

Release Notes

Polycom® HDX® Systems, Version 2.6.0.2



Polycom is pleased to announce the latest release of Polycom® HDX® hardware and software. This document provides the latest information about the Polycom HDX systems and version 2.6.0.2 software.



Version 2.6.0.2 supersedes version 2.6.0.1 and 2.6.

When downgrading from version 2.6.1, Polycom strongly recommends that you downgrade first to version 2.6.0.2, then to the desired software release. When you use the Software Update feature to downgrade or perform a factory restore from version 2.6.1 to a version between 2.5.0.4 and 2.6 (inclusively), you might rarely encounter a failure. You can identify this specific failure by the `failed to update gennum flash` message displayed on the HDX web interface. If you see this message during a downgrade or factory restore, you can repeat the downgrade or factory restore to successfully update the system. Please note that the first repetition of the software update or factory restore might not be sufficient to correct the problem. You should repeat the process several times until it completes successfully.

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



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

Using the HTTPS protocol ensures that the configuration of all login credentials (such as user names and passwords) are transmitted using an encrypted channel. This includes those credentials 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.

Software Version History

Software Version	Description
2.6.0.2	Correction for an issue recently observed at the factory in which Polycom HDX systems restarted intermittently while in a call. Polycom recommends upgrading to 2.6.0.2 if currently at 2.6 or 2.6.0.1.
2.6.0.1	Correction for a rare issue that occurred when downgrading or performing a factory restore from version 2.6.1 to a version between 2.5.0.4 through 2.6. Replaced version 2.6.
2.6	Support for the Polycom HDX 9006 system and the Polycom EagleEye View camera.

Installing Version 2.6.0.2

To update your system software, use the web-based Software Update. You must have an upgrade key to install version 2.6.0.2 on any Polycom HDX system with a version earlier than 2.6.



Polycom recommends storing your system settings using profiles and downloading your system directory before updating your system software. Do not manually edit locally saved profile and directory files. See the *Administrator's Guide for Polycom HDX Systems* for more information.

To access Software Update:

- 1 Go to <http://www.polycom.com/support> and navigate to your product page.
- 2 Download the Polycom software update package for your system.
- 3 In the browser address line of Internet Explorer 6.x, 7.x, or 8.x, enter the system's IP address, for example, <http://10.11.12.13>, to access its web interface.
- 4 If Security Mode is enabled on the system, you must use secure HTTPS access, for example, <https://10.11.12.13>. Click **Yes** in the security dialog boxes that appear.
- 5 Enter the Admin ID as the user name (default is "admin"), and enter the Admin remote access password, if one is set.
- 6 Go to **Admin Settings > General Settings > Software Update**, and follow the instructions on the screen.

Systems will perform an internal restart before running Software Update. If you are updating a Polycom HDX system using a web browser, the internal restart is not visible from the web interface. This change guarantees that memory is freed up in the system before the update is performed.

Installing on a Polycom HDX System Under Warranty or a Service Plan

If the Polycom HDX system on which you are installing software is under warranty or a service plan, a license number is not required for installation. To obtain an upgrade key and complete installation, go to the Polycom Partner Resource Center (PRC) and enter the Polycom HDX system's serial number.

For more detailed information about installing Polycom software, see *Installing Polycom HDX Software and Options* available at www.polycom.com.

Installing Using a Management Server in Traditional Management Mode

If you install version 2.6.0.2 on a Polycom HDX system that is in traditional management mode, you must use a management system that supports the new Software Update method involving an internal restart in order to later run Software Update on the system. Polycom Converged Management Application™ (CMA™) version 4.1.4 or later, Polycom Global Management System™ version 7.1.10, and Polycom ReadManager™ SE200 version 3.0.7 support the new Software Update method.

Installing an Older Version on a 2.6.0.2 System

If you reinstall an older version of software on a system that shipped with or has already been upgraded to 2.6.0.2, Polycom recommends performing a **Custom** installation and selecting **Erase System Flash Memory**.

New Hardware

The following sections describe new Polycom HDX hardware.

New Polycom HDX™ 9006 Integrator System with 1080

The Polycom HDX™ 9006 system is the latest integrator's codec in the Polycom HDX 9000 series. It incorporates elements of performance, flexibility, and quality for custom video conferencing integration, with a few additional capabilities. The Polycom HDX 9006 system supports 4-way calling when configured with the MPplus 4 port option key.



Video Inputs and Outputs

The Polycom HDX 9006 system has the following video inputs:

- The Polycom High Definition Camera Interface (HDCI) connectors for input 1 and 2 provide input for the main camera and second camera. These inputs support multiple formats in a single connector (Composite, S-Video, or Component YPbPr). As an alternative to the HDCI connector for Camera 1 input, you can use the optional Component BNC connectors and serial port to connect and control cameras without an HDCI connector.
- The BNC connectors for input 3, along with audio input 3, provide input for devices such as a VCR or DVD player with Component YPbPr outputs. When video input 3 is selected, audio from input 3 is included in the audio mix for the call.
- The DVI-I connector for input 4 offers both analog and digital formats (DVI or VGA) for sharing content from a computer. When video input 4 is selected, audio from input 4 is included in the audio mix for the call.

The Polycom HDX 9006 system has the following video outputs:

- The DVI-I connectors for outputs 1 and 2 deliver DVI (analog or digital), HDMI, VGA, and component YPbPr video formats for the main monitor and second monitor.
- The BNC connectors for output 3, along with audio output 3, provide Composite or S-Video output for recording a call using a VCR or other recording device.

Audio Inputs and Outputs

The Polycom HDX 9006 system has the following audio inputs:

- Two RJ-45 connectors for audio input from up to four digital Polycom HDX microphones or ceiling microphones, or a Polycom SoundStation IP 7000 with up to two additional microphones.
- Phoenix connectors for line input 1 support a single mono or stereo line-level microphone input.
- Phoenix connectors for analog input 3 provide stereo audio input for a video source connected to video input 3. This audio is only active when video input 3 is selected.
- Phoenix connectors for analog input 4 provide stereo audio input for the computer or other device connected to video input 4. This audio is only active when video input 4 is selected.

The Polycom HDX 9006 system has the following audio outputs:

- Phoenix connectors for output 1 support either mono or stereo audio output.
- Phoenix connectors for output 3 provide stereo audio output for recording a call using a VCR or other recording device.

Other Inputs and Outputs

The Polycom HDX 9006 system has the following additional connectors:

- Two-port, RJ-45 10/100 Mbps LAN switch: one for connecting the system to the LAN and one for connecting another device to the LAN.
- Phoenix IR connector.
- A DB-9, male, multi-purpose serial port for:
 - Control system i.e. Crestron or AMX
 - Camera PTZ
 - Vortex Mixer
 - Closed Captioning equipment
 - Transparent Data pass thru
- Peripheral slot for an H.320 module which supports QBRI, PRI/T1, PRI/E1, or serial supporting V.35, RS-449, or RS-530 with RS-366 dialing.

New Polycom EagleEye™ View Camera



Polycom introduces the new, exclusive Polycom EagleEye View. The Polycom EagleEye View camera is an electronic pan, tilt, and zoom (EPTZ) camera that includes built-in stereo microphones. The Polycom EagleEye View camera can be mounted in either the upright or inverted position. Other features include manual focus and a privacy shutter.

The Polycom EagleEye View camera can provide 1080p/30 fps video for all Polycom HDX™ 6000, Polycom HDX™ 7000, Polycom HDX™ 8000 and Polycom HDX 9000 series systems, except for the Polycom HDX™ 9002 and Polycom HDX™ 9004 systems.

The Polycom EagleEye View is available with the Polycom HDX 6000 system as the system camera and the main microphone. In addition, the Polycom EagleEye View can be used as an auxiliary camera on the Polycom HDX 9000 and Polycom HDX 8000 series systems. If these systems also include an audio source on the HDX microphone connector (for example, the Polycom microphone, the ceiling microphone, the Polycom SoundStation IP 7000, or the Polycom SoundStructure), the HDX system automatically disables the camera's built-in microphones.

To use the Polycom EagleEye View camera, systems must be running version 2.6 or later.

What's New in 2.6.0.2

The version 2.6.0.2 software includes the features and functionality of version 2.5.0.8, with the following additions.

New Home Screen

Version 2.6.0.2 includes a new Home screen in the local user interface. This new Home screen is displayed when you press Home on the remote control or keypad.

Together with the redesigned Place a Call screen, the new Home screen provides additional functionality with easier navigation. The navigation buttons that appeared in the center of the Place a Call screen, the time and date, the Availability Control, and the System button now appear on the new Home screen instead of the Place a Call screen.



Configuring the New Home Screen

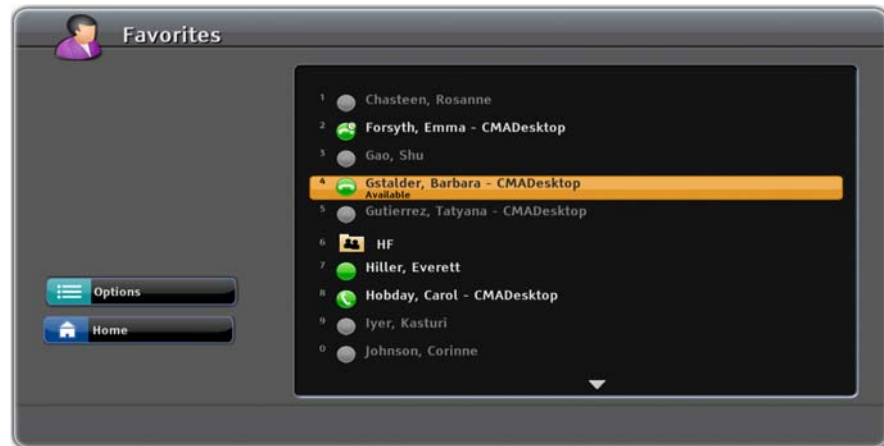
You can use the system's web interface to configure the buttons in the middle of the new Home screen.

You can also enable the other items that you want to display on the Home screen such as system name, local time and date, System button, speed dial entries, and Availability Control.

Favorites

The Contacts list home screen is now the Favorites screen. The Favorites screen displays all the Contacts in your Favorites list. New text labels describe the presence state of the highlighted Contact. You can add, edit, and delete

Contacts. Numbers have been added next to each Contact so that users can quickly place calls by pressing the corresponding remote control number button.



Favorite Groups

The Favorites group can have one level of subgroups inside of it. Any group that you create on the Favorites screen or Directory screen is automatically added as a local subgroup under Favorites; you cannot create a group within the global directory or anywhere else outside of Favorites.







You can put the same contact in more than one group. If the contact is a member of more than one group, deleting it simply removes it from the group you are viewing. If the contact is a local entry and is not a member of any other group, deleting it completely removes it from your system.



- You cannot rename a group. To change the name of a group, delete and recreate it.
- Version 2.6.0.2 replaces multisite entries with groups. To call multiple sites at one time in version 2.6.0.2, create and call a group. When you upgrade to version 2.6.0.2, any multisite directory entries you had will be converted to groups. Although previous versions limited multisite entries to the number of sites that the Polycom HDX system could call at one time, version 2.6.0.2 allows you to create groups that contain hundreds of entries.
- Previously you could specify a call speed for each multiple site entry. Now when you place a call to a group, the system uses the call speed specified on the Preferred Speeds screen as the preferred call speed for placing calls.
- Importing a large number of contacts (>200) that belong to the same group may take up to 10 minutes.
- A large number of local contacts (>200) in a group substantially delays system boot up time by up to 3 minutes.

Favorites and the Polycom CMA Presence Service

Polycom HDX systems can display up to 1,000 Contacts with real-time presence, as opposed to 200 in the previous release. And this release provides new Idle and In a Call presence states for systems registered with the presence service.

Icon	Presence	Description
	Available	The system is set to Available and is registered with a presence service.
	Do Not Disturb	<ul style="list-style-type: none"> The system is set to Do Not Disturb and is registered with a presence service. or The system is set to Available but is in a call and is not available to receive another call.
	In a Call	The system is set to Available and is registered with a presence service. It is in a call but is available to receive another call.
	Unknown Presence	The presence state is unknown. The Contact is a local entry or is not registered with a presence service.
	Idle	The system is a desktop client that is available but is currently idle.
	Offline	The system is powered off or is offline.

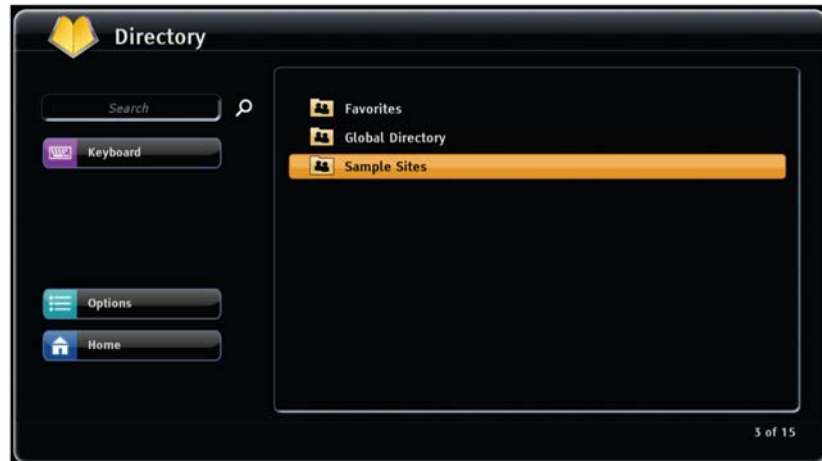
Directory Improvements

The Directory screen has been redesigned with easier navigation and additional functionality. You can select the onscreen Keyboard button to use the new QWERTY keyboard for searching the directory, or you can leave it hidden for faster access to other areas of the screen. And the new group support makes organizing and finding contacts easier than ever.

Navigating and Searching Directory Groups

Groups are now displayed as folder icons in the list view. Instead of selecting a group from the Group button, you select a folder to view or search within a particular group. Select the onscreen Back button to go up a level in the

directory structure. By default, version 2.6.0.2 displays the groups Favorites and Sample Sites at the top level, as well as Global Directory if the system is registered to a global directory server.



When you enter a name, the system searches only within the group you are currently viewing (shown at the top of the screen). If the system is registered with a Microsoft OCS or Polycom CMA global directory server, you must narrow your search if the group you are viewing contains more than 200 entries. This restriction does not apply to GDS directory servers.

Capacity for Searching the Directory and Displaying Contacts

Up to 200 search results can be displayed at a time in the directory, as opposed to 100 search results in the previous release. If the Polycom HDX system is registered to an LDAP directory server through a Polycom CMA system, it can display up to 200 groups within the Polycom Directory group.

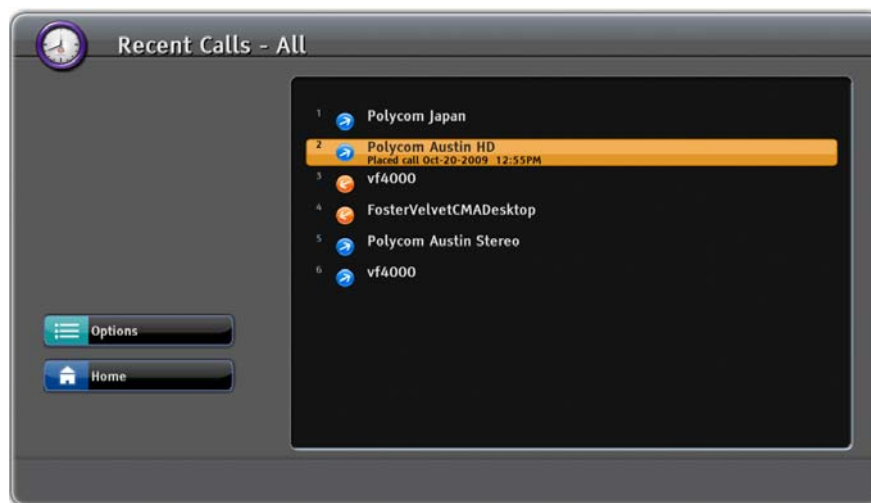
Previously, enabling **Save Global Directory to System** allowed Polycom HDX systems to display up to 4,000 Polycom GDS global directory entries. Now Polycom HDX systems display up to 4,000 Polycom GDS global directory entries regardless of the setting. However, if **Save Global Directory to System** is **not enabled**, all global entries disappear when the system loses connection with GDS and the Polycom HDX system restarts.

File Formats for Importing and Exporting a Local Directory

The Import/Export Directory utility in the web interface now saves local directory entries to a PC using .xml format. Version 2.6.0.2 can import .csv files saved in a previous HDX version or .xml files saved in version 2.6.0.2. However, you cannot import .xml files saved using version 2.6.0.2 into an older HDX version.

Recent Calls Improvements

The Recent Calls screen has been redesigned with additional functionality and easier navigation. New icons and text labels indicate whether each call was placed or received, and numbers next to each call allow users to quickly place calls by pressing the corresponding remote control number button. To filter the list, select **Options > Sort Options** and choose **All, Placed, or Received**.



The sort options Failed, By IP, By ISDN, Invert Date/Time, and Group by Site are no longer available.

Changes to Speed Dial

You can use the system's web interface to display up to six speed dial entries on the Home screen, depending on whether you have selected other items to display on that screen.



Up to six individual speed dial buttons replace the "Speed Dial" or "Sites" drop-down menu available in previous versions. If you need more than six speed dial entries in version 2.6.0.2, consider using Favorites.

Higher Frame Rates for Content

In point-to-point calls between Polycom HDX 8000 systems with Hardware Version B, Polycom HDX 7000 systems with Hardware Version C and Polycom HDX 9006 systems, you can use the camera connected via the DVI-I connector to send content at a higher frame rate.

With a Polycom HDX system running version 2.6.0.2, the frame rate varies for video configured as Content, but it can reach a maximum of 30 fps at high call rates.

These higher frame rates apply to call rates of 832 kbps and higher. Content sent at these higher frame rates use the highest possible resolution based on the camera and far end capabilities. Call rates below 832 kbps use the frame rate and resolution based on the camera's Motion and Sharpness settings.

Calendaring with Microsoft Exchange Server 2007

Polycom HDX systems can now connect to Microsoft Exchange Server 2007 and retrieve calendar information. Connecting to a calendaring service allows the Polycom HDX system to:

- Display the day's scheduled meetings, along with details about each.
- Hide or show details about meetings marked Private, depending on the configuration of the system.
- Display a meeting reminder before each scheduled meeting. The reminder window lets you view more details about the meeting.

If the meeting was created using the Polycom Conference Add-in for Microsoft Outlook, the Polycom HDX system can:

- Identify video-enabled meetings with an icon displayed on the system calendar.
- Let you join the meeting or get more information about it from the Calendar screen, or the meeting's Meeting Details screen.

The Polycom HDX system can be configured to display your personal calendar or a calendar for a resource (such as a conference room), depending on where the Polycom HDX system is located.

Viewing the Calendar on the Polycom HDX System

To view a list of today's meetings, highlight Calendar on the Home screen and press Select on the remote control or keypad. If your system is not configured to connect to the Microsoft Exchange Server, selecting Calendar from the Home page takes you to the Polycom HDX system's month view calendar.



Scheduling Meetings

To schedule a meeting using Microsoft Outlook, invite participants and resources as you do with any meeting. The meeting appears on the Polycom HDX system calendar. Select the calendar entry to view the connection details, and use this information to dial the call.

Making a Meeting Private

If you do not want details about the meeting displayed on the Polycom HDX Calendar, you can mark the meeting as private.



In the Polycom HDX Calendar, private meetings are listed as “Private Meeting.”

Meeting Reminders

The Polycom HDX system displays a reminder a short time before the meeting starts. If the system is not in a call, the reminder lets you join the meeting or get more information about it.

Reminders for video-enabled meetings also give you the option to join the meeting now. If the system is in a call, the system reminds you with a smaller reminder.

When the meeting is about to start, the system displays a reminder. If the system is not in a call and the meeting is not video-enabled, you see a reminder that the meeting is starting.

If the system is not in a call and the meeting is video-enabled, you can choose to join the meeting.

If the system is in a call, the system reminds you with a smaller reminder. You can then choose whether to end the current meeting and join the next meeting.

For more information about calendaring with Microsoft Exchange Server 2007, see the *Deploying Visual Communications Administration Guide* available at www.polycom.com.

Integration with Microsoft Office Communications Server 2007







Polycom HDX software version 2.6.0.2 has been qualified with Microsoft Office Communications Server 2007.

For more details about integration with Microsoft Office Communications Server, refer to the *Deploying Visual Communications Administration Guide* available at www.polycom.com.

Integrated Presence Icons for Microsoft Office Communicator and Polycom HDX contacts

Integration with Microsoft Office Communications Server 2007 allows Office Communicator users to see and place audio and video calls to Polycom HDX systems that have been added to the Microsoft Office Communicator Contacts List. Conversely, a Polycom HDX system can see and place audio and video calls to Office Communicator users that have been added to the Polycom HDX system Favorites list.

Polycom HDX systems and Office Communicator users in an integrated solution use the following presence icons to indicate presence states:

Icon	Presence State	Description
	Available	Indicates that the HDX system or Office Communicator user is available.
	In a Call	Indicates that the HDX system or Office Communicator user is in one of the following states: <ul style="list-style-type: none">• In a call• Accepting urgent interruptions only• Busy• Inactive• In a Conference• In a Meeting
	Do Not Disturb	Indicates that the HDX system or Office Communicator user is set to Do Not Disturb.
	Away	Indicates that the Office Communicator user is away.
	Presence Unknown	Indicates that the presence state of the HDX system or Office Communicator user is unknown.
	Offline	Indicates the HDX system or Office Communicator user is offline.

Import Office Communications Server Contacts

In version 2.6.0.2, you can import up to 200 contacts from the Office Communications Server.

Manage Contacts Using Office Communicator

Version 2.6.0.2 allows you to manage your contacts and groups using Office Communicator.

Changes made to contacts and groups using Office Communicator are sent immediately to your Polycom HDX system and are displayed under Favorites.

View and Call Office Communicator Groups from a Polycom HDX System

In version 2.6.0.2 you can view and call Office Communicator groups from a Polycom HDX system.

There are some groups that cannot be called. You cannot call a group if the number of contacts in a group exceeds the system's multipoint capability, or if the group contains another group.

Office Communications Server Directory Search

When integrated with Office Communications Server, a Polycom HDX system can search the Directory for other Office Communications Server users who are not in the Polycom HDX system's Favorites list. This search sends queries to the corporate directory through Office Communications Server.

Searching is performed on the last name only and generates a match only if the beginning characters of the last name match the search string. For example, if "Ab" is entered in the search field on the Directory screen, the search will return only those users whose last name begins with "Ab".

Polycom HDX systems can place calls to contacts found in a Directory search.

New Baseline Options

Version 2.6.0.2 introduces the following changes in the option key structure:

- The highest possible increased line rate options previously available for each model now come standard.
- With version 2.6.0.2 the People+Content option comes standard on all room systems.
- People On Content now comes standard on all room systems that support it: HDX 8000 series and HDX 9000 series.
- The 1080p Resolution option is now required to send and receive 1080 video with all models that support that capability:
 - Polycom HDX 9006 systems
 - Polycom HDX 8000 with Hardware Version B systems manufactured after April 30th, 2010 (systems manufactured before April 30th, 2010 do not require a key for 1080p resolution)
 - Polycom HDX 7000 with Hardware Version C systems
 - Polycom HDX 6000 systems



Points to note about new baseline options:

- **Increased line rate** - Because this option now comes standard on all Polycom HDX systems, it no longer appears on the Options screen in Polycom HDX user and web interfaces.
- **People+Content** - Because this option now comes standard on all room systems, it no longer appears on the Options screen in the user and web interfaces of room systems.
- **People On Content** - Because this option now comes standard on Polycom HDX 8000 series systems and Polycom HDX 9000 series systems, it no longer appears on the Options screen in the user and web interfaces of these systems.

Video Format Auto Detection for Monitor 1 in the Setup Wizard

If Monitor 1 is connected when you run the setup wizard, version 2.6.0.2 automatically detects and sets the video output format of the system to match your monitor. With this feature, you no longer need to correct the system settings using the remote control, keypad, or web interface in order to see the system's user interface.

This new feature has the following limitations:

- This feature does not detect S-Video or Composite monitors connected to Polycom HDX 9000 series systems.
- This feature requires Display Data Channel (DDC) connection to the monitor. DDC signals are not provided by some VGA cables, some switch boxes, and cables that convert from a 15-pin D-Sub connector to 5 BNC plugs.
- If the monitor requires a non-standard video format, the system may not provide any automatic selection or may send video that is slightly shifted.
- The initial splash screen may have incorrect or missing video for up to 30 seconds as the setup wizard starts up.

If the output format of your monitor is not detected and you cannot see the system's user interface after powering on the system, use the Changing the Video Format for Polycom HDX Systems instruction sheet that comes in the box with the system.

Maximum Resolution (720p) on Polycom HDX 7000 Systems

The new **Maximum Resolution** setting under **System > Admin Settings > Network > Call Preferences** allows you to send and receive 720p people video on Polycom HDX 7000 (7001) systems. This replaces maximum resolution values from Polycom HDX software version 2.0.3.2.

Maximum Resolution (1080p) on Polycom HDX 6000 Series Systems

The **Maximum Resolution** setting under **System > Admin Settings > Network > Call Preferences** allows you to send and receive 1080p people video on Polycom HDX 6000 series systems. In order to enable this setting, you must have the 1080p Resolution option key installed.

Enabling **Maximum Resolution** automatically sets the **Source** value for camera 2 to **People**. The camera source cannot be modified while **Maximum Resolution** is enabled. You can use People+Content IP to send content, but sending content will result in reduced People video quality. See the Administrator's Guide for Polycom HDX Systems for additional system limitations.

H.264 High Profile

H.264 High Profile video encoding and decoding in H.323 and SIP point-to-point calls is now supported on the following systems:

- Polycom HDX 6000 HD
- Polycom HDX 7000 HD with Hardware Version C
- Polycom HDX 8000 HD with Hardware Version B
- Polycom HDX 9006

H.264 High Profile video encoding and decoding preserves video quality and reduces the required network bandwidth.

Volume Control Improvement

You can now hold the Volume button down on the remote control to quickly increase or decrease the near-site volume.

Security Improvements

This version includes a number of improvements to secure serial API access on **DoD DSN** systems that use an RS-232 serial port set to Control for local control using the HDX API. For more information, refer to the *U.S. DoD DSN Deployment Guide for Polycom HDX Systems*.

User Remote Access Password

On systems with the Security Profile set to DoD DSN, you must now set a separate remote access password for the User account, in addition to the room password for the User account. The policy settings for Remote Access Passwords apply to both admin and user remote access passwords.

Initially, you configure the user's remote access password during the setup wizard. You can make changes during normal operation using the Admin Settings screens.

New Indicator Light Behavior

Polycom HDX indicator light behavior has been simplified to achieve greater consistency across hardware models. For detailed information about the new indicator light behavior, see the *Administrator's Guide for Polycom HDX Systems*.

New API Commands

The following API commands are new in version 2.6.0.2.

Command	Description
calendaralerttone	Is used to configure the setting for enabling or disabling of the alert tone in the Calendar.
calendardomain	Gets and sets the domain used by the calendaring service to log in to the Microsoft Exchange server.
calendarmeetings	Retrieves scheduled meetings within the given time span.
calendarmeetings info	Retrieves meeting details.
calendarremindertime	Gets and sets the reminder time for meetings in the calendar.
calendarpassword	Sets the password used by the calendaring service to log in to the Microsoft Exchange server.
calendarplaytone	Enables or disables the reminder alert tone that plays with the meeting reminder.
calendarregisterwithserver	Enables or disables the calendaring service.
calendarresource	Gets and sets the E-mail account being monitored for calendar events. The E-mail account is called a resource.
calendarshowpvtmeetings	Enables or disables the display of private meetings in the calendar.
calendarstatus	Returns the status of the Microsoft Exchange server connection.
calendarserver	Gets or sets the Microsoft Exchange server used by the calendaring service.
calendaruser	Gets or sets the user name the calendaring service uses to log in to the Microsoft Exchange server.
configdisplay	Sets or gets the video format, aspect ratio and resolution for Monitor 1 or Monitor 2.

Command	Description
contentsplash	Enables or disables the splash screen display on content monitors.
exportdirectory	Exports a directory in XML format.
getconfiguredipaddress	Retrieves the currently configured IPv4 address from the system.
importdirectory and importcomplete	Imports a directory in CSV or XML format
oobcomplete	Completes the setup wizard and restarts the Polycom HDX system.
resetsystem	Resets the system and, optionally, deletes system settings or local address book entries.
setpassword	Sets the Admin room password for the Polycom HDX system local admin account.
webmonitoring	Enables or disables the ability to view video from a Polycom HDX system via the web interface.

Changed API Commands

The following API commands have been modified in version 2.6.0.2:

Command	Description
button	Added parameters to control video stream on the RSS-200
call detail	Added new feedback example
gabpassword	Removed get parameter
notify	Added calendarmeetings parameter
nonotify	Added calendarmeetings parameter
remoteonenable	Removed on and off parameters

The following API commands have been deprecated in version 2.6.0.2:

- registerall
- unregisterall
- homemultipoint

For more information about API commands in version 2.6.0.2, refer to the *Integrator's Reference Manual for Polycom HDX Systems*.

Corrected Issues in 2.6.0.2

The following table lists issues corrected in version 2.6.0.2.

Category	Issue #	Description
Power	VIDEO-85861	Polycom HDX systems recently observed at the factory restarted intermittently while in a call. This issue has been corrected. Polycom recommends upgrading to 2.6.0.2 if currently at 2.6 or 2.6.0.1.

Corrected Issues in 2.6.0.1

The following table lists issues corrected in version 2.6.0.1.

Category	Issue #	Description
Software Update	VIDEO-83181	During a downgrade from software version 2.6.1 to 2.6 or an earlier version, users could rarely encounter a failure. This issue has been corrected and users should downgrade to 2.6.0.1 before downgrading to earlier versions..

Corrected Issues in 2.6

The following table lists issues corrected in version 2.6.

Category	Issue #	Description
API	VIDEO-81430	When a Polycom HDX system running software version 2.5.0.7 system was in a call, issuing the API command <code>configpresentation monitor 1 far (or near)</code> resulted in the Home screen being displayed. This issue has been corrected.
	VIDEO-81417	If far end camera control is disabled on the near system, the API reported input source changes but always reported <code>fecc: pan_left start 600</code> for any far end camera control move command. This issue has been corrected and the API now reports that far end camera control is disabled.
	VIDEO-81414	In software version 2.5.0.5 or later, sending the <code>configdisplay monitor1 dvi 16:9</code> API command changed the resolution from 1080p (1920x1080) to 720p (1280x720). This issue has been corrected.

Category	Issue #	Description
Audio	VIDEO-76632	Occasionally, distorted audio was heard when a Polycom HDX system integrated with a SoundStation IP 7000 placed video and audio calls. This issue has been corrected.
Audio	VIDEO-81429	Occasionally, Polycom HDX systems running software version 2.5.0.5 in a point-to-point call received audio from the other endpoint. This issue has been corrected.
	VIDEO-81413	Occasionally, audio could not be heard when two Polycom HDX 4000 systems were in a call with each other. This issue has been corrected.
Automatic Provisioning	VIDEO-70927	Occasionally, Polycom HDX systems failed to enter automatic provisioning mode after an administrator configured the system for automatic provisioning using the system's local or web interface. When this occurred, the provisioning service status was not be displayed in the system status. This issue has been corrected.
	VIDEO-70438	If you configured a Polycom HDX system for automatic provisioning, but the system could not access the provisioning service, the status indicator for provisioning toggled between green and red as the Polycom HDX system automatically tried to access the service again. After three retries, the indicator remained red. This issue has been corrected.
	VIDEO-80583	If a Polycom HDX system being dynamically managed by CMA added another Polycom HDX system (which was turned off) as a Favorite, the Polycom HDX system adding the Favorite could not delete the entry from the Favorites directory when using the web interface. This issue has been corrected.
	VIDEO-80860	A Polycom HDX system, when located behind a VBP-ST Access Proxy and dynamically managed by Polycom CMA, lost LDAP and provisioning registration when the CMA server restarted.
	VIDEO-80861	A Polycom HDX system located behind the VBP-ST Access proxy restarted if it was dynamically managed by Polycom CMA.

Category	Issue #	Description
Calling	VIDEO-76615	PVEC (Polycom Video Error Concealment) did not turn on when a Polycom HDX system was in a SIP call and the call bandwidth used in the call was reduced due to a change in the network environment. This issue has been corrected.
	VIDEO-81422	Occasionally, a Polycom HDX 9002 system running software version 2.5.0.6 while in a multipoint call restarted when sending content. This issue has been corrected.
	VIDEO-81415	Occasionally, when an HDX system experienced packet loss, the HDX would downspeed as expected. However, after the packet loss was no longer observed for a prolonged period of time the Polycom HDX system did not increase the bandwidth used for the call. This issue has been corrected.
Calling	VIDEO-81264	Occasionally, when auto-answer for point-to-point calls on a Polycom HDX system was set to No, and the security banner was enabled, the pop-up message asking if you want to answer or reject an incoming call did not display. This issue has been corrected.
	VIDEO-81239	When a Directory entry was created and the Call Quality value was set to Auto, the directory entry call quality value would default to 384 kbps instead of staying configured as Auto. This issue has been corrected.
	VIDEO-81015	A 1080p-capable Polycom HDX system transmitted 9 fps when: <ul style="list-style-type: none"> • in a point-to-point SIP call greater than 2M with another 1080p-capable Polycom HDX system AND <ul style="list-style-type: none"> • H.239 was disabled AND <ul style="list-style-type: none"> • Camera 2 had a 1080p camera attached, configured for content, and was the camera video being transmitted. This issue has been corrected.
	VIDEO-80746	A multipoint ISDN call placed at a high-bandwidth, restricted line rate (multiple of 56 kbps) failed to downspeed. This issue has been corrected.
	VIDEO-80749	Occasionally, in a point-to-point SIP call at 768 kbps or higher, the video bandwidth used was approximately 100 kbps when packet loss was experienced at the beginning of the call. This issue has been corrected.

Category	Issue #	Description
Cameras	VIDEO-70932	Changing camera settings between Motion and Sharpness while in a call sometimes did not change the frame rate as expected. This issue has been corrected.
	VIDEO-77035	<p>Occasionally, a Polycom HDX system would get into a loop where it displayed black video, then the user interface screen, followed by the user interface screen with camera video, and then back to black video.</p> <p>This issue occurred when:</p> <ul style="list-style-type: none">the Polycom HDX system was sending content <p>AND</p> <ul style="list-style-type: none">the Send Content When PC connects camera setting was enabled <p>AND</p> <ul style="list-style-type: none">a content source was attached to the PC Video input port of the system. <p>This issue has been corrected.</p>

Category	Issue #	Description
Cameras	VIDEO-74565	Switching camera sources on a Polycom HDX 7000 or 8000 series system could take up to 10 seconds. This issue has been corrected.
	VIDEO-73046	When you configured Camera 4 for People video but connected a PC (with 1080p resolution) to the Camera 4 input on a Polycom HDX 8000 system with Hardware Version B, you did not receive a pop up message that 1080p content was not a supported configuration. Distorted video displayed when Camera 4 was selected. This issue has been corrected.
	VIDEO-71171	During a call, if you switched between a camera that produced 30 fps video (such as a Polycom EagleEye 1080) to one that produced 60 fps video (such as a Polycom EagleEye HD), the second camera behaved as if it was configured for motion even if it was configured for sharpness. This issue has been corrected.
	VIDEO-81432	Occasionally, a system running software version 2.5.0.6 or 2.5.0.6_1 software would become non responsive to far end camera control during a call, and the web interface became inaccessible. In some cases the system would restart. This issue has been corrected.
	VIDEO-81427	When a MicroMedical RealEyes composite video camera was connected to a Polycom HDX 9000 system's camera input 2 or 3, blue video displayed when the user switched to the camera input that had the MicroMedical RealEyes camera connected. This issue has been corrected.
	VIDEO-81425	Occasionally, a Polycom HDX system restarted when trying to use a 1080p VGA source on camera 4. This issue has been corrected.
	VIDEO-81419	When Camera 2 was configured for content and a passive switcher was connected to camera 2, the Polycom HDX system displayed a "PC Resolution not supported" pop-up message when the passive switcher selected an input with no video source attached. Selecting a valid input source from the passive switcher resulted in the same message being displayed. They system had to be restarted in order to display the valid input source. This issue has been corrected.
	VIDEO-81411	A Polycom HDX 8000 system disconnected from a 1920 kbps V.35 call when switching from Camera 1 to Camera 3 and then back to Camera 1. This issue has been corrected.

Category	Issue #	Description
Cameras	VIDEO-81408	<p>Polycom HDX systems running software version 2.5.0.x did not display different camera sources while in a call under the following conditions:</p> <ul style="list-style-type: none"> • All camera inputs were connected to active sources. • Allow Video Display on Web was enabled. • Remote Monitoring or Web Director were active, • Content was started and then stopped, and then the camera source was changed. <p>If the camera source was changed, the video did not change and persisted after the call was disconnected. This issue has been corrected.</p>
	VIDEO-81407	<p>A Polycom HDX 9002 system using an NTSC camera connected to a PAL system did not transmit video when in a call at 1024 kbps or greater. This issue has been corrected.</p>
	VIDEO-81260	<p>Occasionally, a Polycom HDX 6000 system would restart when in an H.323 call when configured in Dual Monitor Emulation mode with a PC (configured for 1024x768) connected to Camera 2 (Camera 2 configured for People) and you switched Camera 1 to Camera 2 and then switched Camera 2 to Camera 1. This issue has been corrected.</p>
	VIDEO-81259	<p>Far end camera control did not work when two Polycom HDX systems were registered to the Broadworks SIP server and in a SIP call. This issue has been corrected.</p>
	VIDEO-81252	<p>The factory restore operation had to be performed on a Polycom HDX 7000 when Camera 3 was configured for content and the primary camera was changed from Camera 1 to Camera 3. The system would fail to properly start in this scenario. This issue has been corrected.</p>
	VIDEO-81249	<p>A PAL Polycom HDX system running software version 2.5.0.2 did not transmit video while in a call if an NTSC camera was attached to the system. This issue has been corrected. Polycom recommends that both the camera and Polycom HDX system be either PAL or NTSC.</p>
	VIDEO-81236	<p>A Polycom HDX system running software version 2.5.0.2 experienced lip synch issues when switching camera sources while in a 768 kbps call with a Codian MCU. This issue has been corrected.</p>
	VIDEO-74567	<p>Camera presets did not work for camera 2 or camera 3 when camera 2 or camera 3 was a Sony camera connected to the system's serial port for pan/tilt/zoom functionality. Camera presets worked when connecting a Polycom EagleEye camera as camera 2. This issue has been corrected.</p>

Category	Issue #	Description
Contacts	VIDEO-71149	Choosing Add to Contacts or Add a Contact displayed the entry on the Contacts home screen only if Sites was enabled in the Home Screen Settings. This issue has been corrected.
Content	VIDEO-76895	Content could not be sent when a Polycom HDX 8000 HD system with Hardware Version B or a Polycom HDX 7000 HD system with Hardware Revision C was in a SIP call with 1080p video and one or both endpoints had H.239 disabled. This issue has been corrected.
	VIDEO-81431	When a Polycom HDX system hosted a multipoint call with two other Polycom HDX systems, was running software version 2.5.0.6_1 or 2.5.0.7, had Transcoding enabled, and Quality Preference set to Content, the far endpoints displayed frozen video when the system hosting the multipoint call sent content. This issue has been corrected.
	VIDEO-81420	In version 2.5.0.x releases, a Polycom HDX system would use more bandwidth than expected when sending content in a 512 kbps call when Quality Preference was configured for Content or Both. This issue has been corrected.
	VIDEO-81192	Occasionally, a Polycom HDX 9002 or Polycom HDX 9004 system using a PC content via VGA cable and running software version 2.5.0.6 showed frozen video or restarted when in a point-to-point H.323 call while sending content. This issue has been corrected.
	VIDEO-78153	When a Polycom HDX system was hosting an H.323 multipoint call and had the camera Quality Preference set to Content , the endpoints displayed frozen video when the HDX system sent content. This issue has been corrected.
Directory	VIDEO-70895	If multiple entries in the local directory had very similar names and included a comma, only one of the names would appear in the .csv file when the profile was saved to a location on a computer, and none of the similar names would appear in the .csv file when the profile was uploaded to another Polycom HDX system. This issue has been corrected.
	VIDEO-81418	If a comma was used in the name field of a directory entry, the entry would not be exported when the user exported the directory. This issue has been corrected.
	VIDEO-81075	The SIP address details of a contact were not included in the export file when the directory was exported. This issue has been corrected.
Encryption	VIDEO-71150	When AES encryption was configured with the Required for All Calls setting, multiple-site directory entries that included voice endpoints did not connect all sites. This issue has been corrected.

Category	Issue #	Description
Encryption	VIDEO-71046	You could not place voice calls if a Polycom HDX system was configured to require encryption for all calls (since voice calls do not support encryption). This issue has been corrected.
	VIDEO-75998	The web interface of a Polycom HDX system hosting a multipoint call might incorrectly indicate AES encryption is off for all call connections. This error occurred in a multipoint H.323 call in which at least one Polycom HDX endpoint had AES Encryption set to Off. This issue has been corrected.
	VIDEO-81265	In previous releases, if a Polycom HDX system with AES Encryption set to Off called a Polycom HDX system with AES Encryption set to Required for All Calls, the call disconnected with the message: The far site does not support encryption. Encryption is required for this call. This issue has been corrected and the following message is now displayed: The far site requires encryption. Please enable encryption on this system.
Factory Restore	VIDEO-80859	If a Polycom HDX system underwent a factory restore and then was upgraded to version 2.5.0.7 or 2.5.0.8 software, the Polycom HDX system could not be provisioned by the Polycom CMA server. This issues has been corrected.
Interoperability Cisco	VIDEO-63088	Cisco Unified Video Advantage does not received video in a call with Polycom HDX systems. This has been corrected.
Interoperability GMS	VIDEO-81232	GMS versions earlier than 7.1.10 did not display alerts from management Polycom HDX systems correctly. This issue has been corrected.
Interoperability LifeSize	VIDEO-77993	Occasionally, distorted video displayed on a Polycom HDX system in a multipoint call when a LifeSize Room system became the presenter. This issue occurred when: <ul style="list-style-type: none"> • a Polycom HDX system hosting a multipoint call placed an H.323 call to a LifeSize Room system and a LifeSize Express system AND <ul style="list-style-type: none"> • another Polycom HDX system called the Polycom HDX system hosting the multipoint call The Polycom HDX system that called into the multipoint call displayed distorted video when the LifeSize Room system became the presenter. This issue has been corrected.
Interoperability People+Content IP	VIDEO-76073	Changing the Maximum Transmission Unit (MTU) size on the Polycom HDX system did not change the MTU size used by People+Content IP. This issue has been corrected.
Interoperability Polycom MGC	VIDEO-76093	When a Polycom 8000 HD system with Hardware Version B was in a voice-switched Polycom MGC conference with at least three participants, the Polycom HDX system displayed momentary video distortion when the presenter changed. This issue has been corrected.

Category	Issue #	Description
Interoperability Polycom MGC	VIDEO-74475	The Polycom HDX system would connect with audio-only when joining an MGC (version 9.0.1.8) Continuous Presence call that already had participants and was sending content. Furthermore, when the Polycom HDX system joined the conference, content was stopped and could not be restarted. This issue has been corrected.
	VIDEO-74354	In a multipoint ISDN call with a Polycom MGC, video artifacts might be displayed for approximately a second when the conference switches from one speaker to another. This issue has been corrected.
	VIDEO-81426	Polycom HDX 6000 systems did not transmit 16:9 aspect ratio when in an 512k H.264 4SIF/4CIF call with a Polycom MGC. This issue has been corrected.
	VIDEO-81237	Polycom HDX systems running software version 2.5.0.2 failed to connect to a Polycom MGC when the AES Encryption setting on the Polycom HDX system was set to Required for All Calls or Required for Video Calls Only and the MGC conference was configured for encryption. When the Polycom HDX system failed to connect, the following message was displayed: The far site does not support encryption. Encryption is required for this call. This issue has been corrected.
	VIDEO-81409	A Polycom HDX system running software version 2.5.0.2 did not receive video when placing a gateway H.323 to H.320 call through the MGC. This issue has been corrected.
	VIDEO-81228	Occasionally, video distortion was seen when a Polycom HDX system was in an H.320 cascaded call with the MGC. This issue has been resolved.
Interoperability Polycom RMX	VIDEO-76494	If the first call a Polycom HDX system placed after a restart was to a Polycom RMX system, content might not display immediately on the Polycom HDX system. This issue occurred only during the first call after a restart. When the Polycom HDX system sent H.263 content using People+Content IP, the Polycom HDX system sending content showed a black screen for approximately 30 seconds before displaying content locally. Other endpoints in the call saw content with no delay. The Polycom HDX system sending content experienced the delay every time the content is updated for the duration of the call. This issue has been corrected.

Category	Issue #	Description
Interoperability Polycom RMX	VIDEO-76391	<p>When a Polycom HDX 8000 system with Hardware Version B was in a \geq 1Mbps and $<$ 2 Mbps call with a Polycom RMX system, and both systems were configured for Motion (versus sharpness) and the Polycom RMX system had Video Clarify set to ON, the endpoints in the conference experienced periodic frozen video.</p> <p>When a Polycom HDX 8000 system with Hardware Version B was in a 2-4 Mbps call with a Polycom RMX system, and both systems were configured for Motion (versus sharpness) and the Polycom RMX system had Video Clarity set to ON, the endpoints in the conference experienced periodic fast update requests.</p> <p>These issues have been corrected.</p>
	VIDEO-74355	If a Polycom HDX system was sending content while in a call with the Polycom RMX, and an endpoint joined that did not support H.264 video, content would no longer be displayed to the participants. This issue has been corrected.
	VIDEO-75425	On occasion the HDX system restarted while in a call with the Polycom RMX when there was high packet loss. This issue has been corrected.
	VIDEO-74895	Polycom HDX systems with Hardware Version B displayed 4:3 aspect ratio instead of 16:9 video in 1080p conferences hosted by a Polycom RMX. This issue has been corrected.
	VIDEO-81251	Poor video displayed when a Polycom HDX system called a Polycom RMX system and then placed a call to another Polycom HDX system while experiencing packet loss. This issue has been corrected.
	VIDEO-81238	A Polycom HDX 7000 system running software version 2.5.0.2 would display frozen video in a call with a Polycom RMX 2000 system when the Polycom RMX 2000 system was transmitting 848x480 video. This issue has been corrected.
	VIDEO-82112	When a Polycom HDX 8000 system with Hardware Version B system, running software version 2.5.0.8 was in a 1080p continuous presence conference setup for 2x2 layout with an 6.0 Polycom RMX 2000, the Polycom HDX system displayed the video in 4:3 format. This issue has been corrected.
	VIDEO-81257	Polycom HDX systems restarted when registered to the Siemens Openspace SIP server when placing a call to a Polycom RMX system that was also registered to the same SIP server. This issue has been corrected.
Interoperability Polycom RSS™ 2000	VIDEO-81160	When a Polycom RSS 6.0 recorded a call on a Polycom HDX system running software version 2.5.0.8, the audio part of the conference was recorded in Mono instead of Stereo. This issue has been corrected.

Category	Issue #	Description
Interoperability Sony	VIDEO-71678	Sony XG80 HD systems occasionally did not receive video in encrypted calls with Polycom HDX systems. This issue has been corrected.
	VIDEO-67775	Sony PCS-G50 2.61 systems did not receive video in H.320 calls with H.239 enabled. This issue has been corrected.
	VIDEO-81254	Polycom HDX 6000 system did not display video when in a call with a Sony PCS-TL30 system. This issue has been corrected.
	VIDEO-81229	When a Polycom HDX system running software version 2.0.3 had H.239 enabled and was in a 256 kbps H.320 call with a Sony G50 system running software 2.61, only 64 kbps of receive video being used. This issue has been corrected.
	VIDEO-81083	When a Sony 1080p camera was attached to a PAL Polycom HDX 6000 system, the Polycom HDX 6000 transmitted 20 fps instead of 25 fps when in a call with another PAL Polycom HDX 6000 system with a Sony 1080p camera. This issue has been corrected.
Interoperability SoundStation		Occasionally, distorted audio could be heard when a Polycom HDX system integrated with a SoundStation IP 7000 places video and audio calls. This issue has been corrected.
	VIDEO-71436	A SoundStation IP 7000 phone might repeatedly restart after the attached Polycom HDX system was restarted. This issue has been corrected.
	VIDEO-71170	SoundStation IP 7000 phones sometimes failed to detect a Polycom HDX system after the Polycom HDX system restarted. When this occurred, the SoundStation IP 7000 interface did not display any video-related options. This issue has been corrected.
	VIDEO-58860	You could use either the Polycom SoundStructure or Polycom HDX system volume controls to adjust the volume. Changes made on one system, however, did not change the visual representation of volume on the other system. This issue has been corrected.
	VIDEO-76631	Occasionally, calls from a Polycom HDX system integrated with a SoundStation IP 7000 did not connect. Specifically, this issue occurred when the when a Polycom HDX system integrated with a SoundStation IP 7000 called a SoundStation IP 7000 using a SIP extension. This issue has been corrected.
	VIDEO-76630	When a Polycom HDX system was integrated with a SoundStation IP 7000, and an audio conference was established with SoundStation IP 7000 and SIP systems, the Polycom HDX system could not add a video call to the existing audio conference. This issue has been corrected.

Category	Issue #	Description
Interoperability TANDBERG	VIDEO-73483	When a Polycom HDX system had H.239 enabled and placed a SIP call to a TANDBERG 150 MXP, the TANDBERG system restarted. This issue has been corrected.
	VIDEO-72065	TANDBERG C90 systems were not able to send 1080p video to Polycom 8000 HD systems with Hardware Version B. This issue has been corrected.
	VIDEO-81424	Polycom HDX systems did not transmit H.264 video when in a 1472k call with a TANDBERG MXP system. This issue has been corrected.
	VIDEO-81253	When two Polycom HDX systems were registered to a TANDBERG VCS gatekeeper and a call was placed, after hanging up the call, if you went to the Recent Calls screen and tried to place the call again, the call did not connect. This issue has been corrected.
Interoperability ViewStation	VIDEO-71163	ViewStation FX systems occasionally received blue video in a transcoded multipoint call hosted by a Polycom HDX system. This issue has been corrected.
Interoperability Polycom VVX 1500	VIDEO-77210	If a Polycom HDX system and a Polycom VVX 1500 system were registered to the OpenSer SIP server, the Polycom HDX system restarted when calling the Polycom VVX 1500 endpoint. The Polycom VVX 1500 endpoint manually forwarded the call to a second Polycom VVX 1500 endpoint instead of answering the call. This issue has been corrected.
	VIDEO-81257	Polycom HDX systems restarted when registered to the Siemens Openspace SIP server when placing a call to a Polycom VVX1500 system that is also registered to the same SIP server. This issue has been corrected.
ISDN	VIDEO-71184	Polycom HDX 8000 systems with a QBRI network module installed sometimes restarted during startup. This issue has been corrected.
Localization	VIDEO-77003	When a Polycom HDX system was configured for the Arabic language, you could not navigate to the Time Zone and Date and Time screens under System > Admin Settings > General Settings > Location in the user interface. This issue has been corrected.
	VIDEO-74669	When the system was configured for the Simplified Chinese language, enabling the Chinese Virtual Keyboard did not work. This issue has been corrected.
Monitors	VIDEO-71065	Changing the system's configuration for Monitors during a call sometimes resulted in black video. This issue has been corrected.

Category	Issue #	Description
Monitors	VIDEO-70866	When a system with a 1080 monitor hosted a multipoint call, a continuous presence conference with a mix of HD and SD endpoints sometimes had unequally-sized windows for the various sites. This issue has been corrected.
	VIDEO-71064	Screen savers with scrolling text could not be configured on Polycom HDX 8000 HD systems with Hardware Version B. This issue has been corrected.
Multipoint	VIDEO-76735	Occasionally, Polycom HDX 9000 systems registered with multiple management servers in internal multipoint calls with more than four endpoints restarted during a call. This issue has been corrected.
	VIDEO-74762	A Polycom HDX 9002 system or Polycom HDX 9004 system hosting a 4-way, non-transcoded multipoint call experienced instability when Monitor 3 was turned on and every endpoint connected at 2 Mbps. This issue has been corrected.
	VIDEO-81416	When a Polycom HDX 7000 system running software version 2.5.0.5 or 2.5.0.6 was configured with the 4M multipoint option and attempted a 4-way 1920 kbps call, the call downspeeded instead of staying connected at 1920 kbps. This issue has been corrected.
Network	VIDEO-76423	If a Polycom HDX system was connected to a network that did not support VLANs (802.1Q), it could cause the system to restart. This issue occurred when 802.1Q was enabled on the Polycom HDX system and the Polycom HDX system was configured for a SIP Proxy server by hostname. The Polycom HDX system restarted several times and returned to the setup wizard page. This issue has been corrected.
	VIDEO-81266	Occasionally, a Polycom HDX system displayed an IP address of 0.0.0.0 when 802.1x was disabled on the Polycom HDX system, but the Polycom HDX system was connected to a 802.1x network. This issue has been corrected.
	VIDEO-81231	A Polycom HDX 8000 system with a QBRI ISDN network card running software version 2.0.3.1 would on occasion restart during the start up process. This issue was corrected in software version 2.5.0.1.
Power	VIDEO-81126	A Polycom HDX system occasionally became unresponsive when using the remote control and web interface. The Polycom HDX system became unable to receive calls. This issue has been corrected.
	VIDEO-81125	Occasionally, Polycom HDX systems running software version 2.0.2 would be unable to place an H.323 call until the system was restarted. This issue has been corrected.
	VIDEO-81076	Occasionally, a Polycom HDX system restarted three times in a row and reverted to the setup wizard. This issue has been corrected.

Category	Issue #	Description
Presence	VIDEO-80855	Polycom HDX systems did not communicate presence if the system's provisioning service user name contained a space. This issue has been corrected.
Provisioning	VIDEO-76710	A Polycom HDX system that was in traditional management mode with Polycom CMA occasionally lost registration with the provisioning service if the Software Update and provisioning polling intervals overlapped on Polycom CMA. This issue has been corrected.
	VIDEO-71087	When a Polycom CMA system shut down, any Polycom HDX system that was registered to it restarted automatically. This issue has been corrected.
	VIDEO-80856	When a Polycom HDX system was provisioned by Polycom CMA, the Admin Settings > Global Services > Directory Servers > Polycom GDS and LDAP directory server check boxes and the Global Directory (GDS) Register check box settings on the Polycom HDX system toggled their states and did not follow the setting states set in the Polycom CMA. This issue has been corrected.
Remote	VIDEO-81412	When a Polycom HDX system was configured with a POTS line and placed a POTS call, the audio call was disconnected anytime a pop up message was displayed on the screen and you pressed the Select button on the remote to clear the message. This issue has been corrected.
	VIDEO-81234	On occasion the HDX system would become unresponsive to commands from the remote control. This issue has been corrected.
Security	VIDEO-71340	Polycom HDX systems sometimes failed to display the padlock icon after the configuration setting for AES Encryption changed from Off to some other value. This issue has been corrected.
Software Update	VIDEO-76557	If using the USB restore method to upgrade software from 2.0.3.x or earlier to 2.5.0.x, the Software Upgrade key file could not have spaces in its file name. This issue has been corrected.
	VIDEO-76493	When downgrading a Polycom HDX system from 2.5.0.5 or later to 2.0.5 or earlier, the monitor went blank during the Software Update process. While the monitor was blank, the Software Update process was proceeding. This issue has been corrected.
	VIDEO-81019	Using Polycom CMA to perform a scheduled Soft Update of a Polycom HDX system that is running a non-encryption 2.5.0.x release with an Admin remote access password enabled failed. This issue has been corrected.

Category	Issue #	Description
Transcoding	VIDEO-71853	A SIP endpoint did not send or receive content when in a multipoint transcoded call if another endpoint was dialed in at a lower speed than the SIP connection. If all endpoints were at the same call rate, or if the SIP connection was at the lowest call rate, content was sent over the content channel. This issue has been corrected.
	VIDEO-71557	Transcoding had to be enabled if you planned to host multipoint calls that include SIP. This issue has been corrected.
User Interface	VIDEO-81421	The custom security banner did not fully display the banner if all ten of the provided lines were used. This issue has been corrected.
	VIDEO-81308	When a Polycom HDX system had 802.1p/Q enabled on the LAN Property screen and the priority values for Video, Audio, and Control were changed, the Polycom HDX system would only change the priority value for the Control value even though the interface reflected that the priority values had been changed for Video and Audio. This has been corrected.
	VIDEO-81250	Pressing the Near button on the remote control twice while in a call resulted in the embedded interface displaying the following message: Automatic Camera Tracking Off. This issue has been fixed.
	VIDEO-81235	The Polycom HDX system did not show an alert when configured for a time server and the time server was no longer reachable. This issue has been fixed.
	VIDEO-81078	In the embedded interface, when there was an alert, the alert screen and the page number would indicate "1 of 3" and " 2 of 3" but there was not a third page. This issue has been corrected.
	VIDEO-81261	You could not configure the ISDN module on a Polycom HDX 7000 system running software version 2.5.0.6 when the Connected to my LAN settings (System >Admin Settings > General Setting > Security) were disabled. This issue has been corrected.
	VIDEO-64776	Camera icons and names did not properly transfer to the far end system. This issue has been corrected.
	VIDEO-72275	Pagination of the alert System Status screens indicated that there were three screens. However, only the first two pages were accessible. The third page did not display. This issue has been corrected.
Video	VIDEO-71245	Multipoint calls hosted by a Polycom HDX 4000, Polycom HDX 7000, or Polycom HDX 8000 series system sometimes displayed green video artifacts while the call was being established. This issue has been corrected.

Category	Issue #	Description
Video	VIDEO-71061	Polycom HDX 8000 HD systems with Hardware Version B sometimes got into a state where they displayed black or green video. This issue has been corrected.
	VIDEO-81433	When a Polycom HDX system running software version 2.5.0.7 placed a v.35 call, video did not transmit in a 1920 kbps call when an NTSC camera was attached to a PAL system. This issue has been corrected.
	VIDEO-81428	Occasionally when a Polycom HDX system running software version 2.5.0.6_1 with Transcoding, PVEC, and DBA enabled was in a multipoint call and packet loss was experienced from one endpoint, all endpoints displayed poor video. This issue has been corrected.
	VIDEO-81423	Occasionally, a Polycom HDX system would use more video bandwidth than the bandwidth the call connected with. This issue has been corrected.
	VIDEO-81233	Occasionally, when a PAL Polycom HDX 9004 system running software version 2.5.0.1 and hosting a multipoint call would display frozen video and then restart when sending content. This issue has been corrected.
Web Interface	VIDEO-74240	Systems did not save directory entries with the "&" character in the name; the entries were lost after a restart. Directory entries with "&" in the name are now saved and after a system restart.
	VIDEO-75545	Zeroes were removed from the time value in the System Information section of the web interface. This issue has been corrected.
	VIDEO-71174	The system sometimes restarted after hanging up from a multipoint call that was placed from the directory in the web interface. This issue has been corrected.
	VIDEO-71063	Occasionally, the web interface did not report a camera's type correctly. This issue has been corrected.
	VIDEO-70316	On occasion, the system failed to update after an administrator had configured the system for automatic provisioning in the web interface. This issue has been corrected.
	VIDEO-81410	In software version 2.5.0.7, the color bars on the Diagnostic screen disappeared after about 6 seconds. The color bars now display until the display is stopped using the remote control or the web interface.

Category	Issue #	Description
Web Interface	VIDEO-81123	If a Polycom HDX system was not connected to a time server, the time would not update correctly from the web interface when in 12 hour mode when updating the time between 12:00 AM through 12:59 AM. Selecting Update caused the date to increment by one day and the AM value change to PM. This issue has been corrected.
	VIDEO-77973	If a Polycom HDX system's Time Server setting was set to Off , and the Time Format setting was set to 24 Hour , you could not update the Hour value using the web interface if the value selected was a number from 1 through 9. This issues has been corrected.
	VIDEO-81074	The web interface displayed a value of 0 for the hour when selecting an hour value between 1-9 when the Polycom HDX system was not connected to a time server and the time format was configured for 24 hours. This issue has been corrected.

Feature Limitations

The following table lists the known feature limitations for the version 2.6.0.2 release. If a workaround is available, it is noted in the table.

Category	Issue ID	Found in Release	Description	Workaround
Analog Phone	VIDEO-80791	2.6	Incoming calls from analog phones do not display on the Recent Calls screen.	None
	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.	None
API	VIDEO-51280	1.0	The <code>remotecontrol enable all</code> command does not work after disabling the remote. Use <code>remotecontrol disable none</code> to enable the remote control buttons.	None

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/received from IP end points.	None
	VIDEO-80854	2.5.0.6	In Polycom HDX software version 2.5.0.6, the end of line (EOL) characters on port 24 for the API echo command changed from <CR><CR><LF> to <CR><LF>.	You can now configure the EOL using the teInetechoe] command. See the <i>Integrator's Reference Manual for Polycom HDX Systems</i> for more information.
Audio	VIDEO-55634	1.0.1	If you establish multiple calls between the two systems, you may experience audio feedback.	None
	VIDEO-60669	2.0	Incoming voice calls do not work in a password-protected conference.	None
	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.	None

Category	Issue ID	Found in Release	Description	Workaround
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.	None
	VIDEO-69796	2.5	You cannot enable or disable Stereo while in a call.	None
	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.	None
	VIDEO-71505	2.5.0.1	Volume changes made during the setup wizard are lost when the system restarts.	None
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.	To work around this issue, update the Gateway Country Code value manually on the Polycom HDX system via the local system interface or web interface.
	VIDEO-67861	2.5	If the Polycom HDX system is not connected to the IP network at startup, it may not check for provisioning changes until the next scheduled polling interval.	If you want the system to check for provisioning changes immediately, restart the system.
	VIDEO-81310	2.5.0.5	The Polycom HDX system Status screen does not display the line for Presence Service when a Polycom HDX system is being managed by CMA in dynamic management mode and is connected to a 802.1x LAN port and the HDX is configured for EAP/802.1x disabled.	To work this issue, enable EAP/802.1x on the Polycom HDX system or move the Polycom HDX system back to a LAN port that does not have EAP/802.1x enabled.

Category	Issue ID	Found in Release	Description	Workaround
Automatic Provisioning	VIDEO-81307	2.5.0.5	If a Polycom HDX system is being managed by the CMA in dynamic management mode and has EAP/802.1x enabled, is connected to an EAP LAN port and invalid 802.1x credentials are entered, the Polycom HDX system does not display a pop-up message stating the Polycom HDX system failed 802.1 authentication.	To work around this issue, re-enter the 802.1x credentials.
	VIDEO-71385	2.5.0.1	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 not reregister to the server once it becomes available.	If this occurs, restart the system.
	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.	None
	VIDEO-71440	2.5.0.1	Polycom HDX systems sold in Russia do not operate with automatic provisioning.	None
	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.	To work around this problem, do not use CMA to dynamically manage a Polycom HDX system located behind the VBP-ST Access proxy.

Category	Issue ID	Found in Release	Description	Workaround
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 via 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.	None
Calling	VIDEO-78158	2.6	Meeting passwords are not supported in SIP calls.	To work around this issue, use H.323 for calls that require meeting passwords.
	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.	None
	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.	None
	VIDEO-70792	2.5	Do not use H.323 names that include a comma.	None
	VIDEO-71089	2.5	Polycom HDX systems cannot call sites using the Mobile field in the directory. Use the Phone field instead.	None
	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.	None

Category	Issue ID	Found in Release	Description	Workaround
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.	None
	VIDEO-81983	2.6	Calls will not connect when a Polycom HDX system is registered to a Siemens OpenScape SIP server, and the transport protocol is configured for TLS.	To work around this issue, use the TCP transport protocol.
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 an powered off state.	To work around this issue, remove the unsupported camera and reconnect the video screen that was shipped with the Polycom HDX 4000 base system.
	VIDEO-80077	2.5	The Polycom HDX system allows 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 back to the supported 16:9 aspect ratio without informing the user that the 4:3 aspect ratio was not a supported resolution.	None
	VIDEO-80256	2.6	On the Polycom HDX 4000 system, you do not receive notification that the preset is stored.	You can confirm the preset was stored by adjusting the camera video away from the preset position and then pressing the preset number on the remote. The camera video will display the preset correctly.

Category	Issue ID	Found in Release	Description	Workaround
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".	To work around this issue, manually adjust the camera to the desired position.
	VIDEO-80582	2.6	Far-end camera control is not supported when in a multipoint call.	None
	VIDEO-51830 VIDEO-52304	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.	None
	VIDEO-59339	2.0	If you downgrade the software from version 2.0 to an earlier version, 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.
	VIDEO-69172	2.5	Polycom HDX 4000, Polycom HDX 7000, and Polycom HDX 8000 series systems do not provide support for calibrating VGA input.	None
	VIDEO-69794	2.5	Do not configure a Polycom EagleEye camera for 4:3 aspect ratio.	None
	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.	None

Category	Issue ID	Found in Release	Description	Workaround
Cameras	VIDEO-77319	2.5.0.6	Video from a Polycom HDX system camera may not display on the far end if the camera is connected to the Polycom HDX system while the system is powered ON.	To avoid this issue, connect and disconnect cameras from a Polycom HDX system only when the Polycom HDX system is OFF. After the system has restarted, go to Admin Settings > Cameras and select Detect Cameras. This ensures the camera is properly identified.
	VIDEO-81290	2.5	When a Polycom SKX-1286 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.	To work around this issue, select an aspect ratio of 16:9.
	VIDEO-81148	2.5	When connecting an S-Video camera source such as a DVD player or VCR to a Polycom HDX system, you can select 16:9 video resolution on the Camera configuration page but the video is sent with a 4:3 resolution when in a call.	None
	VIDEO-82344	2.6	A Polycom HDX 9006 system with Camera 1 configured for Motion does not transmit 720p 60 fps when the 1080p license key is installed while in a point-to-point call.	To work around this issue, set Camera 1 to Sharpness and then back to Motion while not in a call, or restart the system.
	VIDEO-82105	2.6	Occasionally, when the Detect Camera operation is performed for a camera that has been configured, the camera will no longer respond to camera pan, tilt, or zoom from the remote control.	To work around this issue, perform the Detect Camera action again.

Category	Issue ID	Found in Release	Description	Workaround
Cameras	VIDEO-82070	2.6	When attaching a Polycom EagleEye 1080 or Polycom EagleEye II camera to the Camera 3 port of a Polycom HDX 9006 system, the embedded interface will incorrectly display a message stating the camera is not supported on video input 3 when the Detect Camera action is selected.	None
	VIDEO-82009	2.6	When a Polycom HDX 9006 system or Polycom HDX 8000 system with Hardware Version B is in a point-to-point call and has Camera 3 configured for People (with a content source connected), and Camera 3 is set to be the primary camera and Camera 2 is configured for content (with a Polycom EagleEye HD camera connected,) the far side will not see video from Camera 3 when content is played from Camera 2.	To work around this issue, switch the People source to Camera 1 and then change the People source back to Camera 3.
	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 pop up message displays instructing you to use valid characters on the keyboard. Trying to modify the camera name several times with non-Roman-based character results in the camera name disappearing.	To work around this problem, use Roman-based characters only when modifying the camera name.
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.	None

Category	Issue ID	Found in Release	Description	Workaround
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".	None
	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.	None
	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.	None
	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.	None
	VIDEO-74352	2.5.0.4	After an endpoint has been selected for chair control, the user gets a status code of "denied" when Make Me Broadcaster is selected.	None
Closed Captions	VIDEO-59615	2.0	When providing closed captions over a serial connection, you must manually go to near video before entering text.	None
	VIDEO-60912	2.0	Closed captioning (sent via either the serial port or the web interface) is limited to 31 characters per line.	None

Category	Issue ID	Found in Release	Description	Workaround
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.	None
	VIDEO-68749	2.5	You cannot delete Contacts using the web interface. Instead, delete them in the system's local interface.	None
	VIDEO-68748	2.5	You cannot add Contacts that support presence using the web interface. Instead, add them in the system's local interface.	None
	VIDEO-70531	2.5	With Allow Directory Changes provisioned to disabled, you can add Contacts, but you can't delete them.	To work around this issue, log into Polycom CMA Desktop with the same credentials used on your Polycom HDX system and delete the Contacts in Polycom CMA Desktop.
	VIDEO-70648	2.5	Occasionally, an invitation to add a far site as a Contact may fail to reach the far site and the site is added to the Polycom HDX system's Contact list without presence information.	If this occurs, restart the Polycom HDX system to reissue the invitation.
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.	To work around this issue, chose a different resolution for the laptop.
	VIDEO-82345	2.6	Occasionally, when two 1080p-capable Polycom HDX systems in a 1920k call send 720p content back and forth, one endpoint displays content at a frame rate of approximately 10 fps.	To work around this problem, disconnect the call and place the call again.

Category	Issue ID	Found in Release	Description	Workaround
Content	VIDEO-82336	2.6	Occasionally, a Polycom HDX system displays black content when in a point-to-point call with another Polycom HDX system. This issue occurs when content is being sent from each system in rapid order.	To work around this issue, wait a short amount time before sending content when another site has just started to show content, or disconnect the call and place the call again.
	VIDEO-82152	2.6	Occasionally a Polycom HDX 9001 system restarts when dialing into an existing mixed (IP, SIP, ISDN) conference via ISDN where content is being started and stopped from the system hosting the multipoint call.	To work around this issue, ensure that the system hosting the multipoint call places the call as an unmixed call.
	VIDEO-82433	2.6	Endpoints display frozen content in the Picture-in-Picture (PIP) window when a system hosting a multipoint call sends content and is also connected to a POTS endpoint.	None
	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.	None
	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.	None
	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.	None

Category	Issue ID	Found in Release	Description	Workaround
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.	None
	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.	None
	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.	None
	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.	None
	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.	To work around this issue, restart the system.
	VIDEO-71508	2.5.0.1	When using a content source other than the VCR ports, audio associated with the content source may stop playing when people sources switch. The VCR content port does not have this problem.	None

Category	Issue ID	Found in Release	Description	Workaround
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.	To work around this problem, stop the content and resend it.
Directory	VIDEO-54360	1.0.2	When the directory does not have enough entries, starting at the letter specified, to fill the screen, it shows earlier entries as well to fill the screen.	None
	VIDEO-59898	2.0	When navigating through entries in the directory, you may see both a solid yellow highlight and an outlined yellow highlight.	None
	VIDEO-60603	2.0	Directory entries do not successfully connect calls to sites dialed over ISDN voice.	Add voice sites manually.
	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.	None
	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.	None
	VIDEO-70647	2.5	From time to time a directory query may not return a full list of matching entries.	Reissue the request.
	VIDEO-72682	2.5.0.1	Only directory groups from the initial upgrade will be retained.	None

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.	None
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.	To work around this problem, enable encryption on the Polycom HDX system.
	VIDEO-81296	2.5	A Polycom HDX system with AES Encryption set to OFF does not receive a pop-up message stating that the far end requires encryption when calling another Polycom HDX system that has AES Encryption set to Required for All Calls.	To work around this issue, set the AES Encryption setting on the Polycom HDX system receiving the call to Required for All Video Calls or set the AES Encryption setting on the Polycom HDX system placing the call to When available.
	VIDEO-80716	2.5.0.6	Installing encryption-enabled Polycom HDX software on an encryption-free Polycom HDX system is not supported. If it is attempted, the Software Update fails. However, the Polycom HDX web interface screen will stay on the Software Update page even after the Polycom HDX system has restarted.	To work around this issue, erase everything but the IP address from the Polycom HDX system's URL in the browser window.

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.	None
Gatekeepers	VIDEO-60344	2.0	Registering to a gatekeeper may change the dialing order configured on the system.	None
Global Management System	VIDEO-60340	2.0	Global Management System shows Polycom HDX systems as being active even if they are powered off.	None
	VIDEO-60339	2.0	The Netstats page on the Global Management System reports the wrong call type for Polycom HDX systems.	None
	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.	To work around this issue, disable the administrator password.
	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. To work around this issue, update the Polycom HDX system from the Polycom HDX web interface.	None

Category	Issue ID	Found in Release	Description	Workaround
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 .	None
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.	None
	VIDEO-80072	2.5.0.5	Polycom HDX systems do not issue an SNMP alert when a V.35 card is installed or uninstalled	None
	VIDEO-82738	2.6	Polycom HDX systems restart when the CLink2 cable is connected incorrectly.	Connect the CLink2 cable correctly.
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.	None
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.	None
	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.	None
	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.	None

Category	Issue ID	Found in Release	Description	Workaround
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.	None
	VIDEO-76238	2.5.0.4	In high bandwidth calls, the Polycom HDX 6000 HD will not connect with 720p video in a SIP call with an Aethra X7. If 720p video is required, place a call using a Polycom HDX 9004 or Polycom HDX 4000 HD system.	None
Interoperability Avaya	VIDEO-25528	1.0	AES Encryption is not supported while registered to the Avaya Communication Manager.	None
	VIDEO-25523	1.0	When a Polycom HDX system attempts to call another Polycom system through Avaya Communication Manager, the near-site system continues to ring if the far site rejects the call.	None
	VIDEO-25521	1.0	NAT is not supported for systems registered to the Avaya Communication Manager.	None
	VIDEO-25520	1.0	While connected to the Avaya Communication Manager, telephony features are not supported to systems behind a neighboring gatekeeper.	None
	VIDEO-25517 VIDEO-25526	1.0	The Avaya Communication Manager version 4 supports wideband audio over trunk calls. However, Avaya Communication Manager version 4 will not support wideband audio over a trunk to Polycom PathNavigator.	None
	VIDEO-25516	1.0	Cisco PIX does not pass through Annex H which is required by the Avaya Communication Manager. Polycom HDX systems will not connect calls across a firewall that does not pass Annex H.	None

Category	Issue ID	Found in Release	Description	Workaround
Interoperability Avaya	VIDEO-25522	1.0	Avaya's IP Softphone (IPSP) with video set to manual will not negotiate video with endpoints registered to a neighboring gatekeeper.	None
	VIDEO-25519	1.0	In calls placed from a Polycom HDX system, the far-site system name may show a neighboring gatekeeper, such as PathNavigator, instead of the actual system name.	None
	VIDEO-25515	1.0	G728 k and G722.1-16 k audio codecs are not available when registered to the Avaya Communication Manager.	None
	IP338 VS2277	1.0	Internal MCU calls from a Polycom iPower™ system to an Avaya IP Softphone (IPSP) or Polycom HDX system do not connect.	None
	VIDEO-25478 VIDEO-48111	1.0.2	Avaya Communication Manager Telephony features and IPSP video mute are not supported with Polycom HDX, V500™, Polycom VSX, iPower, or Polycom ViewStation FX systems behind PathNavigator. iPower IMCU calls to Polycom HDX systems using Avaya do not connect.	None
	—		The Avaya Communication Manager does not support Polycom Siren™ 22 audio or Siren 22 stereo.	None
	VIDEO-63595	2.0.2	If you set the Gatekeeper field to Specify with PIN , you will see an additional field Outbound Call Route . Ignore this field.	None
	VIDEO-66117	2.0.5_J	When configuring the Polycom HDX system gatekeeper setting to Specify with PIN , you may see an extraneous field called PathNavigator for Multipoint Calls. Ignore this field.	None

Category	Issue ID	Found in Release	Description	Workaround
Interoperability Cisco	VIDEO-50658 VIDEO-50623	1.0	Cisco PIX does not support H.239. Disable H.239 on the endpoints.	None
	VIDEO-69803	2.0.2	Far end camera control does not work in calls that go through a Cisco Catalyst 6509 with Firewall Service Module version 3.1(1).	None
	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.	To work around this issue, 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.
	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.	None
Interoperability iPower	VIDEO-80601	2.5.0.5	Polycom HDX systems display black video when in an ISDN call with an iPower system.	To work around this problem, place a H.323 call.
	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.	None
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.	None
	VIDEO-56733	1.0.2	In SIP calls between Polycom HDX and LifeSize 2.6 systems, neither system has far-site camera control.	None
	VIDEO-56732	1.0.2	In SIP calls between Polycom HDX and LifeSize systems, Polycom HDX systems send 711u audio.	None

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.	None
	VIDEO-61014	2.0	LifeSize systems may experience poor audio in SIP calls with Polycom HDX systems.	None
	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.	None
	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.	To work around this issue, place the call using H.323.
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.	To continue the conference, place the call again.
	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.	None
	VIDEO-81723	2.6	When a Polycom HDX system and an Office Communicator client are configured with the same Office Communications Server account, another Office Communicator client cannot use the Share My Desktop feature when the Polycom HDX system is configured to auto answer point-to-point calls.	To work around this issue, configure the Polycom HDX system to not automatically accept point-to-point calls. This allows the Office Communicator client that is using the same Office Communications Server account to accept the invitation to share the desktop from the calling Office Communicator client.

Category	Issue ID	Found in Release	Description	Workaround
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.	None
Interoperability PathNavigator ™	VIDEO-53371	1.0	Multipoint directory entries with speed configured for Auto will be placed at the maximum rate supported by the calling system. In some cases, this may be greater than the rate supported by the network. To work around this issue, do one of the following: <ul style="list-style-type: none"> • Configure the directory entry for the desired speed, rather than leaving it as Auto. • Configure your gatekeeper to downspeed call requests to a rate that the network supports. 	None
	VIDEO-60656	2.0	Set Use PathNavigator for Multipoint Calls to Always if you want to automatically use the Polycom PathNavigator Conference on Demand to place multipoint calls.	None
	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.	None

Category	Issue ID	Found in Release	Description	Workaround
Interoperability Polycom Converged Management Application (CMA) Desktop	VIDEO-80757	2.6	Polycom CMAD displays confusing information when a Polycom HDX system has been added as a buddy, Polycom CMAD is configured with no camera, and Enable Call without a Camera is disabled. The Polycom CMAD displays the correct presence status (for Polycom CMAD) that the Polycom HDX system is unavailable. But when you select the Polycom HDX contact and view its details, Polycom CMAD shows the Polycom HDX contact is online and call capable. This may be misleading to the Polycom CMAD user because, although Polycom CMAD cannot place a video call, the Polycom HDX contact is capable of receiving a video call.	None
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.	To work around this issue, place the call again using a Polycom RMX system.
	VIDEO-80711	2.5.0.6	Occasionally, a Polycom HDX 9002 PAL system does not transmit video when in a call with a Polycom MGC Continuous Presence, encrypted, H.239-enabled conference.	To work around this issue, hang up and place the call again.
	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.	To work around this problem, set the conference call rate at a rate lower than 1920 kbps.
	VIDEO-81365	2.6	Polycom HDX systems do not connect with audio or video when placing a SIP call to a Polycom MGC.	To work around this issue, place the call as an H.323 call.

Category	Issue ID	Found in Release	Description	Workaround
Interoperability Polycom PVX™	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.	To resolve this issue, enable H.239.
	VIDEO-81294	2.5.0.2	Polycom HDX systems display black video when in a 1920 kbps SIP call with a Polycom RMX 1000 and then a Polycom PVX endpoint calls the Polycom HDX system at 1920 kbps.	To work around this issue, place the call from the Polycom PVX system to the RMX 1000 directly or place the call from the Polycom HDX system and Polycom PVX system at 1216 kbps or lower.
Interoperability Polycom RMX	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.	None
	VIDEO-74330	2.5.0.4	Content is sent as H.263 content when in an H.320/ISDN call with the Polycom RMX (which is configured for H.264 content).	None
	VIDEO-81370	2.5.0.2	Occasionally, when a 1080p-capable Polycom HDX system places a SIP call to a Polycom RMX system configured for continuous presence at 1920 kbps or greater, the Interactive Voice Response (IVR) slide is not displayed.	To work around this issue, place the call as an H.323 call.
	VIDEO-82335	2.6	Occasionally, when a Polycom HDX system is in a bridge call with a 5.0.1 Polycom RMX system and there is a large amount of packet loss, video artifacts will be displayed.	To work around this problem, disconnect the call and place it again at less than 5% packet loss.
	VIDEO-82746	2.5.0.2	When a Polycom HDX system is in a call with a Polycom RMX 1000, the Polycom HDX video freezes momentarily and returns to live video only when the RMX conference video layout configuration is changed.	None

Category	Issue ID	Found in Release	Description	Workaround
Interoperability Polycom RSS™ 2000	VIDEO-49888	1.0	Interoperability Polycom RSS™ 2000 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.	None
	VIDEO-51952	1.0	Polycom HDX systems display blocky, gray video for a few seconds after leaving the Polycom RSS 2000 menu.	None
	VIDEO-57005	2.0	In calls using a Polycom RSS 2000, audio is transmitted using G.722.1 Annex C.	None
	VIDEO-81366	2.6	When a Polycom RSS 4000 system running software version 6.0 is recording a conference where a Codian hosting a multipoint call calls Polycom HDX endpoints via IP address, the audio is garbled. This issue occurs only if playing the recorded conference with Microsoft Windows Media Player by launching the recorded session from the RSS 4000. If a Polycom HDX system calls the Polycom RSS and plays the recording, the audio issue is not heard.	To work around this issue, place the call to the Polycom HDX system from the system hosting the multipoint call using an E.164 address instead of an IP address.
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.	To work around this issue, make the call with a non-V500 system or place a call that does not require downspeeding.
Interoperability Polycom VSX Systems	VIDEO-71451	2.5.0.1	Calls between Polycom HDX and Polycom VSX systems configured for Pro-Motion may experience poor video (interlacing artifacts).	To work around this issue, disable Pro-Motion on the Polycom VSX system.

Category	Issue ID	Found in Release	Description	Workaround
Interoperability Polycom VSX Systems	VIDEO-74778	2.5.0.4	When a Polycom VSX system running version 9.0.5 makes 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 will appear unresponsive and the call statistics will indicate no transmit or receive video on any of the endpoints. On occasion, the Polycom VSX SIP system will restart. This call scenario will work if the Polycom VSX system is upgraded to version 9.0.5.1.	None
	VIDEO-81402	2.6	A Polycom HDX system crashes when in a 128 kbps H.323 call when a Polycom VSX system running software version 8.5 dials into a multipoint call using SIP.	To work around this issue, upgrade the Polycom VSX to software version 9.0 or later, or place the Polycom VSX system call as a H.323 call.
	VIDEO-82744	2.6	When a Polycom HDX 8006 system is in a mixed call with a Polycom VSX system connected over H.323, and a Polycom HDX 9001 system connected over ISDN, the HDX 9001 system occasionally shows video latency in the PIP window when content is stopped and started among the different endpoints.	None
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 there might not be any packet loss.	None
	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.	None

Category	Issue ID	Found in Release	Description	Workaround
Interoperability ReadiManager SE200	VIDEO-59959	2.0	ReadiManager SE200 version 3.0.6 software supports all Polycom HDX software versions through version 2.5. ReadiManager SE200 versions earlier than 3.0.6 do not support the new software update method required for Polycom HDX version 2.5 or later software.	None
	VIDEO-61512	2.0	ReadiManager SE200 does not support account validation.	None
	VIDEO-70225	2.5	If a Polycom HDX system becomes unresponsive after a software update from ReadiManager SE200, restart the system.	None
Interoperability Sony	VIDEO-51276	1.0	H.323 encrypted calls between a Polycom HDX system and Sony PCS-1 produce a constant audio screeching. To work around this issue, disable AES Encryption.	None
	VIDEO-56588	1.0.2	Polycom HDX systems are not able to receive video in an AES HD call from HG90.	None
	—		Content sent from Sony PCS-1 or PCS-G50 systems to Polycom HDX systems may display video artifacts.	None
	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. To work around this issue, set Content Video Adjustment to None .	None
	VIDEO-70510	2.0.1	Calls between Polycom HDX systems and Sony PCS-HG90 systems may result in video divergence on the Sony system and freezing video on the Polycom system.	None

Category	Issue ID	Found in Release	Description	Workaround
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.	None
	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.	None
	VIDEO-68009	2.0.3.1	A Sony PCS-HG90 HD system generates continuous fast updates in a call with Polycom HDX systems.	None
	VIDEO-73200	2.5.0.4	In an H.320 call when H.239 is enabled (System > Admin Settings > Network > Call Preference), a Sony PCS-1600 and VS-1 with version 3.33 are unable to connect to a Polycom HDX system. The workaround is to disable H.239 on the Polycom HDX system.	None
	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. The Sony XG80 will be able to send content if the Polycom HDX user stops sending content.	None
	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. Placing a call at an unrestricted call rate solves the issue.	None
	VIDEO-76241	2.5.0.6	When a Sony PCS-XG80 is hosting a multipoint call, and two Polycom HDX systems connect to it via H.323, the second Polycom HDX system to connect will display distorted video during the conference.	To work around this problem use a Polycom VSX system as the second system to connect.

Category	Issue ID	Found in Release	Description	Workaround
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.	To work around this issue, place the call as an H.323 call.
	VIDEO-81306	2.5.0.4	When a Sony XG80 system is hosting a multipoint call, and in a call greater than H.323 128 kbps with two Polycom HDX systems, the second Polycom HDX system that joins the call transmits distorted video.	To work around this issue, place the call at 128 kbps or use a Polycom HDX system as the system hosting the multipoint call.
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.	None
	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.	None
	VIDEO-71384	2.5.0.1	Please use the Polycom SoundStation IP 7000 documentation for details on how to use the product. When answering calls to add sites to a multipoint conference, you must use the down arrow on the IP 7000 keypad to go to the next user interface screen to Answer or Reject the calls.	None
	VIDEO-74660	2.5.0.4	SoundStation IP 7000 phones currently do not support integration with Polycom HDX 7000 series systems.	None
	VIDEO-75763	2.5.0.6	When using a SoundStation IP 7000 keypad to place a call on a Polycom HDX system, the asterisk (*) character is automatically converted to a dot.	To enter an asterisk, press the Video button and then press the * button on the SoundStation IP 7000 keypad three times.

Category	Issue ID	Found in Release	Description	Workaround
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.	To work around this problem, restart the Polycom HDX system.
	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 PSTN.	None
	VIDEO-81368	2.6	When a SoundStation IP7000 phone is attached to a Polycom HDX system and the SoundStation IP 7000 system is used to place an audio call to another SoundStation IP 7000, the called SoundStation IP 7000 is placed on hold instead of being added to the multipoint call when the Polycom HDX system places a H.323 call to another Polycom HDX system via the Polycom HDX system's embedded interface. The called SoundStation IP 7000 system will be automatically added to the video call if the video participant is called using the SoundStation IP 7000 touchpad of the SoundStation IP 7000 connected to the Polycom HDX system.	None
	VIDEO-80469	2.6	When a Polycom HDX with a SoundStation IP 7000 attached makes a 4-way call, the SoundStation IP 7000 becomes idle if the last endpoint called is an ISDN endpoint. To end the call, use the Polycom HDX remote instead of hanging up from the SoundStation IP 7000.	To work around the issue, make all endpoints H.323 or make a 3-way call with the last endpoint being an ISDN endpoint.

Category	Issue ID	Found in Release	Description	Workaround
Interoperability SoundStation IP 7000	VIDEO-80468	2.6	When a Polycom HDX 9004 system is configured with a SoundStation IP 7000 and places an 8-way mixed call, and the SoundStation IP 7000 adds an audio endpoint, the SoundStation IP 7000 will reboot if the "Manage" softkey on the SoundStation IP 7000 is pressed.	To work around this issue, do not press the "Manage" softkey on the 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.	None
	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.	To work around this issue, place the audio call from the Polycom HDX system using a POTS line instead of using the 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.	None

Category	Issue ID	Found in Release	Description	Workaround
Interoperability SoundStation IP 7000	VIDEO-81353	2.6	Occasionally, when a Sound Station IP 7000 is attached to a Polycom HDX system, the SoundStation IP 7000 makes faint audio popping sounds.	A temporary work around is to restart the SoundStation IP 7000 and Polycom HDX system. The audio popping goes away when a call is placed but may be heard again once the call has been disconnected.
	VIDEO-81292	2.5.0.2	When a Polycom HDX system has a SoundStation IP 7000 connected and is in a video call with another system, the audio from the Polycom HDX system will increase if a voice endpoint is dialed in to the call via the SoundStation IP 7000.	To work around this issue, lower the volume by either using the SoundStation IP 7000 touch pad or the Polycom HDX remote.
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 embedded and web interfaces.	None
	VIDEO-82104	2.6	When a Polycom HDX system is connected to the right CLink port of a SoundStructure (the CLink port on the right when looking at the back panel of the SoundStructure system), the System Status page shows a red down arrow for the SoundStructure connection.	The work around this issue, connect the CLink cable to the left CLink port of the SoundStructure system.
	VIDEO-81984	2.6	Occasionally, a popping sound will be heard when a Polycom HDX system is connected to the right CLink port of the SoundStructure system (the CLink port on the right as seen from the back panel view of the SoundStructure system).	To work around this issue, connect the CLink cable to the left CLink port of the SoundStructure system.

Category	Issue ID	Found in Release	Description	Workaround
Interoperability SoundStructure	VIDEO-82748	2.5.0.5	Polycom HDX 6000 systems do not support integration with SoundStructure.	To work around this problem, use a Polycom HDX 9000, Polycom HDX 8000, or Polycom HDX 7000 system with SoundStructure.
	VIDEO-82745	2.6	When two Polycom HDX systems are in an ISDN call and one Polycom HDX system has a SoundStructure connected to the left CLink port, a loud audio squeal is heard when the SoundStructure CLink cable is moved to the right CLink port.	To work around this issue, connect the SoundStructure to the left CLink port (left CLink port as seen from the back panel view of the SoundStructure) and do not change the setting while in a call.
Interoperability TANDBERG	VIDEO-56587	1.0.2	Polycom HDX systems are not able to send HD video to TANDBERG 6000 MXP systems.	None
	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.	None
	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.	None
	VIDEO-58833	2.0	In H.323 calls at 512 kbps and higher, TANDBERG MXP systems receive video artifacts from Polycom HDX systems. TANDBERG version F6.2 corrects this issue.	None
	VIDEO-65939	2.0.2	When registered to a TANDBERG gatekeeper, calls do not connect properly if you enter the gatekeeper address in the address field and the far-end extension (E.164 address) in the extension field.	To work around this, enter <ip address>##<extension> in the address field.

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Interoperability TANDBERG	VIDEO-69706	2.5	Content does not work in SIP calls between Polycom HDX systems and TANDBERG MXP systems.	None
	VIDEO-81374	2.5	A Polycom HDX system cannot receive H.239 content when in a SIP call with a Tandberg MXP system.	To work around this issue, place the call as an H.323 call.
	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.	None
	VIDEO-74376	2.5.0.4	In SIP calls greater than 2 Mbps with a TANDBERG MXP or Codian MCU the call connects at 1920 kbps.	To work around this problem, disable H.264 on the TANDBERG MXP system.
	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.	To work around this issue, place the call using H.323.
	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.	None
	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.	To work around this issue, stop sending content from the Polycom HDX system prior to sending content from the TANDBERG C20 system.
	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 work around this issue to obtain 30 fps, place the call as an H.323 call.
	VIDEO-82102	2.6	A TANDBERG C20 system cannot receive content from a Polycom HDX 9006 system on the first attempt when in a 720p call.	To work around this issue, send content again or place the call as a 1080p call.

Category	Issue ID	Found in Release	Description	Workaround
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.	None
	VIDEO-51304	1.0	VCON HD3000 systems may display poor video in calls with a Polycom HDX system	None
	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.	None
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.	None
	VIDEO-51292	1.0	In calls between Polycom HDX systems and ViewStation systems with Basic Mode enabled, the ViewStation system does not receive video.	To address this issue, turn off Basic Mode.
	VIDEO-51223	1.0	ViewStation EX/FX v6.0.5 does not support People+Content in calls with Polycom HDX systems.	ViewStation EX/FX version 6.0.5.20 addresses this issue.
	VIDEO-52027	1.0	Polycom HDX systems do not receive graphics from ViewStation systems.	None
	VIDEO-53153	1.0	In 4-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.	None

Category	Issue ID	Found in Release	Description	Workaround
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.	None
Interoperability VVX™ 1500	VIDEO-75809	2.5.0.2	A Polycom HDX system cannot connect to a Polycom VVX 1500 phone when UDP is configured as the SIP transport protocol for the Polycom HDX system. To work around this problem, go to System > Admin Settings > Network > IP > SIP Settings and set the Transport Protocol setting to Auto .	None
	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 is not displayed. This issue occurs only when content is being sent using People+Content IP.	To resolve this issue, stop and then restart content.
	VIDEO-81371	2.5.0.4	The first VVX1500 in a SIP multipoint call hosted by a Polycom HDX 9004 system turns into an audio only connection if another VVX1500 is added to the call.	To work around this issue, enable transcoding on the Polycom HDX system.
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.
Localization	VIDEO-71091	2.5	Limit names of localized directory entries to 31 or fewer characters.	None
	VIDEO-71092	2.5	Directory entries with localized names longer than 21 characters are truncated on the Edit Entry screen.	None

Category	Issue ID	Found in Release	Description	Workaround
Localization	VIDEO-70798	2.5	Localized system names longer than 13 characters are truncated on some of the system's local interface screens.	None
	VIDEO-70797	2.5	Localized meeting names longer than 14 characters are truncated on some of the system's local interface screens.	None
	VIDEO-70796	2.5	Localized Names in the directory longer than 17 characters are truncated on some of the system's local interface screens.	None
	VIDEO-80857	2.5.0.6	Polycom HDX systems localized in Japanese do not display the system name in Japanese. The system name is displayed in English.	None
	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.	None
Logging	VIDEO-66818	2.0.5_J	By default, both system and error logs downloaded from an HDX system are named "log.txt". When downloading multiple logs, rename the logs to have unique names.	None
Monitors	VIDEO-51308	1.0	You may observe user interface distortion if you attempt to configure a monitor with a 4:3 aspect ratio for a resolution of 1280 x 720.	None
	VIDEO-53390	1.0	You may observe distorted video in a multipoint call between PAL and NTSC systems if Zoom People Video to Fit Screen is enabled.	None

Category	Issue ID	Found in Release	Description	Workaround
Monitors	VIDEO-53960	1.0.1	Borders are clipped when using Discussion mode in a multipoint call with a DVI monitor set to 1280 x 720 resolution.	None
	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.	None
	VIDEO-59578	2.0	A Polycom HDX system provides the option to output black video or no signal when the system goes to sleep. Select the setting that works best for the system. Note that you may also need to adjust the monitor's configuration to achieve optimal results. For more information, refer to the <i>Administrator's Guide for Polycom HDX Systems</i> .	None
	VIDEO-60148	2.0	If Monitor 1 is connected to the system using a different format than what is configured in the user interface, you may get a blank screen. To work around this issue, press and hold the Display button on the remote control, then select the appropriate format in the remote control window. Or if you know the system's IP address, you can change the monitor format using the web interface.	None
	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 U-Boot splash screen is tinted green.	None
	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.	None

Category	Issue ID	Found in Release	Description	Workaround
Monitors	VIDEO-82743	2.6	When a Polycom HDX system has Monitor 1 configured as a composite monitor, some of the icons at the edges of the screen are not fully shown.	None
	VIDEO-61097	2.0.1	Video from some computers may be slightly clipped on the left side when viewed on a Polycom HDX 4000 series display.	None
	VIDEO-70164	2.5	Do not configure both Monitor 1 and Monitor 2 to display far-end video; you can configure one or the other to display far video.	None
	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.	None
	VIDEO-74564	2.5.0.4	VCR/DVD video output may not work in certain PAL configurations when Monitor 1 and Monitor 2 are both configured for higher resolutions such as 1080.	None
	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: <ul style="list-style-type: none"> The VCR/DVD Record Source value for Monitor 3 is Monitor 2 Monitor 2 has the following settings: <ul style="list-style-type: none"> - 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.
Multipoint	VIDEO-71679	2.5.0.1	PAL Polycom HDX 8006 systems (HDX 8000 HD with Hardware Version B) do not support HD continuous presence in multipoint calls.	None
	VIDEO-71756	2.5.0.4	A multipoint H.331 broadcast mode call is not supported.	None
	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.	To work around this issue, set Auto Answer Multipoint Video to NO on the endpoint that is hosting the call.
	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 into the web interface, the meeting password prompt is displayed on the second endpoint's local system interface but not on the web interface.	To work around this problem, do one of the following: <ul style="list-style-type: none"> 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

Category	Issue ID	Found in Release	Description	Workaround
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.	To work around this issue, place a point-to-point call or have each endpoint call into a video bridge.
	VIDEO-78352	2.6	When an Polycom HDX system uses the Conference on Demand (COD) functionality, a 7-way call is the largest conference that will connect.	To work around this issue, use a Polycom RMX if a conference larger than 7 participants is required.
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. If this occurs, restart the system with the LAN connected.	None
	VIDEO-66300	2.0.5_J	You must provide an 802.1 password when configuring a system for 802.1X authentication. If you do not provide a password, the system will not activate 802.1X.	None
	VIDEO-74182	2.5.0.4	If a user retypes the 802.1x password through the web interface without changing the password, the web interface indicates the system must reboot. Refreshing the browser fixes the issue.	None
	—	—	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.	None
People+Content	VIDEO-69798	2.0.5_J	You cannot enable or disable H.239 while in a call.	None

Category	Issue ID	Found in Release	Description	Workaround
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.	None
	VIDEO-79760	2.6	People on Content displays video artifacts if the content source is not enabled. This issue does not happen when two active sources are enabled when People on Content is started.	None
People+Content IP	VIDEO-75903	2.5.0.6	During installation, InstallShield might display an incorrect version number for People+Content IP.	None
	VIDEO-75733	2.5.0.6	When the Polycom HDX system is set to Basic Mode, you cannot send content using People+Content IP.	To work around this problem, go to Admin Settings > Network > Call Preference and disable Basic Mode .
	VIDEO-81288	2.6	When using People+Content IP to send content, residual artifacts may be observed in areas with chroma-only changes.	None
	VIDEO-81147	2.5	When sending content with People+Content IP, the content image is displayed with black bars on the side when the PC has been configured for a 16:9 aspect ratio.	To work around this issue, use a 4:3 aspect ratio.
Polycom MGC	VIDEO-51962	1.0	Polycom HDX systems in high-speed, video-switched conferences with Polycom Pro-Motion on Polycom MGC may experience video artifacts when sending content. Polycom MGC 8.0.0.26 resolves this issue.	None
	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.	None

Category	Issue ID	Found in Release	Description	Workaround
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.	None
	VIDEO-52496	1.0	Enable H.239 on Polycom HDX systems when connecting into a Polycom MGC conference configured for H.239.	None
	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.	None
	VIDEO-58840	1.0.1	When People Video Adjustment is set to zoom, Polycom HDX systems may crop some messages sent by Polycom MGC.	None
	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.
Power	VIDEO-72288 VIDEO-74189	2.5.0.4	In order to avoid corrupting the file system, always power off a Polycom HDX system using the power button on the system or the remote control. After turning the power off in this way, wait at least 15 seconds before you disconnect the system from its power source. This helps ensure that the system powers off correctly.	None

Category	Issue ID	Found in Release	Description	Workaround
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.	None
	VIDEO-80602	2.5.0.7	Polycom HDX 4000 systems restart when the user changes the Country selection (while not in the setup wizard) from U.S. to Peru. This is normal behavior.	None
	VIDEO-78532	2.5.0.6	A Polycom HDX system will restart after approximately 10 minutes 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.	To work around this issue, connect a Polycom HDX system to a switch or dedicated LAN port.
	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 2 Polycom HDX systems.	To work around this issue, use a switch or dedicated LAN port instead of a hub.
	VIDEO-82736	2.6	Corrupt or invalid RTP payload in the audio or video stream may cause the Polycom HDX system to crash.	To work around this issue, place the call again.

Category	Issue ID	Found in Release	Description	Workaround
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.	None
Profiles	VIDEO-51310	1.0	Profiles do not save Monitor 2 settings.	None
	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.	To work around this issue, manually register with the other servers.
Provisioning	VIDEO-80189	2.6	The Polycom CMA Site Link screen will report the call speed at which the call was initiated and will not reflect any downspeeding that occurred after call initiation.	None
	VIDEO-80709	2.5.0.6	A Polycom CMA provisioning an encryption-free Polycom HDX system is not a supported configuration. However, when an administrator attempts to have Polycom CMA provision an encryption-free build, the Room password field is present and editable in the setup wizard. Although you can edit the text fields, the changes are not saved.	None
	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 pop up when attempting to navigate to the Polycom HDX web interface. The log in pop up window will reappear even if the user enters the log in information.	To work around this issue, close the web browser session and navigate back to the Polycom HDX system's web interface.

Category	Issue ID	Found in Release	Description	Workaround
Provisioning	VIDEO-81695	2.6	A Polycom HDX system will not be able to successfully register to a Polycom CMA provisioning server if there is a space at the end of the password.	To work around this issue, remove the space at the end of the password.
	VIDEO-80756	2.5.0.1	Polycom HDX systems cannot have the remote access password provisioned when being managed by Polycom CMA in traditional management mode.	To work around this issue, go the web interface and configure the remote access password manually.
	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.	To work around this issue, use a user name that does not contain a dash.
	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.	To work around this issue, use a unique user name.
	VIDEO-75458	2.5.0.5	If a Polycom HDX system is configured for provisioning from the Polycom CMA server, you will be prevented from logging into the system if Secure Mode in the Polycom CMA site provisioning profile is enabled.	Work around this issue by disabling Secure Mode in the Polycom CMA site provisioning profile. Reconfigure the Polycom HDX system with the new profile settings.
	VIDEO-80710	2.5.0.6	When the Polycom CMA provisions the Polycom HDX system with a scheduled provisioned profile which includes the password for a Global Directory (GDS), the Polycom HDX system is updated with the password. However, the embedded interface screen will show that the password has been provisioned, but the web interface will not.	None

Category	Issue ID	Found in Release	Description	Workaround
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.	To work around this issue, provision the Polycom HDX system with values only on the Video Network > IP Network > H.323 Settings page or manually update the Polycom HDX system via the local system interface or web interface.
	VIDEO-75459	2.5.0.5	If a Polycom HDX system is configured for provisioning from the Polycom CMA server, you will be prevented from logging into the system if: <ul style="list-style-type: none"> Secure Mode in the Polycom CMA site provisioning profile is enabled AND <ul style="list-style-type: none"> 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.
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 HD systems.	None
	VIDEO-82742	2.6	Occasionally, a Polycom HDX system displays a number twice when the number is entered via the remote control or Polycom HDX 4000 keypad.	None

Category	Issue ID	Found in Release	Description	Workaround
Remote Control	VIDEO-82739	2.6	When two Polycom HDX systems have the following settings: <ul style="list-style-type: none"> • PC and printer attached • serial port mode set to pass through • baud rate set to 115200 • flow control to None a document will fail to print when an ISDN call is made and either endpoint performs an action with the remote control.	To work around this issue, 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.	None
Security	VIDEO-51330	1.0	The Security page in both the local and web interface does not correctly report Telnet, SNMP and Web connections.	None
	VIDEO-51954	1.0	When Security Mode is enabled on a Polycom HDX system, attempting to enable or disable Telnet access from the Security page causes the system to restart.	None
	VIDEO-52300	1.0	Polycom HDX systems do not issue an SNMP alert for failed or successful attempts to log in via Telnet.	None
	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.	To work around this issue, press Home then Near on the remote control.

Category	Issue ID	Found in Release	Description	Workaround
Security	VIDEO-70377	2.5	If your system is in Security Mode and you use the web interface, your browser may display warning messages stating that the security certificate for the web site "Polycom" cannot be verified.	Click Yes, I want to accept the certificate to continue normal operation.
	VIDEO-68750	2.5	Do not set a meeting password if multipoint calls will include SIP endpoints.	None
	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.	None
	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 that tells you that the ID was invalid.	None
	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.	None
	—	—	The user interface changes related to password management do not apply to Polycom HDX systems sold in Russia.	None
	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 .	None

Category	Issue ID	Found in Release	Description	Workaround
Security	VIDEO-76736	2.5.0.6	If you enable and then disable Security Mode in the setup wizard, you must configure an Admin room password in order to complete the setup. You can then remove the Admin room password once the setup has been completed.	None
	VIDEO-76708	2.5.0.6	Polycom HDX systems may crash when Security Mode is enabled on the Polycom HDX system and the Polycom HDX system is in dynamic management mode. Security Mode is not supported when the HDX system is in dynamic management mode.	To resolve this issue, disable Security Mode.
	VIDEO-52314	1.0	When a Polycom HDX 9004 system is hosting a multipoint call with a meeting password set, other systems are allowed to call in and be heard and seen before entering the correct meeting password. They cannot hear or see the other participants until they enter the password.	None
	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:	None
SIP	VIDEO-51333	1.0	SIP conferences do not support a meeting password. Do not configure a meeting password if you are using SIP.	None
	VIDEO-71148	2.5	SIP calls across firewalls may fail to connect fully. If a Polycom HDX system restarts when attempting a SIP call across a firewall, disable H.239.	None
SNMP	VIDEO-60341	2.0	The Main Camera Up trap is not sent when a Polycom HDX system starts up.	None

Category	Issue ID	Found in Release	Description	Workaround
SNMP	VIDEO-76857	2.5.0.7	Polycom HDX systems do not issue an SNMP alert when an attempt to log in using the embedded user interface or web interface fails.	None
	VIDEO-76856	2.5.0.7	Polycom HDX systems do not issue an SNMP alert for excessive Jitter or Latency in a call.	None
Software Update	VIDEO-51312	1.0	Polycom HDX systems do not time out in software update mode if they are waiting for user response.	None
	VIDEO-65480	2.0.3	The Polycom HDX system retains its directory entries after you use the hardware restore button to restore the system's configuration to its default values.	None
	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 may become unusable.	None
	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.	None
	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.	None

Category	Issue ID	Found in Release	Description	Workaround
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.	None
	VIDEO-60253	2.0	When updating a Polycom HDX system using the USB port, the root of the USB stick should have a single .pup file and single .txt file.	None
	VIDEO-60317	2.0	If the Software Update page does not load after a few seconds, click the browser's Refresh button.	None
	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 preceding normally.	None
	VIDEO-60655	2.0	Disable security mode before downgrading the system software from 2.0 to 1.0.x.	None
	VIDEO-80713	2.5.0.6	Because the Polycom CMA server does not indicate a failed Software Update, the Polycom CMA server attempts to update the encryption-free Polycom HDX system at the next Software Update polling interval.	None
	VIDEO-80579	2.6	A Polycom HDX system may need to have power manually restarted if a user attempts multiple software upgrades at the same time using multiple web interface sessions.	To work around this issue, perform the Software Update via a single Polycom HDX web interface session.
	VIDEO-78889	2.6	Occasionally, when upgrading from software version 2.0.3.1 to 2.6.0.2, the Polycom HDX system hangs at the hour glass screen.	To work around the issue, restart the Polycom HDX system and perform the upgrade again.

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.	None
	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. To preserve this information, use the system's web interface to download it to your computer before the update.	None
	VIDEO-72148	2.5.0.2	If the Polycom HDX 4000 series monitor cables are not properly connected, Software Update displays an error message and aborts the update. Connect the monitor cables and retry the Software Update.	None
	VIDEO-72721	2.5.0.2	Polycom HDX 9000 series systems occasionally display a shifted or split progress screen during a software update. Allow the software update to complete normally. Do not power off the system during the software upgrade process. If the upgrade is interrupted, the system may become unusable.	None

Category	Issue ID	Found in Release	Description	Workaround
Software Update	VIDEO-75808	2.5.0.6	<p>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:</p> <ul style="list-style-type: none"> • 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 field 	None
	VIDEO-76323	2.5.0.6	<p>If you select a static IP address in the setup wizard, the following pop up message appears: loadXMLDoc: Something is wrong "Access is denied."</p>	To regain access to the software update in the web interface, click OK on the pop up message and then type the new IP address into the Address field of the web browser.
Transcoding	VIDEO-61407	2.0.1	<p>Due to the increased functionality of the Polycom HDX multipoint software, transcoding is now enabled by default.</p>	None
	VIDEO-81287	2.6	<p>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 when receiving content from a far endpoint under the following scenario:</p> <ul style="list-style-type: none"> • Transcoding is set to OFF <p>AND</p> <ul style="list-style-type: none"> • a multipoint mixed call (IP, ISDN, SIP) is placed <p>AND</p> <ul style="list-style-type: none"> • downspeeding occurs <p>AND</p> <ul style="list-style-type: none"> • content is sent. 	To work around this issue, enable Transcoding.

Category	Issue ID	Found in Release	Description	Workaround
User Interface	VIDEO-54356	1.0.2	When the trace route diagnostic screen lists more than one line in the results, you must use the Back button on the remote control to exit the screen.	None
	VIDEO-65396	2.0.3	When you create a system name, the first character should be either a letter or a digit. System names can't start with the \$ or the _ characters.	None
	VIDEO-64776	2.0.3	Camera icons and names may not be properly transferred to the far end system.	None
	VIDEO-55049	1.0.2	No warning appears in the user interface when changing the settings for content display in the web interface.	None
	VIDEO-60004	2.0	On the Call Statistics screen, the video rate used may appear to exceed the negotiated video rate. This is only a statistics issue and does not reflect what is actually happening on the network.	None
	VIDEO-58845	2.0	If you do not configure Polycom HDX 4000 series, Polycom HDX 7000 series, or Polycom HDX 8000 HD systems with Hardware Version A to use a time server, you will have to reset the time manually whenever the system restarts.	None
	VIDEO-61209	2.0	It may take several minutes for the LAN status indicator to update after the LAN has been reactivated.	None
	VIDEO-61293 VIDEO-65440 VIDEO-63086	2.0.1, 2.0, 2.0.2	The user interface may fail to redraw properly after repeated changes to the configuration of Monitor 1.	If this occurs, navigate to another user interface screen and then return to the original screen. If this does not resolve the issue, restart the system.
	VIDEO-62867	2.0.0_J	When a system is configured for basic mode, it does not report far-site information correctly.	None

Category	Issue ID	Found in Release	Description	Workaround
User Interface	VIDEO-81342	2.5.0.5	On page 3 of the Security Settings screens you cannot place the yellow cursor on Allow Video Display on Web when navigating from the top to the bottom and moving downward.	To work around this issue, place the cursor at the bottom of the screen and scroll up.
	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.
	VIDEO-80094	2.5.0.7	On page 3 of the ISDN PRI Setup configuration screen, the icon for restore defaults overlaps the Restore Defaults text.	None
	VIDEO-82741	2.5.0.6	Setting the Time Server to Auto sets ntp.polycom.com as the time server.	To manually set the HDX system to a different time server, set Time Server to Manual .
	VIDEO-81302	2.5.0.5	When a Polycom HDX system has EAP/802.1x enabled and is connected to an 802.1x/EAP LAN port and the ethernet cable is disconnected from the Polycom HDX system, the Polycom HDX system displays an IP address of 0.0.0.0 and the System Status displays a red down arrow for IP Network. If you select the IP Network status, the pop up window incorrectly states EAP Authenticate. The rest of the pop up message provides the correct information: No IP connectivity could be detected. Please make sure the cable is properly connected.	None

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).	To work around this issue, 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.
	VIDEO-81297	2.6	When in a call, pressing the Camera button on the remote control and selecting Camera 1 (assuming it is already selected) changes the view from far video to near video or vice versa. However, the Camera 1 icon displayed will be the default or configured camera icon and not the icon that indicates that the video can be switched between near and far.	None
	VIDEO-69792	2.5	The statistics for receive content show the maximum that might be received rather than the rate currently being received.	None
	VIDEO-69620	2.5	When you add Polycom HDX microphones one at a time, the Diagnostics screen may list the version of the first microphone as None. If multiple microphones are connected, and then you restart the system, they are all correctly displayed.	None
	VIDEO-65940	2.0.5_J	Selecting the space bar in the onscreen keyboard toggles between upper case and lower case letters.	None
	VIDEO-70650	2.5	Do not add more than six entries to the Speed Dial or Sites list displayed on the Place a Call screen.	None

Category	Issue ID	Found in Release	Description	Workaround
User Interface	VIDEO-80677	2.6	When the Allow Directory Changes check box is disabled, the Options button in the Directory is no longer visible even though More Information is located under the Options button and is not an editable action. You can find the information contained in More Information by highlighting a directory entry and pressing the information button on the remote.	None
	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.	None
	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.	None
	VIDEO-64776	2.0.3	Camera icons and names may not be properly transferred to the far end system.	None
	VIDEO-72275	2.5.0.1	Pagination of the alert System Status screens indicates that there are three screens. However, only the first two pages are accessible. The third page does not display.	None
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 and then will display normal video.	None

Category	Issue ID	Found in Release	Description	Workaround
Video	VIDEO-80196	2.5.0.7	Blue video is displayed for approximately 4 seconds when the Polycom HDX camera wakes up after being asleep due to the screen saver wait time. The Polycom HDX is operating normally and near video is displayed after the brief moment of blue video.	None
Web Interface	VIDEO-80718	2.5.0.6	After completing the setup wizard via the web interface when using an encryption-free build, you are presented with a pop up message requesting log in information. The first part of the pop up message instructions display the text "The server <IP Address' at " and should be ignored. The rest of the message is correct.	None
	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.	None
	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 pop-up message for an incoming POTS or ISDN voice call for the user to answer the call. The pop up message asking you to accept the call is displayed on the local system interface.	To work around this issue, Set Auto Answer Video calls to NO. The pop-up message will then be displayed on the web interface.
	VIDEO-80605	2.6	In the web interface, Ctrl+Z does not delete text entered into a text field.	To work around this issue, use the Delete key to delete text from a text field.

Category	Issue ID	Found in Release	Description	Workaround
Web Interface	VIDEO-80194	2.6	The web interface does not display the hardware version for revision A of the Polycom HDX 7000 and 8000 products under Tools > System Information. Hardware Version A is displayed on the System Information screen in the local system interface. The web Interface does display the hardware version for later hardware versions.	None
	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.	To work around this issue, have only one user at a time perform a directory search.
	VIDEO-80106	2.6	Polycom HDX systems generate an SNMP alert for each web interface request.	None
	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.	To work around this issue, refresh the browser page or configure the Calendaring Service this from the local system interface.
	VIDEO-80076	2.0	On the web interface Place a Call page, disabling Display H.323 Extension does not remove the Extension box.	None
	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.	None
	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.	None

Category	Issue ID	Found in Release	Description	Workaround
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.	To work around this issue, use Internet Explorer 6 or Internet Explorer 8.
	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 awakes using the remote control.	None

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

Interoperability

The following PTZ cameras are supported for use with Polycom HDX systems:

- Polycom EagleEye View
- Polycom EagleEye HD
- Polycom EagleEye 1080

- Polycom PowerCam™ Plus
- Polycom PowerCam
- Sony EVI-D30/31
- Sony EVI-D70 / Vaddio WallVIEW 70
- Sony EVI-D100 / Vaddio WallVIEW 100
- Sony BRC-300 / Vaddio WallVIEW 300
- Elmo PTC-100S/110R/150S/160R
- Canon VC-C50i/Vaddio WallVIEW 50i
- Sony BRC-H700
- Sony EVI-HD1

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 2.6.0.2 release.

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.

Type	Product	Version
NAT/Firewall/Border Controller	Linksys BEFVP41	1.01.04
	Linksys WRT54G2	1.5.00
	NETGEAR FR114P	1.5 Release 14
	NETGEAR WGR614v9	1.2.6_18.0.17NA
	Polycom VBP™ 4350	9.1.5.1
	Polycom VBP 5300 E/S	9.1.5.1
	SMC7004ABR	1.42.012
Management Systems and Recorders	Polycom RSS 4000	5.0.0
	Polycom VMC1000	1.0.3 patch 104

Type	Product	Version
Gatekeeper, Gateways, External MCU, Bridges, Call Managers	Avaya ACM	R015x.02.0.947.3
	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	4.0 (1.44)
	OpenSER	1.0.2
	Polycom CMA 4000, CMA 5000	4.0.1, 5.0.0
	Polycom Global Management System	7.1.10.1
	Polycom DMA 7000	2.0.2
	Polycom ReadManager SE200	3.0.6 ER05
	Polycom PathNavigator	7.0.12
	Polycom RMX 1000	2.1.0-16612
	Polycom RMX 2000™, Polycom RMX 4000	5.0.1.23, 6.0.0
	Polycom MGC	9.0.3.1
	RADVISION ECS	5.6.2.4
	TANDBERG Gateway	G3.2
TANDBERG Gatekeeper	N6.1	
Endpoints	Aethra VegaStar Gold	6.0.49
	Aethra X3	12.1.19
	Aethra X7	12.1.7
	LifeSize Express	4.5.1(34)
	LifeSize Room	4.5.1(34)
	LifeSize Room 200	4.5.1(34)
	LifeSize Team	4.1.1(17)
	Polycom CMAD	4.1.2.0178
	Polycom DSTMedia Broad5	2.0.0
	Polycom DSTMedia K60	2.0.1
	Polycom iPower 9000	6.2.0.1208
	Polycom PVX	8.0.4

Type	Product	Version
Endpoints	Polycom QDX 6000	4.0
	Polycom RSS 4000	6.0.0
	Polycom V500, Polycom V700™	9.0.5.2
	Polycom ViewStation 512	7.5.4
	Polycom ViewStation FX	6.0.5
	Polycom SoundPoint® IP 601	3.1.3.0439
	Polycom VVX1500	3.2.2.0481
	Polycom SoundStation IP 3000	2.8
	Polycom SoundStation IP 4000	3.1.1.0137
	Polycom VSX 3000, VSX 5000, VSX 6000	9.0.5.1
	Polycom VSX 7000, VSX 7000e, VSX 8000	9.0.5.2
	Sony PCS-1	3.42
	Sony PCS-G50	2.70
	Sony PCS-G70	2.63
	Sony PCS-XG80	2.0.4
	Sony PCS-TL50	2.42
	TANDBERG 6000 B Series	B10.3
	TANDBERG 6000 E Series	E5.3
	TANDBERG C20	3.0.0.211036
	TANDBERG MXP 150	L5.1
TANDBERG Edge95 MXP, MXP 880, MXP 1500, MXP 1700, MXP 6000	F8.2	
Microsoft Office Communications Server Solution	Microsoft Office Communications Server 2007 R2	2007 SP2
	Microsoft Office Communicator Client R1	2.0.6362
	Microsoft Office Communicator Client R2	3.5.6907.83
	F5 BIG-IP Load Balancer 1500	9.1.2 (40.2)

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