

# Release Notes

## Polycom® TPX® HD 306M

### Version 3.0.3

Polycom announces the general availability release of its Polycom Telepresence Experience™ (TPX) HD 306M, version 3.0.3. This document provides the latest information about this release.

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Polycom, Inc.  
4750 Willow Road  
Pleasanton, CA 94588-2708  
USA

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## Introducing the Polycom TPX HD Version 3.0.3 Release

Polycom is pleased to announce the release of the Polycom TPX HD 306M, version 3.0.3.

The TPX HD offers Polycom's Ultimate High Definition real-size video and extraordinary StereoSurround™ audio in a comfortable, professional meeting environment. With true-to-life people dimensions and no technology in the way, you will truly feel as if your colleagues are sitting across the table from you rather than located across the world.

### What's New in TPX HD Version 3.0.3

TPX HD version 3.0.3 provides the following functionality:

- The Polycom Touch Control is the new interface to the TPX HD system. The Polycom Touch Control is also available with the Polycom OTX™, RPX™, and ATX™ 300 Immersive Telepresence (ITP) solutions, as well as all Polycom HDX® and SoundStructure™ systems, thereby providing a consistent user interface across Polycom products. The intuitive graphical UI offers simple navigation and easy access to call control, administration, and content-sharing capabilities.

The Polycom Touch Control is available as an upgrade to the standard TPX suites. ITP software version 3.0.3 and hardware version C or later (HDX 8000 codecs) are required to upgrade to the Polycom Touch Control.

- New microphone placement to support for Telepresence Interoperability Protocol (TIP). Note that the Polycom Touch Control is required for TIP support.
- Support for the Session Initiation Protocol (SIP) in network environments with or without a Microsoft Lync Server.

Information on the configuration of these and other TPX features is provided in the *Polycom Immersive Telepresence (ITP) Administrator's Guide*.

**Important Note:** Starting with the release of TPX HD version 2.7.1 software, the *View Content on the Right Display Screen* feature is no longer an optional feature, and it has been removed from the product documentation. However, if you enabled this feature in an earlier version of TPX software, it will continue to work after loading the newer version of software.

### Software and Firmware Used in Version 3.0.3

TPX HD version 3.0.3 uses the following software and firmware:

- Polycom Telepresence Tool version: 3.0.3.5 (TelepresenceTool\_3.0.3.5.msi)
- HDX software version: 3.0.3-14451 (polycom-hdx-release-3.0.3-14451.pup)
- Polycom Touch Control Operating System version: 1.3.0-17
- Polycom Touch Control Applications version: 1.3.0-103
- Crestron software version: 3.0.3-2 (TPX\_3.0.3-2.zip)
- Crestron AV2 System Controller firmware version: 4.001.1012 (Feb 17 2009) (pro2\_av2\_cp2\_cp2e\_rack2\_pac2\_4.001.1012.zip)

- Crestron Touch Panel firmware version: 3.001.0015  
(tps-3000\_tps-3000l\_tps-3100\_tps-4000\_tps- 4000l\_3.001.0015.zip)

For information on versions of other Polycom products, such as RMX™ and CMA™, that are compatible with this release, refer to the *Polycom Immersive Telepresence (ITP) Deployment Guide*.

## Checking and Upgrading the Firmware on LG European Displays

If you are installing European displays from LG Electronics, you must first check the firmware version on the displays and then, if needed, upgrade the firmware. If you have LG displays for North America or Australia, you do not need to check or upgrade the firmware.

You must check and upgrade the firmware on the European displays prior to installing the displays in the credenza. For complete information about how to perform these procedures, refer to Chapter 2, “Installing the Credenza,” in the *Polycom TPX HD 306M Installation Guide, Version 2.6* (part number 3725-27345-007).

## Upgrading the Software to Version 3.0.3

If you are upgrading the software only to TPX HD version 3.0.3 from an earlier version, refer to Chapter 5, “Configuring the TPX HD 306M,” and Chapter 6, “Configuring and Aligning the Displays and Cameras,” in the *Polycom TPX HD 306M Installation Guide, Version 2.6* (part number 3725-27345-007). Each section in these chapters tells you specifically what procedures you need to perform when upgrading the software from an earlier version.

In order to upgrade the software to version 3.0.3 from a version earlier than Version 3.0, you must obtain an HDX software upgrade key from Polycom Support at <http://support.polycom.com>. Note that you must have an active maintenance contract to obtain the key. There are no restrictions in upgrading from earlier versions of TPX HD software to version 3.0.3.

In order to support the new version 3.0.3 features of RTV and TIP, you must obtain a license key from Polycom Support at <http://support.polycom.com>.

# Known Issues and Limitations

## For Users

The following table lists the known issues relevant to TPX HD end users.

Feature	Description	Workaround
<b>Audio/Video Calls</b>	When both SIP and H.323 are enabled on an ITP endpoint, it does not support automatic rollover from one protocol to the other when dialing multi-screen calls.	Configure directory and favorite entries to include only one address type, not both H.323 and SIP. Also, configure the HDX preferred dialing method to “auto” and set the video dialing order to use the most common protocol (either SIP or H.323) first. If a particular call does not connect with the first protocol, the ITP system will attempt using the other protocol, but only the center screen will connect.  If you are using Polycom Calendaring for Outlook, and you need to have both H.323 and SIP enabled, set the video dialing order to first use the protocol that is configured for your calendared meetings. Otherwise, only the center screen of the ITP endpoint will connect to the calendared meeting.
	The TPX HD will not accept any incoming audio calls when it is already in a video call.	Place outgoing audio calls instead of receiving incoming audio calls when you are already in a video call.
	On rare occasions, pressing the audio Speed Dial button once (or the Dial button for manually placed calls) does not dial the call.	If needed, press the audio Speed Dial button or the Dial button twice in order to complete the call.
	When DTMF tones are heard during the process of dialing an audio call, the near-end and far-end audio is muted for a brief moment.	None
	If the displays are in sleep mode when a video call comes in, any codecs that are not being used will very briefly show near-end video. This only occurs when the number of near-end codecs is more than the number of far-end codecs, such as when a TPX 306M on the near end receives an incoming call from an RPX 200 or a single endpoint (such as HDX) on the far end.	None
	If you hang up an incoming audio call and then immediately place an outgoing audio call, the TPX HD may not hang up the initial incoming audio call.	Wait five seconds between consecutive audio calls.
	If the TPX HD 306M is in a single endpoint video call (such as with a VSX or HDX video conferencing system) and the Do Not Disturb feature on the TPX HD is disabled, an incoming call from a two-codec or three-codec system will cause the primary camera on the TPX HD to momentarily move to the side before returning to its correct position.	None

Feature	Description	Workaround
<b>Audio/Video Calls (continued)</b>	If you place a point-to-point call to an RMX Virtual Meeting Room (VMR) and then add a site to the call from the Conference List on the Meeting Composer screen (with the Enhanced UI only), the point-to-point call will be dropped and a multipoint call will be created with the VMR as a participant in that multipoint call.	Hang up the VMR call and then make a new call with the participants that you want in that call.
	When you place a call to an RMX VMR using the following syntax, the call will not go through: IP##MeetingRoomID.	Place the call using this syntax: MeetingRoomID@IP (for example, 255000@172.25.130.21).
	When the video quality is set to <b>Sharpness</b> , a thin gray line is present at the bottom of the cells when connecting TPX and RPX endpoints to a conference running on RMX 2000 or RMX 4000 with MPMx.	None
	Occasionally, while in a call showing People+Content IP, the People+Content IP connection will drop when the call ends.	To continue sending content, you will need to use People+Content IP to send the content again.
	If you use Meeting Composer™ to add two audio sites to a call and then press <b>Join</b> , only one of the sites may connect. Additionally, if you are already in a call that includes an audio site and you attempt to add another audio site to the call, the new audio site may not connect.	Connect to the video sites first using the RMX, and then individually add the audio sites.
<b>TIP</b>	When a TPX system is in a CTMS call with an RPX, CTS, or another OTX system, the TPX system may not receive audio from the CTS system.	Hang up and dial again.
<b>Content</b>	If you hang up a call, content being shown locally disappears.	This is a security feature. You will need to resend your content after you hang up a call.
	If you share content using a laptop, for best results, set its input resolution to 1024x768 and its refresh rate to 75 Hz. This will ensure that the content that appears on the tabletop content image renders correctly.	None
	If you are viewing content on the right screen and you stop sharing the content, you will momentarily see near-end video on the right screen.	None
	For VGA content, a shift of 2-3 pixels may be seen locally and a shift of up to 5 pixels on the far end.	None
<b>Document Cameras</b>	The Eye-10 document camera used in some custom solutions does not support the Freeze function that is available for other document camera models.	None

Feature	Description	Workaround
<b>User Interface: Both Polycom Touch Control and Crestron Touch Panel</b>	In an audio call from a TPX to a cellular phone or analog phone, if the remote user disconnects the call first, the Touch Panel continues to show the audio call as in progress.	Manually press the <b>Hang Up</b> button after each audio call is completed. The RPX will not accept incoming audio or video calls when the <b>Hang Up</b> button is off hook.
<b>User Interface: Crestron Touch Panel Only</b>	If you manually dial a call using the main dial pad and then open Meeting Composer to add an address, the initial point-to-point call stays connected, preventing going from a point-to-point call to a multipoint call.	Use the Meeting Composer dial pad instead of the main dial pad to create the first point-to-point call.
	If you press the <b>Content</b> button on the Touch Panel when no content source (such as a laptop) is connected to the TPX HD with the VGA cable, the primary HDX codec will generate a hidden message on the primary codec's display. The message states "PC input resolution and/or refresh rate not supported." This message will not be visible onscreen because the TPX HD is programmed to picture mute all displays when the system is not in a call. If you establish a video call while the message is activated, the call will take longer than usual to connect.	Wait three seconds (during which time the message will time out) before placing a video call from the Touch Panel.
	In an audio call from a TPX HD to a cellular phone or analog phone, if the remote user disconnects the call first, then the Touch Panel continues to show the audio call as in progress.	Manually press the <b>Hang Up</b> button after each audio call is completed. The TPX HD will not accept incoming audio or video calls when the <b>Hang Up</b> button is off hook.
	When searching for a site in the global directory with the Enhanced UI, up to nine characters can typically be displayed on the screen. However, depending on the width of the letters in the name, more or less of the site name may be truncated.	None
	With Meeting Composer, when dialing a phone number with more than 10 digits, or dialing any other long string such as extension@IP_address (ex: 123456@172.25.130.201), the string will likely be truncated when displayed in the right-hand pane of the Touch Panel.	None
	If you place a point-to-point call to an RMX Virtual Meeting Room (VMR) and then add an audio-only site to the call, the two columns on the left side of the Meeting Composer screen in the Enhanced UI will go blank and the icons at the top of the columns will become grayed-out.	None
	When Polycom Conferencing for Microsoft Outlook (PCO) is used to schedule multiple meetings and you select one of the meetings on the Touch Panel, the details for that meeting display on the left side of the Touch Panel screen. If that meeting is cancelled, it is removed from the meeting list; however, the details of the cancelled meeting are still displayed on the left side of the Touch Panel screen.	Select a different meeting from the meeting list.

Feature	Description	Workaround
<b>User Interface: Crestron Touch Panel Only (continued)</b>	The Touch Panel may indicate that a password is not required for meetings that actually are password-protected. If you try to join the meeting, the Touch Panel will prompt you for the password and you must enter it to join the meeting.	None
	If you use the DTMF dial pad in the Touch Panel Enhanced UI to manually enter a site to call, and then you try to escalate the call from point-to-point to multipoint, the calls will not connect correctly.	Use the Meeting Composer dial pad to manually enter a site to call. The DTMF dial pad in the Enhanced UI was not intended to be used to manually dial calls and should never be used for this purpose.
<b>User Interface: Polycom Touch Control Only</b>	If your system administrator has configured your system to use the calendar feature and you have two or more meetings scheduled at the same time, the Polycom Touch Control will display a meeting reminder for only one of the meetings.	None
	If you are already in a call, you cannot join a meeting using the Polycom Touch Control.	Hang up the current call before joining a meeting.
	When using the Polycom Touch Control, searching within a group in the global directory may not work properly.	None
	If you are in a multipoint call and you place an outgoing audio call while the <b>Video/Audio Only</b> toggle button is set to <b>Video</b> , that toggle button will disappear from the Polycom Touch Control screen.	When placing an audio call when you are already in a multipoint call, make sure that the <b>Video/Audio Only</b> toggle button is set to <b>Audio Only</b> .

## For Administrators

The following table lists the known issues relevant to TPX HD administrators.

Feature	Description	Workaround
<b>Audio/Video Calls</b>	When the primary codec answers an incoming video call, any HDX codecs that are not being used will automatically accept any other incoming video calls if the following conditions exist: <ol style="list-style-type: none"> <li>1. The TPX HD 306M is in a single endpoint video call with a VSX or HDX video conferencing system.</li> <li>2. The TPX HD 306M is in a video call with an RPX 200 or a TPX 204M.</li> </ol>	To prevent unused codecs from accepting any incoming calls, use the Do Not Disturb timer.  To change the amount of time before Do Not Disturb is activated, access the DoNotDisturbTimer field in the System_Config.ini file. In this field, you can enter a value between 10 and 300, or leave the value at 0 if you want to keep the feature disabled:  DoNotDisturbTimer=x where x is the value (in seconds) of the desired timeout period.  For example, DoNotDisturbTimer=120 sets the parameter to 120 seconds.
	If you use the HDX web UI to place a call to one address and you do not use the default call speed, the codecs will not automatically adjust to the same call speed. The Primary codec will connect at the call speed specified in the HDX web UI Call Quality field, but the remaining codecs will connect at the default call speed.	Specify multiple addresses in the IP address field (e.g., 76223;76224;76225). Alternatively, use the web UI to connect to each codec individually at the desired call speed.
	When the TPX HD is in a call, sending Telnet commands to change the video format may not work properly.	Do not use Telnet commands to change the video format when the TPX HD system is in a call.
	If your ITP environment is configured to use both the LDAP directory and H.323 Gatekeeper functions, and your speed dial entries are not IP addresses, video calls may take longer to connect due to the additional communication involved between the various components in the solution.	None
	For ITP systems configured for H.323 and registered with CMA version 6.0, the SIP/TIP options are disabled. After the ITP system reboots, the SIP/TIP options becomes enabled, and as a result, your call from the Global address book/LDAP does not go through.	Downgrade CMA to version 5.4 instead of version 6.0 or, after rebooting, manually disable the SIP/TIP options from the HDX web UI before you place or receive calls.
<b>Cameras</b>	If a cable to one of the cameras in the TPX HD room becomes detached, that camera may lose all of its camera settings from the Polycom Telepresence Tool.	Whenever a camera loses power, the HDX codec that is attached to that camera should be rebooted.
	The camera focus value that you set in the Focus field on the Telepresence Tool Camera Matching tab may change by one or two points after you configure the codecs. This is due to internal arithmetic processing, and can be safely ignored.	None

Feature	Description	Workaround
<b>Codecs</b>	The <i>Secondary</i> codec was previously referred to as the <i>Left</i> codec. The <i>TPX HD 306M Wiring Specification</i> and the Admin screen correctly use the term <i>Secondary</i> ; however, the <i>TPX HD 306M Installation Guide</i> still uses the term <i>Left</i> .	None
<b>Content</b>	If you have a North American TPX version 2.6 or version 2.7 Hardware system (LG Electronics plasma display and widescreen content monitors), and you wish to configure the <i>View Content on the Right Display Screen</i> feature, the highest content resolution that is supported in this configuration is 1024x768.  If you configure a higher resolution via the Telepresence Tool, it will result in corrupted video on the LG display.  Note that when running in this 1024x768 mode, the content displayed on the content monitors will be pillarboxed.	Disable the View Content on the Right Display Screen feature, and view content on the content monitors.
	If the Primary HDX codec or the System Controller crashes, gets rebooted, or loses power while content is being shared in a video call, the displays will not show People video correctly.	For TPX systems that use the Polycom Touch Control: Touch the <b>Initialize</b> button on the Admin screen to properly reset the displays.  For TPX systems that use the Crestron Touch Panel: Touch the <b>Init Displays</b> button on the Admin screen to properly reset the displays.
<b>Control System</b>	When you connect to the codecs through Telnet or through the Crestron Toolbox and use the command prompt, you may see “overflow buffer” and other error messages when you use the Touch Panel. These errors also appear on the Crestron log. This issue does not affect system performance or functionality.	None
<b>Microphones</b>	If you disconnect the Polycom Ceiling Microphone Arrays and then connect any microphones other than Ceiling Microphone Arrays, the proper stereo settings may be lost.	Launch the Polycom Telepresence Tool, make sure that all the HDX codecs are connected, and then click <b>Configure HDXs</b> to set the microphones to their correct settings.
<b>Software Installation and Upgrades</b>	When installing the Polycom Touch Control operating system and software using the USB drive, the software may fail to load or you may see a message listing an incorrect software version.	Manually reboot the Polycom Touch Control while the USB device is in the drive.
	When attempting to unpair the Polycom Touch Control from the System Controller during an upgrade, the Polycom Touch Control may remain paired.	Manually reboot the Polycom Touch Control to unpair it.
	When upgrading the HDX systems, you normally see a screen that displays an hourglass and a red progress bar. This screen may not appear for HDX PAL systems; however, the upgrade is still occurring and can be monitored through the web UI. The Home screen will appear on the displays when the upgrade is complete.	None
<b>Telepresence Tool</b>	When using the Telepresence Tool to remotely monitor a site, you may notice stuttering video on the system’s main people video screen.	Polycom recommends that you do not use the Telepresence Tool for remote monitoring while the system is in a video call.

Feature	Description	Workaround
<b>User Interface: Both Polycom Touch Control and Crestron Touch Panel</b>	If any of the HDX codecs are rebooted without rebooting the AV2 System Controller as well, the HDX UI remains onscreen.	Reboot the AV2 System Controller whenever any of the HDX codecs are rebooted. The VNOC, Service, and Site Administration teams are advised to reboot (power up) the AV2 System Controller after the HDX reboots (powers up) as part of the reset process or when recovering from a power failure. Placing a call without rebooting the AV2 System Controller will cause the Polycom Touch Control or the Crestron Touch Panel to freeze.
	If you reboot the Primary HDX codec while the TPX HD is in an audio call (with the Help Desk, for example), the <b>Hang Up</b> button on the Touch Panel will freeze.	Reboot the AV2 System Controller when the <b>Hang Up</b> button enters the frozen state.
	If you add a site from the CMA directory to the speed dial list and then later change the name of that site in the CMA, the speed dial entry name that is displayed on the Touch Panel may not be updated.	Reboot the codecs and the AV2 controller. Alternatively, from the HDX web UI, delete and re-add the renamed CMA site to the Speed Dial list.
<b>Touch Panel/User Interface</b>	When initially loading the Crestron Touch Panel and then loading the AV2, a Toolbox Results dialog box may appear at the end of the installation process. Although this dialog box displays an error message, the installation completed successfully.	None
	Users report that the Touch Panel seems to take an unusually long time to return directory information.	Check if there are LDAP entries in the directory that are no longer valid. If there are such entries, correct them.

## Where to Get the Latest Product Information

To view the latest Polycom product documentation, visit the Support section of the Polycom website at <http://support.polycom.com>.