	

Category	Issue ID	Found in Release	Description	Workaround
User Interface	VIDEO-90228	3.0.1	In a point-to-point call, if the option box **Display Icons in a Call** is not enabled, pressing **Options** or **Camera** on the remote control or the keypad may not work correctly. Pressing the buttons will cause nothing to occur. **Display Icons in a Call** cannot be enabled while in a call, so the setting must be adjusted before or after calls.	Press **Home** to return to the main menu and press **Options** or **Camera**.
Video	VIDEO-93527	3.0.3	When two HDX endpoints configured to connect at different bit rates greater than 600 k are brought into an AV/MCU-based CCCP, the video experience might be poor, due to inconsistent rates across the conference.	Set Maximum Transmit/Receive Bandwidth fields to be consistent among all HDX systems in the environment. For any devices that might be used in a CCCP conference on the Microsoft AV/MCU, set bit rates at or below 768 k.
Video	VIDEO-91542	3.0.2	During an ISDN point-to-point call, video might sometimes not display on the HDX 9006 when the HDX is paired to a Polycom Touch Control.	
Video	VIDEO-90464	3.0.2	The EagleEye Director may indicate variance in the zoom ratio when tracking to a speaker and then retracking to the same speaker during the video conferencing session. Depth information used in the zoom algorithm may be unreliable due to the microphone configuration for pan and tilt.	
Video	VIDEO-80580	2.6	Occasionally, when a 6M point-to-point SIP call is made between two Polycom HDX systems, the called endpoint displays green video at the bottom of the screen for a couple of seconds when the call initially connects, then displays normal video.	

Category	Issue ID	Found in Release	Description	Workaround
Video	VIDEO-85838	3.0	Making rapid changes to the selected video source by using API commands might cause the HDX system to display frozen video from one of the sources. To prevent this situation from occurring, allow sufficient time between API commands.	Restart the HDX system.
Video	VIDEO-87018	3.0	You might occasionally notice brief video artifacts when cycling though layouts when using dual monitor emulation. The system will automatically correct these within a couple of seconds.	
Video	VIDEO-85839	3.0	If you use a computer as a People video source, the video on your HDX system might be slightly clipped.	
Web Interface	VIDEO-80675	2.6	A Polycom HDX system with a BRI card installed and configured for NI-1/NI-2 Switch Protocol does not have the Auto BRI Configuration option in the web interface. The local system interface does have the Auto BRI Configuration option.	
Web Interface	VIDEO-80674	2.6	When a Polycom HDX system is configured to automatically answer point-to-point video calls, the web interface does not display a message for an incoming POTS or ISDN voice call for the user to answer the call. The message asking you to accept the call is displayed on the local system interface.	Set **Auto Answer Video calls** to **No**. The pop-up message will then be displayed on the web interface.
Web Interface	VIDEO-80605	2.6	In the web interface, Ctrl+Z does not delete text entered into a text field.	Use the Delete key to delete text from a text field.
Web Interface	VIDEO-80603	2.5.0.4	Searching the Directory via the web user interface takes up to 45 seconds to retrieve entries if Directory searches are happening on more than 4 simultaneous web interface sessions.	Ensure that only one user at a time performs a directory search.

Category	Issue ID	Found in Release	Description	Workaround
Web Interface	VIDEO-80106	2.6	Polycom HDX systems generate an SNMP alert for each web interface request.	
Web Interface	VIDEO-80092	2.6	Occasionally, when configuring the Calendaring Service from the web interface, the green registration check mark is not displayed after selecting the Update page.	Refresh the browser page or configure the Calendaring Service from the local system interface.
Web Interface	VIDEO-80074	2.5.0.5	Polycom HDX systems with a V.35 card installed do not issue an SNMP alert when H.320 is enabled or disabled via the web interface.	
Web Interface	VIDEO-80073	2.5.0.5	Polycom HDX systems with a PRI card installed do not issue an SNMP alert when H.320 is enabled or disabled via the web interface.	
Web Interface	VIDEO-79759	2.6	Directory group names do not display correctly in the web interface when using Internet Explorer 7 with either Simplified Chinese, Traditional Chinese, or Korean languages.	Use Internet Explorer 6 or Internet Explorer 8.
Web Interface	VIDEO-77721	2.5.0.6	After performing a system reset on a Polycom HDX 9004 or Polycom HDX 6000, the **Wake System** button on the Camera Settings web interface page might be missing when the system goes to sleep for the first time. The **Wake System** button is displayed on the web interface after the system is awakened by the remote control.	

This document does not include known issues for HDX systems deployed in Avaya or Broadsoft environments. For information about the known issues in those environments, refer to the Polycom deployment guides for those solutions.

Hardware and Software Requirements

To use the web interface, you need Microsoft Internet Explorer 6.x, 7.x., or 8.x.

To integrate a Polycom SoundStation IP 7000 phone with a Polycom HDX system, use the following software versions:

SoundStation IP 7000 phone software version	Polycom HDX series system software version
3.2.1 or 3.2.2 and BootROM 4.2.0	2.5.0.7, 2.5.0.8
3.2.3 and BootROM 4.2.2	2.6.0, 2.6.0.2, 2.6.1, 2.6.1.3
3.3.1 and BootROM 4.3.1	2.6.1.3, 3.0, 3.0.0.1, 3.0.0.2, 3.0.1, 3.0.2, 3.0.2.1, 3.0.3, 3.0.3.1

Interoperability

For more information about using Polycom HDX systems as part of a Polycom–partner product solution, refer to the Polycom–partner product deployment guides available at support.polycom.com.

The following Point Tilt Zoom (PTZ) cameras are supported for use with Polycom HDX systems:

- Polycom EagleEye View (requires HDX system software 2.6 or later)
- Polycom EagleEye HD
- Polycom EagleEye 1080 (requires HDX system software 2.5 or later)
- Polycom EagleEye II (requires HDX system software 2.6.1 or later)
- Polycom EagleEye III (requires HDX system software 3.0.1 or later)
- Polycom EagleEye Director (requires HDX system software 3.0.1 or later)
- Polycom PowerCam™ Plus (SD camera)
- Polycom PowerCam (SD camera)
- Sony EVI-D30/31 (SD camera)
- Sony EVI-D70 / Vaddio WallVIEW 70 (SD camera)
- Sony EVI-D100 / Vaddio WallVIEW 100 (SD camera)
- Sony BRC-300 / Vaddio WallVIEW 300 (SD camera)
- Elmo PTC-100S/110R/150S/160R (SD camera)
- Canon VC-C50i/Vaddio WallVIEW 50i (SD camera)

- Sony BRC-H700
- Sony EVI-HD1

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 may 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 may make different selections. This process should not affect the quality of the call.

Polycom HDX 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 the HDX systems software 3.0.3 release.

Type	Product	Version
NAT/Firewall/Border Controller	Linksys WRT54G2	1.5.00
	NETGEAR FR114P	1.5 Release 14
	NETGEAR WGR614v10	1.0.2.26_51.0.59NA
	Polycom Video Border Proxy™ (VBP™) 5300 E/S, 4350 E, 6400 S	11.2.3
Management Systems and Recorders	Polycom RSS 4000	6.4.0, 7.0
	Polycom Video Media Center™ (VMC™) 1000	2.0 build 5.3.0.110
	Avaya ACM	R015x.02.1.016.4
	Cisco Unified Communications Manager	6.0, 7.0 (must use Polycom HDX software version 2.5.0.6_00_cisco-3966)
	Cisco 3745	12.4
	Codian 4505	4.2 (1.43)
	OpenSER	1.0.2
	Polycom CMA 4000, CMA 5000	5.5.0, 6.0
	Polycom Global Management System	7.1.10.1
	Polycom Distributed Media Application™ (DMA™) 7000	2.3, 3.0, 4.0
	Polycom Readi*Manager* SE200	3.0.7 ER1
	Polycom PathNavigator	7.0.14
	Polycom RMX 1000	2.1.2-25338
	Polycom RMX 2000™, Polycom RMX 4000	7.2, 7.6

Type	Product	Version
Management Systems and Recorders (*continued*)	Polycom RMX1500	7.2, 7.6
	Polycom MGC	9.0.4.3
	RADVISION ECS	7.1.2.12
Gatekeeper, Gateways, External MCU, Bridges, Call Managers	Radvision Scopia P10 Gateway	5.7.2.0.25
	TANDBERG Gateway	G3.2
	TANDBERG Gatekeeper	N6.1
Endpoints	Aethra X3	12.1.19
	Aethra X7	12.1.7
	Radvision Scopia XT1000	2.5.24
	LifeSize Express	4.7.17(1)
	LifeSize Express 220	4.8.0(59)
	LifeSize Room	4.7.17(1)
	LifeSize Room 200	4.7.17(1)
	LifeSize Team	4.1.1(17)
	LifeSize Team 220	4.8.0(59)
	LifeSize Desktop	2.0.2.191
	Polycom CMAD	5.1, 5.2
	Polycom CMAD MAC	5.1, 5.2
	Polycom DSTMedia Broad5	2.0.0
	Polycom DSTMedia K60	2.0.1
	Polycom iPower 9000	6.2.0.1208
	Polycom PVX	8.0.4, 8.0.16
	Polycom QDX® 6000	4.0.1.1
	Polycom V500, Polycom V700™	9.0.6.1
	Polycom ViewStation 512	7.5.4
	Polycom ViewStation FX	6.0.5
	Polycom SoundPoint® IP 601	3.1.7.0134
	Polycom SoundPoint® IP 650	3.3.1.0769
	Polycom VVX1500	3.3.1, 4.0.0, 4.0.1
	Polycom SoundStation IP 4000	3.1.7.0134

Type	Product	Version
Endpoints (*continued*)	Polycom VSX 3000, VSX 5000, VSX 6000	9.0.6.1
	Polycom VSX 7000, VSX 7000e, VSX 8000	9.0.6.1
	Sony PCS-1	3.42
	Sony PCS-G50	2.72
	Sony PCS-G70	2.63
	Sony PCS-XG80	2.30
	Sony PCS-TL50	2.42
	TANDBERG Edge95 MXP, MXP 880, MXP 1500, MXP 1700, MXP 6000	F9.1
	TANDBERG MXP 150	L6.1
	TANDBERG 6000 B Series	B10.3
	TANDBERG 6000 E Series	E5.3
	Cisco E20	TE4.0.0.246968
	Cisco C90	TC4.1.1, TC4.2
	Cisco C20	TC4.1.1, TC4.2
	Cisco EX90	TC4.1.1, TC4.2
Microsoft Office Communications Server and Microsoft Lync™ Server 2010 Solution	Microsoft Office Communications Server 2007 R2	2007 SP2
	Microsoft Office Communicator Client R2	3.5.6907.225
	F5 BIG-IP Load Balancer 1500	9.1.2 (40.2)
	Microsoft Exchange 2010 server	Update 3
	Microsoft Exchange 2007 server	Update 4 SP2
	Microsoft Outlook 2007	2007 SP2
	Lync2010 SP0	4.0.7457.0
	Lync2010 client	4.0.7577.275
	Exchange 2010 SP0	14.00.0702.000
	PCO	1.0.2 build 1
BroadSoft Solution	BroadSoft BroadWorks	16 SP1

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