

Release Notes

Polycom Video Control Application, Version 1.1



Polycom® is pleased to announce the release of the Polycom Video Control Application (VCA), Version 1.1.

The Polycom Video Control Application makes the most commonly used Polycom HDX and VSX™ Series remote control functions available on the color touch-screen display of the Cisco Unified IP 7970 phone. It provides quick, easy control of your Polycom video conferencing endpoints and removes any need to reach or search for a separate remote control in the middle of an important call.

Polycom Video Control Application Features

VCA provides all of the following features at the touch of an on-screen button:

- Placing a call
- Answering a call
- Ending a call
- Controlling the camera (if the local camera is capable)
- Converting a voice call to a video call
- Muting and un-muting the microphone
- Adjusting the volume
- Transferring a call (for Polycom SCCP endpoints only)
- Holding and resuming a call (for Polycom SCCP endpoints only)

What's New in VCA 1.1?

Polycom VCA Version 1.1 provides compatibility with Polycom HDX Series video endpoints running Version 2.0.1 or later.

Compatibility with HDX Series systems is limited to the H.323 protocol.

What's New in VCA 1.0.1?

Polycom VCA Version 1.0.1 provides compatibility with the Cisco Unified Application Environment (CUAE) Version 2.4.1 or later. If you are running CUAE Version 2.3.1, be sure to use VCA Version 1.0.

NOTE: If you are running CUAE Version 2.4.1, and plan to use the “Convert to Video” feature of VCA, you’ll need to apply both of the following to the CUAE server:

- o Cisco’s CUAE 2.4.1 Hotfix #1 (cuae-2.4.1-hf-0001.exe)
- o Cisco’s CUAE 2.4.1 Hotfix #7 (cuae-2.4.1-hf-7.exe)

Please contact Cisco Support or your reseller’s Support if you need access to the hotfixes.

Limitations and Usage Notes

| Function | Description |
|--|---|
| Installing VCA Version 1.1 or Version 1.0.1 over VCA Version 1.0 | If you have already installed VCA Version 1.0 on your CUAE server, be sure to uninstall it before installing VCA Version 1.1 or Version 1.0.1. This only applies if you were previously running VCA Version 1.0 on CUAE Version 2.3.1 and have since upgraded your CUAE environment to Version 2.4. |
| Uninstalling VCA | You may encounter difficulty uninstalling the Polycom VCA Provider via the CUAE Management Console. This may interfere with upgrading to a newer version of VCA. If you see the following message: “The following error(s) occurred: Application server failed to perform action. Response: Failed to delete provider 'PolycomProvider' files: Access to the path 'KeyCode.dll' is denied.” Perform these steps: 1. Restart the Application Server Service from the CUAE Management Console. 2. Using Windows Explorer, delete the directory C:\Program Files\Cisco Systems\Unified Application Environment\AppServer\Providers\Polycom CUAE API. 3. Try uninstalling the Polycom VCA Provider via the CUAE Management Console again. |

| Function | Description |
|---|--|
| VCA and HDX version compatibility | <p>VCA 1.1 is not compatible with HDX Version 1.0.x. In order for your HDX system to run properly with VCA, you must upgrade your HDX system to Version 2.0.1 or later.</p> |
| Answering incoming calls | <p>The VCA Manual Answer feature is not compatible with HDX systems. In order for VCA to work properly with HDX, you must set your HDX system to automatically answer incoming calls.</p> |
| Using Security Mode and administrator passwords | <p>VCA is not compatible with HDX and VSX systems in Security Mode. However, VCA is compatible with HDX and VSX systems that have an administrator password set in the Remote Access field in the HDX or VSX Security Menu. Refer to the HDX or VSX <i>Administrator's Guide</i> for more information on configuring Security Mode and administrator passwords.</p> |
| Running the Polycom Video Endpoint Administrator tool | <p>The CUAE Video Endpoint Administrator requires MySQL Library in order to connect to the VCA Application database. Due to licensing restrictions on the MySQL toolset, Polycom does not redistribute this library with the CUAE Video Endpoint Administrator installation.</p> |
| | <p>If you are viewing an existing record on the Endpoint Association tab and you want to create a new record, be sure to press the Clear Fields button rather than the Add New button. If you press the Add New button, the Polycom Video Endpoint Administrator tool will attempt to add the current record again, and then generate an alert.</p> |
| Manipulating the Polycom VCA database | <p>For large installations of Cisco IP phones and Polycom video conferencing systems, advanced users may wish to use a database script instead of configuring endpoint association using the Video Endpoint Administrator tool. Contact Polycom Support at www.polycom.com/support for detailed information on the Polycom VCA Application database schema and access.</p> |
| | <p>Do not attempt to manipulate the license key table in the Polycom VCA database. Instead, use the Video Endpoint Administrator tool to configure and update your license and activation key code.</p> |
| | <p>If you would like to delete the Polycom VCA database schema, you must use an SQL browser tool. Uninstalling the Provider and Application will not remove the VCA database schema. In typical usage scenarios, you will not need to remove the database. However, in the rare case where you must remove the VCA database schema, be sure to remove the Polycom database schema and not just individual tables; otherwise, you will not be able to re-install VCA.</p> |

| Function | Description |
|--|--|
| Accessing the VCA from the Cisco Unified IP Phone 7970 | You may need to select the Polycom VCA service more than once in order to display the main VCA screen on your touch-screen display. This is due to the way that the Cisco Unified IP Phone 7970 caches its screens. |
| | When navigating through the VCA touch-screen UI, sometimes the previously viewed screen will briefly flash on the screen before your desired screen appears. This is due to the way that the Cisco Unified IP Phone 7970 caches its screens. |
| | SCCP configurations: Transfer , Hold , and Resume work only when in a video call. Pressing these buttons when not in a call will perform no action. |
| | Password-protected VSX systems: There is no feedback to the user on the Cisco Unified IP Phone 7970 if its associated VSX system is password protected and the password has not been properly configured via the Polycom Video Endpoint Administrator tool. An error will appear in the CUAE Application Server log. |
| | If you cannot properly adjust your video conferencing system's volume using the controls on the Cisco Unified IP Phone 7970 touch screen, use the Volume+ and Volume- softkeys instead. |

Where to Get the Latest Product Information

To view the latest Polycom product documentation, visit the Documentation section of our web site at at <http://www.polycom.com/videodocumentation>.

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