

Release Notes

VSX Series Systems, Version 8.6.2 for SCCP



This document provides information about using the Polycom® VSX™ Series System software release 8.6.2 to place SCCP calls.

For additional information, the following documents are available at www.polycom.com:

Administrator's Guide for the VSX Series

Upgrading Polycom Video Software

About This Release

Polycom VSX software release 8.6.2 supporting the Cisco SCCP protocol has been certified with Cisco CallManager 4.2(3) and 5.1(1). Additionally, Polycom has successfully deployed VSX software version 8.6.2 with other versions of the Cisco CallManager, including versions 4.1(x) and 5.0(x).

Polycom will work with joint customers in deploying the Polycom/Cisco solution on Cisco CallManager 4.1(3) and higher. For pre-sales support, please contact your Polycom sales representative. For post-sales support, please refer to Polycom Global Services at www.polycom.com.

VSX software version 8.6.2 is available exclusively for use in Cisco SCCP environments and does not provide ISDN or IP network support. This software is free only to customers who purchase new systems or who are under current maintenance agreements.

Licensing Information

Version 8.6.2 requires a system option license, which you must activate to obtain an option key code for installation. Contact your Polycom sales representative to order a system option license. For information about obtaining an option key code, refer to the *Upgrading Polycom Video Software* at www.polycom.com.

Plug-In Requirement

To use VSX 8.6.2 with the Cisco SCCP server, you must download a plug-in for Cisco CallManager. Signed and unsigned versions of these plug-ins are available at http://www.polycom.com/resource_center/1,,pw-17246,FF.html.

Hardware Requirements

Version 8.6.2 is only compatible with the 128 MB systems, as follows:

- VSX 3000A
- VSX 5000
- VSX 6000A
- VSX 7000e
- VSX 7000s
- VSX 8000

Unsupported Features

The following features are not available for configuration on SCCP-enabled VSX systems running version 8.6.2:

- AES encryption
- Call Quality
- Firewall/NAT
- Firewall traversal
- H.320
- H.323
- Meeting Password
- Multipoint calls
- People and Content (H.239 and Polycom People+Content™)
- POTS
- QoS
- SIP

Feature Limitations

The feature limitations for version 8.6.2 are listed in the following table. If a workaround is available, it is noted in the table.

Feature	Limitation
API	The MPAutoAnswer API command may appear to work, even though Auto Answer MultiPoint Video Calls is not supported.
	The following API commands do not work as expected in this version: <ul style="list-style-type: none"> • backlightcompensation no yes • cc • meetingpassword • gatekeeperip • forward unconditional
	When you use the API to execute a transfer manual command, the system does not return to the Place a Call screen after the transfer is complete.
	When you set the primary TFTP server address using the setPrimaryTftpAddr command, the system displays a message prompting the user to restart the system and restarts without waiting for the user's response.
Call Forwarding	Call forwarding settings are not available during a call.
	The system does not display an error message when two systems are configured to forward calls to one another, creating a loop condition.
	On VSX Web, you cannot change the extension to which calls are forwarded because it is displayed as read-only. To work around this problem, do the following: <ol style="list-style-type: none"> 1. Clear the Enable setting and click Update. 2. Set the Enable setting and change the extension. 3. Click Update again.
Calling	Far end camera control is not available in conference calls.
	The VSX system cannot place a call with G.722 at 48 kbps or 56 kbps.
	The Recent Calls screen may not always display the correct calls.
	The In-call timer does not increment correctly after a call has been active for two minutes.
	Chair Control is not supported for this version.
	The VSX 6000A system may not always hang up a call successfully.

Feature	Limitation
Cisco CallManager	This version of the Polycom plug-in on the Cisco CallManager 5.1(1) may include some display issues that prevent the device defaults from displaying.
	When the Cisco CallManager sends a reset command while the VSX Series system is placing a call, the VSX system will still complete the call.
Conferencing	Attempting to add a non-registered system to a conference may cause unexpected behavior.
	Attempting to Conference a system that has Do Not Disturb enabled causes unexpected behavior. The Cisco CallManager does not recognize the Do Not Disturb setting, so it is not a recommended setting.
Directory Services	Directory Services do not work with Cisco CallManager 5.1(1).
Interoperability	Calls to or from the Cisco VTZ registered to Cisco CallManager 4.2(3) do not include audio.
	The system does not play a busy tone when attempting to place a call to a busy VT Advantage Phone.
	In calls with a Sony SCCP system, the VSX Series system receives garbled video.
Setup	When you enter the Secondary TFTP server information in the Setup Wizard, the data may be deleted when you go to the next screen. If this happens, re-enter the data and try again.
TFTP Server	When you use auto-discover to supply the TFTP server information, let the system restart, and then disable auto-discover and re-enable it, the TFTP server information is missing after the system restarts, even though auto-discover is enabled. VSX Web is not available when this happens.
User Interface	The Call Statistics screen does not display correctly for transferred calls.
	When one system is on hold and the other site disconnects, the system on hold receives no indication that the other site has disconnected.
	If you enable the Do Not Disturb setting on the Place a Call screen and then remove the Do Not Disturb option on the Home Screen settings page, the system cannot accept calls.
	You cannot display a site on the Place a Call screen in this version.
	The Call History and Call Summary pages may list the same number of calls.
	When you choose the "Off" setting from the Do Not Disturb menu on the Place a Call screen, the menu remains open. To close the menu, navigate to another screen.
	In a call on a system running dual monitor emulation, you cannot change the PIP position while you are sharing content.

Feature	Limitation
VSX Web	When you use VSX Web to place a call from a system with a SoundStation VTX 1000® connected, the system may incorrectly display a message about the status of the SoundStation VTX 1000. Using the SoundStation VTX 1000 to place and control calls is not supported in this version.
	When you use VSX Web in Norwegian or Korean, the link to Admin Settings > Audio Settings does not work.
	When you use VSX Web in Portuguese, German, Spanish, or Korean, the link to Tools > Site Map > Admin Settings > General Settings > Security does not work.
	The VSX Web incorrectly lists “IP Network” on the Admin Settings > Network page.
	When you use VSX Web to run the setup wizard on a VSX 7000e system, the web browser may hang after the initial reboot.
	For VSX 3000A systems, VSX Web incorrectly lists “Zoom Video to Fit Screen” as an option. Enabling this option has no effect on the video display.
	When you use VSX Web to access the system in any language, the link to Allow Access to User Settings does not work.

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