

Release Notes

V Series and VSX Systems, Version 8.7



Polycom is pleased to announce the release of version 8.7 software for Polycom® V Series and VSX™ systems.

For more information about using Softupdate to upgrade software and enable system options, refer to the *Upgrading Polycom Video Software* document available at www.polycom.com/support/video.



VSX 3000A customers may experience flicker and unusual behavior on their displays when upgrading to version 8.7. This is normal behavior and it is critical that the system NOT be turned off during this process. The complete upgrade should take 2-3 minutes, and after the upgrade is complete, the system will restart automatically.

What's New in the 8.7 Release?

Monitor Configuration Changes

In Version 8.7, when Monitor 1 is configured as a VGA monitor:

- Monitor 2 can either be disabled or connected to S-Video or composite video.
- The VCR monitor input is always enabled and can be connected to S-Video or composite video.



These monitor configuration changes only apply to the VSX 7000s, VSX 7000e, and VSX 8000, which support a second monitor and have a VGA port.

SIP and H.323 Switching

With version 8.7, the V Series and VSX systems can switch between H.323 and SIP without restarting.



Switching between H.323 and SIP without restarting only applies to the 128 MB systems (V700, VSX 3000A, VSX 5000, VSX 6000A, VSX 7000s, VSX 7000e, and VSX 8000). All other systems must restart when switching between H.323 and SIP.

If you are unsure of the memory size of your system, refer to the System Information page (**System > System Information**). The memory size of the system, noted as (64) or (128), now appears after the Model name.

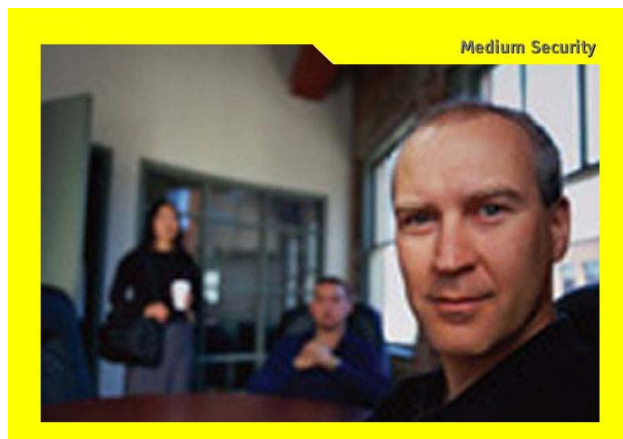
Quality of Service Configuration Enhancements

Version 8.7 includes the following enhancements in Quality of Service (QoS):

- Option to select **Auto** for the Maximum Transmission Unit Size setting
- Dynamic bandwidth allocation within the call rate when packet loss exceeds 5%; for example, the system could drop the bandwidth for a video call with no motion and then increase the bandwidth up to the call rate only when there is motion

Video Overlay

You can apply a video overlay that borders the screen at the near site and that provides information for the user. To customize the video overlay, you can choose the color of the border and can enter text to display. For example, you could apply a yellow video overlay with the text, “Medium Security,” to indicate a system that you have designated as somewhat secure.



Whether the VSX system is or is not in a call, the video overlay and customized text both appear on the monitor displaying the near-site video, and the customized text alone appears on the screens in the user interface of the near-site system. The far site cannot see the video overlay and customized text on your system.



Because the video overlay is displayed on top of the monitor image, portions of video or content might be obscured.

Gatekeeper Enhancements

Version 8.7 includes the following gatekeeper enhancements.

Viewing the Current Gatekeeper

The Current Gatekeeper IP Address field displays the IP address of the primary or alternate gatekeeper that is currently active.

Polling and Restoring the Primary Gatekeeper

When Use Gatekeeper is set to Specify or Specify with PIN and the Gatekeeper IP Address is entered (**System > Admin Settings > Network > IP > H.323 Settings**), V Series and VSX systems can poll the primary gatekeeper's IP address and re-register to the primary gatekeeper after temporary registration to an alternate gatekeeper.

The V Series or VSX system downloads a list of available alternate gatekeepers from the primary gatekeeper. If the primary gatekeeper becomes unavailable, the system automatically switches to an alternate gatekeeper. Once the primary gatekeeper comes back online, the system re-registers with the primary gatekeeper and displays the primary gatekeeper as the current gatekeeper. This change results in a more controlled environment for the V Series and VSX systems.

Supported gatekeepers include the Polycom PathNavigator™, RADVISION®, Avaya Communication Manager (ACM), and Cisco gatekeepers.

SNMP Enhancements for Remote Monitoring

Version 8.7 supports simple network management protocol (SNMP) version 2c (v2c) for standards-based remote monitoring of the video conferencing system.

IBM Integration for SIP Interoperability

Version 8.7 includes support for SIP sites using Lotus® Sametime® or Lotus Notes® in audio and video calls with V Series and VSX systems. These audio and video calls support instant meetings, scheduled meetings, and Click2Call using the RAS200I Polycom Conferencing Application Server (PCAS).

For more information, refer to the Lotus Sametime or Lotus Notes Integrated Video Conferencing Deployment Guide or User Guide.

Video Freeze

Version 8.7 supports the `Freeze Picture` command defined in the International Telecommunication Union (ITU) H.320, H.323, H.261, H.263, and H.264 protocols.

Some third-party MCUs may send the `Freeze Picture` command to sites while switching presenters. The VSX system accepts this command and freezes the people image for up to six seconds. The VSX system also freezes the local picture for up to 30 seconds when ISDN framing is lost.



Video freeze is supported on people video only and on H.323 and H.320 calls only.

Finnish Language

Version 8.7 includes translation of the user interface and user documentation into the Finnish language.

Updated System Name

The memory size of the system, noted as (64) or (128), now appears after the Model name on the System Information page (**System > System Information**).

New API Commands

The following API commands are new in version 8.7.

overlayname

Sets or gets the video overlay name set on the site.

Syntax

```
overlayname get  
overlayname set "name"
```

overlaytheme

Sets or gets the video overlay theme set on the site.

Syntax

```
overlaytheme get  
overlaytheme set <0|1|2|3|4|5>
```

showgatekeeper

Returns the gatekeeper addresses in the API feedback.

Syntax

```
showgatekeeper active
showgatekeeper primary
showgatekeeper alternates
showgatekeeper all
```

Feedback Examples

- showgatekeeper active
returns
current gatekeeper ipaddress: 192.168.1.201
- showgatekeeper primary
returns
primary gatekeeper ipaddress: 192.168.1.202
- showgatekeeper alternates
returns
showgatekeeper alternates begin
showgatekeeper alternates ipaddress 192.168.1.203
showgatekeeper alternates ipaddress1 192.168.1.204
showgatekeeper alternates ipaddress2 192.168.1.205
showgatekeeper alternates end
- showgatekeeper all
returns
showgatekeeper all begin
showgatekeeper current ipaddress 192.168.1.201
showgatekeeper primary ipaddress 192.168.1.202
showgatekeeper alternates ipaddress 192.168.1.203
showgatekeeper alternates ipaddress1 192.168.1.204
showgatekeeper alternates ipaddress2 192.168.1.205
showgatekeeper all end

API Command Changes

The following API commands have been changed in version 8.7.

callpreference

This command has new parameters.

```
<analogphone|basicmode|get|h239|h320|h323|isdngateway|sip|v35|  
voiceoverisdn>: Sets or gets the supported call types.
```

gatekeeperip

This command now sets or gets the IP address of the primary gatekeeper.

Corrected Issues in Version 8.7

The following table lists issues corrected in version 8.7.

Issue	Description
API	<p>The <code>callpreference</code> API command included only a subset of the possible call options. This has been corrected, and <code>callpreference</code> now includes subcommands for all call preference options (<code>basicmode</code>, <code>h239</code>, <code>h323</code>, <code>sip</code>, <code>isdngateway</code>, <code>h320</code>, <code>voice_over_isdn</code>, and <code>analogphone</code>).</p> <p>The <code>ipstat</code> API command now returns the domain name and web access port in addition to the rest of the IP configuration information.</p> <p>Setting the <code>donotdisturb</code> parameter with the <code>autoanswer</code> API command now causes the Do Not Disturb icon to appear on the Place a Call screen.</p>
Directory	<p>Disabling Allow Directory Changes (System > Admin Settings > General Settings > System Settings > Directory) through the user interface or web interface or through the <code>allowabkchanges</code> API command did not remove the option to edit directory entries. This has been corrected.</p>
Interoperability Avaya	<p>H.320 calls in a Multipoint scenario with other systems registered to the Avaya Communication Manager (ACM) were not supported. This has been corrected.</p> <p>The Avaya Communication Manager (ACM) now supports wideband audio over trunk calls between two ACMs.</p> <p>When V Series systems and VSX systems that were registered to the ACM called a ViewStation® FX system registered to PathNavigator, the call connected with no remote video on the ViewStation system. This has been corrected with VSX 8.7, ACM 4.0, and PathNavigator 7.00.03.</p> <p>While registered to the ACM, VSX 8000 systems now support six sites (internal multipoint + five far sites) in a multipoint call. All other VSX series systems now support four sites (internal multipoint + three far sites) in a multipoint call.</p>
Multipoint	<p>When a muted MCU was a far site, the far-site mute icon was displayed at the near site no matter which far site was shown currently. This has been corrected so that the far-site mute icon no longer shows in this situation.</p>

Issue	Description
User Interface	<p>Changing the Primary Camera setting (System > Admin Settings > Cameras) restarted the system without notification. This has been corrected so that the system now prompts the user with a dialog box. The user can choose to continue to the restart or to keep the original primary camera setting by not restarting.</p> <p>The System Information screen (System > System Information) now includes either (64) or (128) after the System Name to indicate whether the system is a 64 MB system or a 128 MB system.</p>
Web Interface	<p>Changing the Primary Camera setting (Admin Settings > Cameras) restarted the system without notification. This has been corrected so that the system now prompts the user with a dialog box. The user can choose to continue to the restart or to keep the original primary camera setting by not restarting.</p>

Feature Limitations

The feature limitations for version 8.7 are listed in the following table. If a workaround is available, it is noted in the table.

Feature	Limitation
AES Encryption	You cannot activate encryption during a call.
Analog Phone	Incoming POTS (analog phone) calls will not be reported in the Recent Calls list.
API	<p>If you execute the <code>button home</code> command after clicking the Camera button on the VSX remote control or after executing the <code>button camera</code> command, the VSX system does not take you to the home screen until you execute the <code>button home</code> command a second time.</p> <p>Attempting to execute the <code>sleeptext set</code> command while using an opening parenthesis but no closing parenthesis with the accompanying text causes the text to be defaulted to no text and fails to return an error message indicating illegal parameters.</p> <p>The <code>prilinebuildout set</code> command does not work for values -7.5 and -22.5.</p> <p>Some color scheme modes may not be selectable using API commands.</p> <p>The <code>vcstream register</code> command does not work from the API interface.</p> <p>The <code>remotecontrol enable all</code> command is not working. So if remote control is disabled from the API interface, you must restart the system to enable it again.</p> <p>The <code>notify sysalerts</code> command does not return status information on Auto Answer settings.</p> <p>The <code>gatewayprefix set</code> and <code>gatewaysuffix set</code> API commands accept special symbols as value parameters. Entering another <code>gatewayprefix set</code> or <code>gatewaysuffix set</code> command with any value parameter forces the system to restart.</p> <p>The <code>notify vidsourcechanges</code> command does not notify about selecting a content source.</p> <p>Currently API interfaces do not report when the system restarts.</p> <p>The <code>callencryption</code> command supports the following subcommands: <code>whenavailable required disabled get</code>. Each of these returns a yes/no value.</p> <p>The <code>gatekeeperip get</code> command feedback may include extraneous data after the IP address.</p> <p>Using the <code>primarycamera</code> API command to change the primary camera setting restarts the system without prompting the user.</p>

Feature	Limitation
API	<p>The <code>chaircontrol set_password</code> command does not work. Use the command <code>callinfo all</code> instead of <code>display call</code>. If rollover dialing occurs (e.g. the system automatically redials a number as ISDN if it fails to connect when dialed as IP), the system will report an “ended” event for each failed attempt.</p> <p>If the control application issues a <code>vbutton play</code> command when a system that had been playing content is in the process of stopping content, the system may return the error “vbutton [play stop] command ignored due to current processing”. If this occurs, restart the system to restore <code>vbutton [play stop]</code> functionality.</p> <p>If you send a command to change a setting on a user interface screen while viewing that screen on the monitor, you might have to leave the screen and return to it to see the change take effect.</p> <p>The screen name returned by the <code>getscreen</code> API command does not always match the name displayed in the user interface. When programming and calling a screen, please navigate to that screen in the user interface and then use the <code>getscreen</code> API command to determine the API name for that screen.</p> <p>Using the <code>set</code> parameter to set values with the <code>snmpadmin</code>, <code>snmpcommunity</code>, <code>snmpconsoleip</code>, <code>snmplocation</code>, and <code>snmpsystemdescription</code> API commands restarts the system without prompting the user.</p> <p>When <code>requireacctnumtodial</code> and <code>validateacctnum</code> are enabled, the user is prompted for <code>setaccountnumber</code> when attempting to dial a call through the API. When the user enters the <code>setaccountnumber</code> command, an “error: command not found” message is returned and the call cannot be dialed. A workaround is to disable the <code>requireacctnumtodial</code> and <code>validateacctnum</code> commands.</p> <p>The <code>chaircontrol req_term_name</code>, <code>chaircontrol set_term_name</code>, <code>chaircontrol view_broadcaster</code>, and <code>chaircontrol set_password</code> API commands do not function correctly.</p>
Audio	<p>Playback volume is not adjustable on the start-up language selection screen.</p> <p>When one VCR or DVD player is connected to a VSX 6000 or VSX 7000 to play content into the call, and another is connected to record the call, audio from the VCR or DVD player content is not recorded.</p>
Boot UI	<p>Downgrading the boot UI on the VSX 3000 or VSX 3000A may damage the boot UI and cause the VSX system to become unusable until the boot UI is flashed onto a new chipset.</p>

Feature	Limitation
Calling	<p>On a VSX 8000, if you make a POTS call to an analog or cell phone and then try to call the number again from the Recent Calls list, the call is dialed as voice over ISDN if ISDN Voice is listed ahead of Analog Phone in the Call Preference dialing order. To work around this behavior, set Analog Phone ahead of ISDN Voice in the Call Preference list.</p> <p>If the VSX 5000 has the Preferred Dialing Method setting (System > Admin Settings > Network > Call Preference) set to Auto and the Call Type is changed from IP to SIP, the VSX 5000 may display an error message and may not successfully dial and connect a call with a SIP site. A workaround is to change the Preferred Dialing Method to Manual before changing the Call Type to SIP.</p>
Cameras	<p>The V700 incorrectly displays an icon for the second camera option if you press Far twice on the remote control during a call.</p> <p>There is no way for a user to get camera control for a camera that is set to the content channel.</p> <p>The Camera Calibration screen will always be displayed for the VSX 7000e and VSX 8000, even though automatic camera tracking only works with a PowerCam™ Plus camera.</p> <p>To avoid a “keystone effect” in which the video image appears tilted, make sure that the VSX 5000 camera is pointed perpendicular to the subject.</p> <p>If you close the privacy shutter on the V500™ or VSX 3000 or restart one of these systems inside of a dark room, the video may be very dark when the system restarts. Workarounds are to manually change the Camera Brightness setting (System > Admin Settings > Cameras), or to restart the system with the privacy shutter open or in a bright room.</p>
Chair Control	<p>Selecting Acquire Chair on a VSX 7000 MCU may disable Discussion mode view.</p>
Closed Captions	<p>Closed captions cannot be sent through a gateway.</p>
Conference on Demand	<p>Conference on Demand calls to ISDN sites may fail when dialed from an H.323-only system. To work around this issue, provide the full international number, including country code, for ISDN sites.</p> <p>When using a VSX system to initiate an all-IP or mixed IP and ISDN, multipoint, Conference on Demand call using PathNavigator, you may be unable to send content and may instead receive a “Far site does not support dual streams” message after pressing the graphics button on the remote control.</p>

Feature	Limitation
Configuration	Do not change the VSX system monitor setting while sending content. VSX 5000 factory camera presets (press the Near button and then the Preset button on the remote control) may not function even though the presets appear to be programmed.
Contact List	If you enable the contact list home screen and want to install a system software version earlier than 8.5, disable the contact list before doing so. Either disable it in the user interface before you run Softupdate, or disable the option to save system settings when you run Softupdate.
Daylight Savings Time	Daylight Savings Time does not adjust properly for the Newfoundland time zone.
Directory	System names using double-byte character sets (DBCS) cannot be edited in the directory using the system's embedded interface. New directory entries created in a new local category may not be visible when you try to view them the first time, until you move around in the screen.
Dual Monitor Emulation	Content is displayed incorrectly on the VSX 3000 when it is configured for dual monitor emulation and is receiving content during a 1472 kbps call. Workarounds include disabling dual monitor emulation on the VSX 3000 or reducing the call speed to 512 kbps.
Far End Camera Control	Far-site camera presets that you set with the V700, VSX 3000, and VSX 5000 do not work.
Gatekeepers	When the primary gatekeeper becomes unavailable, the VSX system may require up to 5 minutes to successfully register to the alternate gatekeeper. When the primary gatekeeper becomes available again, the VSX system may require up to 10 minutes to successfully re-register to the primary gatekeeper. If the gatekeeper (such as the Polycom PathNavigator) is set to routed mode and the VSX system is in a call when the gatekeeper goes down or comes back online, the call will be disconnected.
Gateway Calls	In calls through a gateway, selecting a far-site camera source that is not being used shows frozen video from the previous camera source, instead of a blue screen.
Global Management System	The Global Management System™ Call Statistics screen shows up to only three sites in an internal multipoint conference, even if there are more than three sites connected. Global Management System provisioning of the Primary and Secondary Call Types is not supported. Global Management System does not display H.320 information for V500 systems.

Feature	Limitation
H.264	<p>The following conditions apply to H.264:</p> <ul style="list-style-type: none"> On VSX systems other than a VSX 8000 using TV monitors, H.264 is supported in point-to-point calls up to 768 kbps. On systems that use an interlaced camera, the transmit preference at 768 kbps is H.263 Pro-Motion™. On VSX systems other than a VSX 8000 using single-monitor VGA, H.264 is supported in point-to-point calls up to 512 kbps. H.264 Pro-Motion is supported in point-to-point calls between VSX 8000 systems up to 1.4 Mbps. On VSX 8000 systems, H.264 is supported in calls with up to four sites. <p>Under packet loss above 5%, the VSX system may take an extended period of time to display content.</p>
H.331	<p>When broadcast mode is enabled on a V.35 system and the audio protocol is set to G.711U, the far site might hear a pop when the call is disconnected.</p> <p>In an H.331 call between two VSX systems with H.264 video configured and with People+Content™ turned off, neither site can send content to the other site. To resolve this problem, the site sending content should enable People+Content.</p> <p>When you enable People+Content in the H.331 configuration of a V.35 system, you must also enable H.239 to send content.</p>
Interoperability ADTRAN TSU 100	<p>With V.35 systems, VSX systems can crash when in a call at 1280 kbps.</p>
Interoperability Aethra	<p>In H.323 calls between a VSX 8000 system and some Aethra systems, content is sent from the Aethra system as a single stream and no far-site video is displayed on the VSX 8000, even though the VSX 8000 displays the dual stream icon.</p> <p>In H.263 calls between a VSX system and the Aethra X7, the Aethra X7 may constantly repeat the caps exchange if the Aethra X7 has annex J and I enabled on its H.263 cap set. As a result, the VSX system call log may show constant capset exchange requests from the Aethra X7, and the VSX system video may display constant video updates throughout the duration of the call.</p> <p>When a VSX 5000 calls the Aethra Vega Star Gold at 2x64, 336k over ISDN, the VSX 5000 may show only the near-site video after AES encryption is confirmed.</p>

Feature	Limitation
<p>Interoperability Avaya</p>	<p>AES Encryption is not supported while registered to the Avaya Communication Manager (ACM).</p> <p>When a V Series system or VSX system attempts to call another V Series system or VSX system through Avaya Communication Manager, the near-site system continues to ring if the far site rejects the call and has Auto Answer Point-to-Point Video or Auto Answer Multipoint Video set to No.</p> <p>NAT is not supported for systems registered to the Avaya Communication Manager.</p> <p>While connected to the ACM, telephony features are not supported to systems behind a neighboring gatekeeper.</p> <p>Cisco PIX does not pass through Annex H which is required by the Avaya Communication Manager (ACM). V Series systems and VSX systems will not connect calls across a Firewall that does not pass Annex H.</p> <p>Call forward busy/Don't Answer does not work with a multipoint VSX system set to forward (registered to the ACM).</p> <p>Avaya's IP Softphone (IPSP) with video set to manual will not negotiate video with sites registered to a neighboring gatekeeper.</p> <p>In calls placed from a V Series system or VSX system, the far-site system name may show a neighboring gatekeeper, such as "PathNavigator," instead of the actual system name.</p> <p>G728 k and G722.1-16 k audio codecs are not available when registered to the Avaya Communication Manager (ACM).</p> <p>Internal MCU calls from iPower™ to an Avaya IP Softphone (IPSP), V Series system, or VSX system do not connect.</p> <p>ACM Telephony features and IPSP video mute are not supported with V Series systems, VSX systems, iPower, or ViewStation FX systems behind PathNavigator.</p> <p>When using the ACM, VSX systems with H.239 enabled (System > Admin Settings > Network > Call Preferences) may stop transmitting audio after sending content.</p> <p>iPower IMCU calls to VSX systems using Avaya do not connect.</p> <p>In multipoint calls, far-site names are incorrectly displayed as the system name entered on the ACM for each system rather than as the actual system name entered on each system.</p> <p>VSX systems configured for NTSC and using the ACM may incorrectly send 4CIF video (normally a PAL format) while sending content.</p> <p>When an H.320 site is the first of three sites to dial into the call, the MCU may crash during a mixed H.323 and H.320 call with V Series systems and VSX systems that have H.239 enabled.</p>

Feature	Limitation
Interoperability Cisco PIX	<p>In an H.323 multipoint conference using a VSX system MCU located behind a Cisco PIX 6.3.4 firewall among systems with H.239 enabled, the V Series system or VSX system outside of the firewall may not receive video when other sites connect. To avoid this, disable H.239 on all sites.</p> <p>V Series systems or VSX systems with AES encryption enabled cannot connect using H.460 with Cisco PIX 506.</p> <p>V Series systems or VSX systems with H.239 enabled may not be able to send or receive content using H.239 with Cisco PIX 515. A workaround is to disable H.239.</p>
Interoperability iPower	<p>In H.320 and H.323 calls, VSX systems do not negotiate H.263 Pro-Motion video with the iPower 9000.</p> <p>In H.323 multipoint calls using AES encryption, with a VSX system as the MCU and iPower and PVX™ systems as sites, iPower will not transmit video if PVX is the second site. To avoid this issue, call the PVX system first.</p> <p>When an iPower dials into a VSX 7000e MCU and another VSX system joins the call, the iPower will disconnect. To work around this issue, connect the iPower as the second or later participant in the conference.</p>
Interoperability Linksys	<p>Systems behind Linksys BEFSR41 will not receive calls.</p> <p>Use of the V Series system or VSX system with a wireless network bridge behind a Linksys WRT54G wireless broadband router may be problematic and has not been qualified. If connectivity problems arise, ensure that the WRT54G has the latest available firmware installed on it.</p> <p>Linksys RV082 does not work in H.460 calls with VSX systems and V²IU™.</p> <p>Linksys BEFSX41 routers may restart in calls that use H.460.</p> <p>VSX systems running version 8.5 in UPnP setups with Linksys (and maybe other) NAT boxes cause video calls to stop connecting.</p> <p>In H.239 conferences with automatic video switching using the MGC™, VSX 8000 H.320 sites connect with audio only.</p> <p>H.320 calls to an MGC continuous presence, H.329 IVR conference transmit H.263 video instead of H.264.</p>

Feature	Limitation
<p>Interoperability MGC</p>	<p>H.320 conferences with MGC configured for Pro-Motion connect in secondary (audio-only) mode. To work around this issue, call using H.323 or configure the MGC to not use Pro-Motion.</p> <p>Some ISDN sites may fail to connect when blast-dialing from MGC. Redial any sites that fail to connect manually.</p> <p>In MGC H.239 conferences with G.711 forced, the VSX 8000 may restart.</p> <p>When the MGC dials out to the VSX system in H.323 Pro-Motion, it connects H.263 (no annexes) at 30 fps. This is due to a difference in the way the MGC and VSX system set rates in their video caps and how they use the caps to determine the call rate. The result is that a 768 kbps call looks to the VSX system like a 704 kbps call, so Pro-Motion is not selected as the transmit video mode. The workaround for this is to set the VSX system to do Pro-Motion at 512 kbps and above.</p> <p>When a VSX system joins an encrypted People+Content/H.239 continuous presence MGC multipoint call, the VSX system does not support far end camera control.</p> <p>In 128 kbps video switched Conference on Demand calls, H.323 sites may connect with audio only.</p> <p>When a SIP site is added to a preconfigured MGC meeting room, the MGC can dial out to the SIP site. However, the SIP site connects only intermittently, and after this, the MGC is unable to connect automatically or manually to the SIP site but instead reports an "IP card general error" message for the SIP site.</p> <p>During a mixed IP and ISDN point-to-point call between VSX systems through MGC 100, the IP site may experience an intermittent video freeze.</p>
<p>Interoperability Microsoft</p>	<p>V Series systems and VSX systems can make but not receive calls when behind a Microsoft® MN-500 UPnP device.</p> <p>V Series systems and VSX systems may unregister to the Microsoft Live Communications Server (LCS) every nine hours.</p>

Feature	Limitation
Interoperability PathNavigator	<p>When you use a VSX 8000 system that is registered to the PathNavigator gatekeeper to dial far sites using their system names, the VSX 8000 may be idle and may not provide any audio feedback that the call was placed before actually connecting the call.</p> <p>If multiple VSX systems are registered to the same PathNavigator gatekeeper and have PathNavigator set to Always, attempting to place a multipoint call between the systems may fail and may instead return a “Cannot connect call, network error” message. A workaround is to set PathNavigator to Dynamic instead.</p>
Interoperability Olevia	<p>Using a composite connection between an Olevia monitor and the PAL V500 may result in compromised signal quality. A workaround is to use an S-Video connection instead.</p>
Interoperability Polycom ViewStation 128	<p>In calls with ViewStation 128 systems, Far End Camera Control might not work for the first 3 minutes or so.</p>
Interoperability RADVISION	<p>When a VSX system places an H.320 to H.323 gateway call through a RADVISION vialP gateway, it cannot send or receive H.239 content.</p> <p>Calls between H.323 VSX 8000 systems and H.320 iPower 9000 systems made through a RADVISION vialP gateway may cause the iPower system to restart on hang-up.</p> <p>In a call between an H.320 VSX system that has AES enabled and an H.323 VSX system that has AES disabled and that is registered to the RADVISION ECS gatekeeper, you may hear an audio chirp on the H.320 VSX system after the H.323 VSX system hangs up the call.</p>
Interoperability SE200	<p>The video may not display during a call with the SE200 if passwords are required. A workaround is to use the SE200 without requiring passwords.</p>
Interoperability Sony	<p>VSX 8000 systems with a Sony BRC300 camera may not correctly move to camera presets.</p> <p>In H.320 calls where a VSX system is MCU, systems may not receive content.</p> <p>In a H.320 or H.323 call between a VSX system and the Sony PCS-1 or Sony PCS-G50, the VSX system may begin to display video artifacts a few minutes after the Sony system begins to share content.</p>

Feature	Limitation
<p>Interoperability SoundStation VTX 1000</p>	<p>Pressing the CALL button on the SoundStation VTX 1000® conference phone when the VSX system is idle causes the VSX system to play a brief announcement tone and display full-screen local video. Continue to dial the call normally using the VTX 1000 phone's keypad.</p> <p>When a SoundStation VTX 1000 connected to a VSX system calls another SoundStation VTX 1000 connected to a VSX system, the analog icon is displayed in the near screen along with the VTX 1000 icon and encryption status.</p> <p>On a VSX system connected to a SoundStation VTX 1000, when you use the VSX system to place a VTX 1000 call to another phone, the SoundStation VTX 1000 (POTS) call is not shown on the Recent Calls list.</p> <p>When you place a H.323 call from a VSX system connected to a SoundStation VTX 1000 and then use the SoundStation VTX 1000 to add an audio call, muting the VSX system's microphones blocks the audio site from hearing audio.</p> <p>When a SoundStation VTX 1000 attempts to add video when connected to a V.35 system and ISDN call speed is set to 384 kbps, the call speed is ignored and the SoundStation VTX 1000 dials 128 kbps.</p> <p>On a VSX 6000 with a SoundStation VTX 1000 attached, the Call Type choice is disabled when you use the Web Director to place a call.</p> <p>If you place a call from a VSX 8000 with a SoundStation VTX 1000 running firmware revision 1.4 attached to another video site, and then use the SoundStation VTX 1000 to call another SoundStation VTX 1000, the audio from the SoundStation VTX 1000 has much more bass and slightly less volume than the audio received from the other video site. This is resolved by installing VTX 1000 firmware revision 1.5.</p> <p>When the far site hangs up a call to a SoundStation VTX 1000, you also need to hang up the SoundStation VTX 1000, just like a regular phone.</p> <p>Turning off the Console Mics from the SoundStation VTX 1000 menu has no effect when the phone is used with a VSX system. To disable the phone microphones in this case, disable the Enable Polycom Microphones option on the VSX system.</p> <p>For SoundStation VTX 1000 calls, call statistics are not displayed on the VSX system.</p> <p>If an audio-only site is included in a call and then hangs up, the VTX 1000 does not receive a disconnect tone. If the call was initiated from the VTX phone pad or the audio-only site, hang up from the VTX 1000. If the call was initiated from the VSX system, hang up from either the VSX system or VTX 1000.</p>

Feature	Limitation
Interoperability SoundStation VTX 1000	<p>A call with VSX 6000, SoundStation VTX 1000, and Dial IP placed from the SoundStation VTX 1000 keypad has no far video.</p> <p>In audio calls between SoundStation VTX 1000 conference phones with a Polycom Vortex® mixer connected, the option to add a video call is not available on the VTX 1000 phone.</p>
Interoperability Switches	<p>Some ISDN switches will add the area code to numbers when calling from the Recent Calls list (especially if you dial a number that had dialed into the system previously). In such cases, the call will not connect. The system will have to be set to dial local numbers without an area code.</p>
Interoperability TANDBERG	<p>You may see the following issues in H.239 calls between V Series systems and VSX systems and TANDBERG E series systems. TANDBERG MXP systems handle these issues correctly.</p> <ul style="list-style-type: none"> • TANDBERG E series systems do not receive H.264 video sent by V Series systems and VSX systems. • With encryption enabled, the TANDBERG 880 displays tiling on its content monitor when a PAL V Series system or VSX system sends content to it. <p>The VSX 8000 does not maintain 60 frames per second when sending content to the TANDBERG 6000 MXP in 1920 kbps H.323 calls.</p> <p>SIP calls placed from VSX systems to TANDBERG MXP 4.0 systems at 128 kbps may experience audio and video problems. Calls to TANDBERG MXP 4.1 systems do not experience these issues.</p> <p>In calls with the TANDBERG 880E ver 5.0 that use H.239, VSX systems may transmit H.263 video rather than H.264.</p> <p>VSX systems are unable to connect to the TANDBERG 6000 MXP F3.2 system in SIP calls.</p> <p>MGC voice-switched conferences with TANDBERG and VSX system may end up in secondary (audio-only) mode when one site sends content. To work around this, set up the conference as continuous presence (transcoding).</p> <p>VSX systems using the TANDBERG Management Suite (TMS) cannot establish multipoint calls. In the TMS, the Max Number of Video Calls setting is uneditable and is set to 1 by default.</p>
Interoperability V ² IU	<p>When a VSX system's call speed exceeds the V²IU configured speed, calls placed through the V²IU do not connect. Try lowering the VSX system's call speed.</p>

Feature	Limitation
Interoperability VCON	<p>When a VSX system has stereo enabled (System > Admin Settings > Audio > Audio Settings > Enable Polycom StereoSurround) and is in a call with a VCON HD 3000, the VSX system may not receive audio. The workaround is to disable stereo on the VSX system.</p> <p>When a VSX 7000 has H.239 enabled (System > Admin Settings > Network > Call Preference) and is in a call with a VCON HD 3000, the VSX 7000 may not receive video from the VCON HD 3000.</p>
Interoperability ViewStation	<p>When sending content from V Series systems or VSX systems to a ViewStation SP128 system, content may go beyond the edges of the ViewStation monitor.</p> <p>In multipoint calls with V Series systems or VSX systems running 8.0 as the MCU and a ViewStation 512 as one site, the ViewStation may get distorted content from the MCU.</p> <p>When a V Series system or VSX system is sending content to a ViewStation FX, the ViewStation FX should not take a snapshot. Instead, the V Series system or VSX system should first stop sending content before the ViewStation FX sends a snapshot.</p> <p>Placing a call from ViewStation FX system running version 6.0.5.15 to a VSX 6000A, VSX 3000, or VSX 7000e system fails to connect using H.323 (IP) if registered to PathNavigator with encryption enabled. Both systems report "\ disconnected". A workaround is to disable encryption.</p>
Interoperability VoIP	<p>When a V Series system or VSX system MCU calls both another VSX system and an audio-only IP site (like a SoundStation® IP 300), the call rate for the V Series system or VSX system will be limited to 64 kbps if you call the audio-only site first. To work around this problem, always call all video sites first prior to calling audio-only IP sites.</p>
Localization	<p>While Softupdate is running, the message “Your system is in the process of being updated.” shown on the Polycom system is always in English, even on international systems.</p> <p>For certain languages, a new entry created in the Call Scheduler displays the date in a non-standard format.</p>
Monitors	<p>If you change the Near, Far, or Content monitor configuration settings for Monitor 2 (Admin Settings > Monitors > Monitors) during a call, Monitor 2 may stop showing any video until the system is restarted.</p> <p>When using a VSX system that is configured to use a TV monitor as Monitor 1, a TV or VGA monitor as Monitor 2, and a TV as the VCR monitor, if you change the Monitor 2 setting (System > Admin Settings > Monitors > Monitors) from VGA to Composite and then again from Composite back to VGA, the VCR monitor may stop displaying video. The workaround is to restart the VSX system.</p>

Feature	Limitation
<p>Multipoint</p>	<p>On a VSX system in a multipoint chair control call, all far site systems see frozen video if you disconnect the site that is the broadcaster. To restore video, select one of the remaining sites as the broadcaster.</p> <p>Participants in multipoint ISDN calls that include systems using different software versions may see video instead of content.</p> <p>When a conference has a meeting password set and another system dials in, the video from the system dialing in can be viewed by the conference sites even before it enters the password. The conference video and audio is not available at the system dialing in until it actually joins the conference.</p> <p>Only a VSX 8000 system as MCU supports H.264 in multipoint calls, and it is limited to 3 video + 1 local conference site. If the conference size increases, the protocol negotiated is H.263. Once it drops back to a 4-way call or lower, H.264 is not re-negotiated.</p> <p>Discussion mode is turned off in cascaded MCU calls.</p> <p>Things to note about multipoint calling:</p> <ul style="list-style-type: none"> • Dual Monitor Emulation is disabled in multipoint calls on VSX 3000, VSX 7000, VSX 7000s, and VSX 7000e systems. These systems can support AES Encryption or StereoSurround™, but not both. If AES Encryption is enabled, the system automatically turns off StereoSurround. • In multipoint calls on VSX 8000 systems, only one of the following features is supported: Dual Monitor Emulation, StereoSurround, or AES Encryption. If you have more than one of these enabled, the system turns off all but one. The system gives highest priority to AES Encryption, if it is enabled. If AES Encryption is not enabled, the system gives higher priority to Dual Monitor Emulation, and turns off StereoSurround. • In VSX 8000 multipoint calls with three or more far sites, Dual Monitor Emulation, StereoSurround, and AES Encryption are not supported. <p>When using a VSX 7000e as the MCU in a multipoint call, if you select a lower speed in the middle of the call, a momentary extraneous noise may occur on the VSX 7000e.</p> <p>In a four-way multipoint call with discussion mode and with the VSX 8000 as the MCU, continuous presence may not be shown on Monitor 1. Instead, voice-activated switching may occur, moving active far sites to Monitor 1 and/or Monitor 2.</p>

Feature	Limitation
Network	<p>When H.323 sites are registered to different gatekeepers (such as PathNavigator and RADVISION) and are connected via an H.320 gateway (such as MGC), the call may not connect. A workaround is to use the DTMF dialpad to enter the extension.</p> <p>When a system behind a non-H.323 compatible NAT makes a call to an site outside the NAT, the far site is unable to control the camera of the system behind the NAT.</p>
People+Content	<p>Due to variations between computer resolutions, the Horizontal Position, Vertical Position, and Phase settings for VGA input are not retained when restarting a VSX system that is connected to the Visual Concert™ VSX. VSX systems treat content audio sources as mono, even if the system is configured for stereo.</p> <p>You may experience problems sending a content source using Web Director if the system is already sending content selected with the remote control.</p> <p>When viewing content on the VSX system, some anomalies may be perceived. The way Polycom has chosen to display the image is to show the content building on the screen. This means that the first image seen does not have full content resolution and the viewer will see it build to full resolution. This build time is dependent on the bandwidth of the call and the content sharing bandwidth allocation setting located at System > Admin Settings > Monitors > Graphics VGA: Quality Preference.</p> <p>When a call is active, the local view is the same as the far site, both in resolution and frame rate. All sites will then see the same image at about the same time and the same resolution, making it easier to discuss the image as the local parties see the same image as the far site.</p> <p>When viewing the content locally, the image will build and display in the same way as when a call is active.</p> <p>When using a system with a Visual Concert connected, the image at the Visual Concert output will not show as many anomalies as when connected to the output at the VSX system.</p>

Feature	Limitation
People+Content IP	<p>If you use People+Content IP with the Windows firewall enabled, be sure to configure the firewall to allow the application to proceed. If you continue to have problems, disable the Microsoft firewall when using People+Content IP.</p> <p>On a computer with multiple monitors, you must either launch People+Content IP on monitor 1 or set all monitors to the same output resolution.</p> <p>On some computers, video clips running in Windows Media Player cannot sent to VSX using People+Content IP. To work around this issue, configure Windows Media so that it does not use overlays: In Windows Media Player, select Tools > Options > Performance > Advanced. Uncheck “Use overlays”.</p> <p>People+Content IP works in Security Mode, but the link between the computer and the VSX system is not encrypted/secure.</p> <p>When using People+Content IP to send content from one VSX system to another VSX system during a 768 kbps video call, there may be a delay of 2-3 seconds between the time when the content is displayed on the PPCIP source (for example, the PC) and when the content is displayed on the VSX systems.</p>
Pro-Motion H.264	<p>Pro-Motion H.264 is supported only in point-to-point calls between VSX 8000 systems up to 1.4 Mbps.</p> <p>Pro-Motion H.264 video turns off in the following situations:</p> <ul style="list-style-type: none"> • Setting the camera to Sharpness instead of Motion prevents sending Pro-Motion H.264 video. • Streaming prevents sending Pro-Motion H.264 video. • Content sharing turns off Pro-Motion H.264 in both directions until content is stopped. • Multipoint calling turns off Pro-Motion H.264 in all directions for the duration of the call.
Product Activation	<p>At www.polycom.com/support/video, use uppercase characters for any letters in the serial numbers or licenses.</p>
Profiles	<p>Profiles provide a limited backup capability but do not save the entire configuration of a system. Refer to the Administrator’s Guide for more information.</p>

Feature	Limitation
Security	<p>When you set the Web Access Port on the web interface Security page, specify a port number of 1025 or greater, and make sure that the port is not already in use.</p> <p>In an encrypted H.320 call, adding a voice over ISDN call causes the VSX system to show that the call is not encrypted. This indication represents that the voice call is not encrypted; encryption remains in use on the H.320 video call.</p> <p>The Russian version of the software does not include certain security features. Security Mode and AES Encryption have been removed from the Russian user interface and documentation for this release.</p>
Security Mode	<p>Do not load a profile taken from a VSX system in Security Mode onto a system that is not in Security Mode. Similarly, do not load a profile taken from a system that was not in Security Mode on a system that is in Security Mode.</p> <p>VSX systems with Security Mode enabled cannot be added to a Global Management System server.</p> <p>While in Security Mode, 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.</p> <p>To help ensure the security of the system, VSX systems require that you provide new passwords when switching into Security Mode. Enter a new password when prompted by the system.</p>

Feature	Limitation
<p>Single-Monitor VGA</p>	<p>Single-monitor VGA has the following limitations:</p> <ul style="list-style-type: none"> • Only the steel gray color scheme is supported. • The system switches from dual monitor emulation to full-screen mode when sending or receiving content. • On systems other than a VSX 8000, the H.264 maximum call speed is reduced to 512 kbps if stereo audio is enabled with a VGA main monitor. • On VSX 5000, VSX 7000s, and VSX 7000e systems configured for single-monitor VGA: <p>Dual Monitor Emulation is disabled in multipoint calls. The system can support AES Encryption or StereoSurround, but not both. If AES Encryption is enabled, the system automatically turns off StereoSurround.</p> <p>In point-to-point calls, only one of the following features is supported: Dual Monitor Emulation, StereoSurround, or AES Encryption. If you have more than one of these enabled, the system turns off all but one. The system gives highest priority to AES Encryption, if it is enabled. If AES Encryption is not enabled, the system gives higher priority to Dual Monitor Emulation, and turns off StereoSurround.</p> <p>Dual Monitor Emulation is automatically disabled at call rates greater than 512 kbps.</p> • On VSX 8000 systems configured for single-monitor VGA: <p>In multipoint calls, only one of the following features is supported: Dual Monitor Emulation, StereoSurround, or AES Encryption. If you have more than one of these enabled, the system turns off all but one. The system gives highest priority to AES Encryption, if it is enabled. If AES Encryption is not enabled, the system gives higher priority to Dual Monitor Emulation, and turns off StereoSurround.</p> <p>In VSX 8000 multipoint calls with three or more far sites, Dual Monitor Emulation, StereoSurround, and AES Encryption are not supported.</p> <p>Dual Monitor Emulation is automatically disabled at call rates greater than 1 Mbps.</p>

Feature	Limitation
SIP	<p>V Series systems and VSX systems do not support firewall or NAT traversal in SIP calls.</p> <p>The MGC does not support Far End Camera Control in a SIP conference.</p> <p>The MGC does not support content sharing in a SIP conference.</p> <p>When Transport Protocol on the SIP Settings screen is set to Both (TCP and UDP), the roll-over may cause a delay.</p> <p>H.264 SIP calls do not support content sharing.</p> <p>SIP transfers always report back successful, even if they fail to transfer successfully.</p> <p>When a system is registered to Global Directory Server/Global Address Book and SIP is enabled instead of H.323, a non-ISDN system may show an incorrect alert message for Global Directory Server/Global Address Book registration.</p> <p>In 64 kbps SIP calls between a VSX system and Windows Messenger, Windows Messenger may not receive video.</p> <p>When packet loss occurs, SIP calls may hang up automatically.</p> <p>Do not transfer either end of a SIP call that is connected to a VSX system.</p> <p>When a VSX system call a SIP account logged in to Windows Messenger, messages sent to the VSX system from Windows Messenger are interpreted as video calls.</p> <p>In a multipoint call with an H.320 site and a SIP site, the call fails if the VSX system MCU calls the H.320 site first.</p> <p>This release does not support dialing SIP calls using a DNS name, such as VSX.austin.polycom.com. Other address forms, such as email (for example, any@host.austin.polycom.com) work.</p> <p>When SIP is enabled (System > Admin Settings > Network > Call Preference), the VSX 3000 and VSX 6000A systems are unable to register to the Global Directory Server.</p> <p>The following features are not available when the SIP protocol is in use:</p> <ul style="list-style-type: none"> • Polycom Video and Audio Error Concealment • Encryption • People and Content (H.239 and Polycom People+Content) • H.263 Pro-Motion <p>V Series systems or VSX systems cannot send content in a SIP call that uses H.264 for people video.</p> <p>When a password is set on an MCU, a SIP site that dials into the MCU is not prompted for the meeting password and cannot join the call.</p>

Feature	Limitation
Snapshots	V Series systems or VSX systems do not support receiving H.261 Annex D snapshots.
SNMP	<p>Current SNMP implementation is only used for alerts and does not support any remote management.</p> <p>By default, SNMP consoles return trap numbers. To get the equivalent trap messages in text, the polycom.mib file must be compiled in the flash memory of the system.</p>
Softupdate	<p>VSX 3000A customers may experience flicker and unusual behavior on their displays when upgrading to version 8.5.3. This is normal behavior and it is critical that the system NOT be turned off during this process. The complete upgrade should take 2-3 minutes, and after the upgrade is complete, the system will restart automatically.</p> <p>Polycom support at www.polycom.com/support/video currently does not support logging in via Softupdate. This means that the command-line switches -ku, -kp and the “No I need to get a key” options won’t work.</p> <p>The previous settings under "Appearance" for screen saver and color scheme will not be retained after running Softupdate.</p> <p>After you run Softupdate on a VSX 7000, VSX 7000e, or VSX 8000 that has Monitor 1 set to 4:3 and S-Video, Monitor 2 may not display video, regardless of whether Monitor 2 is set to S-Video, composite video, or VGA. A workaround is to restart the VSX system.</p> <p>Unchecking the retain system checkboxes in Softupdate while downgrading to version 8.5 may cause the V Series system or VSX system to become unusable.</p> <p>Launching the Softupdate executables for version 8.7 may prompt Windows to display an Open File - Security Warning dialog box that indicates an unknown publisher. The workaround is to select Run and to proceed with the Softupdate installation.</p>
StereoSurround	The Visual Concert VSX does not support stereo audio - a stereo input is converted to mono.

Feature	Limitation
User Interface	<p>When a network cable is unplugged and reconnected, the VSX system may require 1 to 20 minutes to reconnect to the Directory Server. A workaround is to recheck Register on the Global Directory Servers screen (System > Admin Settings > Global Services > Directory Servers) to manually reconnect to the Directory Server.</p> <p>When the V700 is in a call with another VSX system, the VSX system does not display a message indicating that far-site camera control is unavailable on the V700 when you press Far on the VSX remote control.</p> <p>After you register a gatekeeper through System > Admin Settings > Network > IP > H.323 Settings, VSX systems with IP only or with ISDN disabled display truncated E.164 extension information on the home screen.</p> <p>During the out-of-box setup, if you select SIP instead of H.323, the system will restart before configuration is complete. After the restart, the system will return to the LAN Properties page, allowing you to complete system configuration.</p> <p>A VSX 8000 system set up for single-monitor VGA displays a black border around the user interface screens.</p> <p>If you set Line Input to Audio Mixer and check Enable Polycom StereoSurround, a message is displayed that Polycom microphones will be disabled. The microphones are actually disabled in this case, even though the System Status screen shows them as active.</p> <p>The monitor configuration options changed in software version 8.5 to include additional options fields and add more flexibility for output configurations. If you upgrade to 8.5.x from a version earlier than 8.5, you may need to reconfigure the monitor settings.</p> <p>Incoming POTS calls are not recorded in the Recent Calls list. Outgoing POTS calls are listed correctly.</p> <p>Systems that are configured to use a UPnP NAT and are registered with a gatekeeper do not display the E.164 extension on the Place a Call screen.</p> <p>When the VSX system is in a POTS or voice over ISDN call, pressing the Hang Up button on the remote control does not return you back to the Place a Call screen. A workaround is to press Home on the remote control.</p> <p>When using the Web interface to access the VSX 8000, disabling the Allow Access to User Settings field (Admin Settings > General Settings > Security) and selecting Update does not automatically remove User Settings from the System page (System) in the embedded user interface when the System page is already visible. A workaround is to navigate away from the System page in the embedded user interface and then to return to it.</p>

Feature	Limitation
User Interface	<p>After you register a VSX system to a Global Directory Server (GDS) and/or verify that the Register checkbox is enabled (Admin Settings > Global Services > Directory Servers), if you change the GDS that the VSX system is registered to, the Register checkmark disappears and you must re-enter it. If you register a VSX system to the Global Directory Server (System > Admin Settings > Global Services > Directory Servers) but do not enter an area code for the ISDN number associated with a VSX system (System > Admin Settings > Network > ISDN), the GDS may not show the ISDN number for the associated system. Also, point-to-point and multipoint calls may not be able to be placed to or from the VSX system via the directory entry. A workaround is to enter the area code for the ISDN number of the VSX system, unregister, and then re-register the system to the GDS server, and refresh the entry for the associated system in the GDS.</p>
V.35	<p>In H.320 calls from a V.35 VSX system with encryption enabled, the far-site system does not recover from a momentary loss of data.</p> <p>V.35 profiles are not localized. They appear in English.</p> <p>When you place a V.35 Direct Connect call from a VSX 7000 to a ViewStation EX running release 6.0.1 software, the call may not connect. When the call fails to connect, the VSX system's user interface displays the dialing screen and the ViewStation EX system's user interface does not appear to be receiving a call. Disconnecting the call and reconnecting should clear the problem.</p>
Video	<p>VSX systems send video in low frame rates when using a camera set to Sharpness.</p>
Video Overlay	<p>The monitor image is not rescaled to add the video overlay border. Instead, the video overlay is displayed on top of the monitor image. Due to this configuration, portions of video or content might be obscured. Adjusting the TV or monitor display settings may help to correct this problem.</p> <p>Depending upon the type of monitor that the system uses, the drop shadow on the video overlay may partially obscure various sides of the overlay and create an unbalanced overlay appearance.</p>

Feature	Limitation
Web Interface	<p>When updating the Call Profiles (Admin Settings > Network > V.35/RS-449/RS-530) in the VSX system's web interface, you must select Update twice before any updates will occur.</p> <p>The third VSX system to dial into a call via the VSX system's web interface is not prompted to enter the meeting password and is dropped from the call.</p> <p>SIP registration status is not displayed in the web interface, but it does show up on the system interface.</p> <p>Web Director on VSX Web does not give the remote administrator any way to start or stop Polycom People+Content IP.</p> <p>The web interface does not give access to the following utilities: Calendar and Call Scheduler.</p> <p>The web interface Call Summary page (Diagnostics > System Status > Call Summary) does not include a Serial Calls section listing V.35 calls. The calls are included in the total call number. To see a listing of V.35 calls, refer to the system user interface.</p> <p>Using the system interface and the web interface simultaneously when answering calls could cause problems.</p> <p>When you load a saved profile for a different Global Directory Server, the system does not automatically register with the Global Directory Server even though registration appears successful. The workaround is to recheck Register on the Global Directory Servers screen (Admin Settings > Global Services > Directory Servers) to manually connect to the Directory Server.</p> <p>When accessing and saving the Call Detail Report through the Web interface (Utilities > Call Detail Report) of a PC that does not have Microsoft Word installed on it, extraneous text will appear at the top of the Call Detail Report.</p> <p>If time server settings are changed from the web interface during a call, the system may try to disconnect the call.</p> <p>If you use the web interface to join a conference with a meeting password, the meeting password you enter is also set as the meeting password for your system. This does not happen if you enter the password using the remote control and the user interface.</p> <p>If you use the web interface shortly before upgrading a system to 8.5, the web interface will be temporarily unusable after the upgrade. A workaround is to clear your browser's cache or wait an hour so the system will automatically clear the obsolete pages from the earlier VSX version.</p> <p>When Security Mode is enabled, the remote control in the web interface is disabled.</p> <p>When you search for a directory entry in the web interface, the entry is highlighted but its information is not displayed. This only happens if you used search to find the entry.</p>

Feature	Limitation
Web Interface	<p>To ensure the security of the system, VSX systems require that you provide a new password when entering Security Mode. If you configure Security Mode via the web interface, your browser's pop-up blocker may prevent you from receiving the dialog box used to update the password and enter Security Mode. To work around this issue, disable your pop-up blocker before starting the password change, or temporarily bypass it by holding down the CTRL key while pressing OK to the "Any changes made to this setting will cause your system to restart" message.</p> <p>When exporting a directory (Utilities > Import/Export Directory) from the system through the Web UI, Microsoft Internet Explorer may block the File Download dialog box. A workaround is to press and hold the Ctrl key, click the Export button, and wait for the File Download dialog box to appear.</p> <p>Updating a field in the V.35 Call Profiles (Admin Settings > Network) and selecting Update prompts an error message. A workaround is to select Update again; the field will be updated this time.</p> <p>The Recent Calls page is not translated, so date and other information appears in English.</p> <p>When using the Web interface to access the VSX 8000, disabling the Allow Access to User Settings field (Admin Settings > General Settings > Security) and selecting Update does not automatically remove User Settings from the System page (System) in the embedded user interface when the System page is already visible. A workaround is to navigate away from the System page in the embedded user interface and then to return to it.</p> <p>When using a PC with Internet Explorer 7.0 to access a VSX system via the Web interface, navigating to the System Information (Utilities > Tools > System Information) prompts a Certificate Error message. The workaround is to click on the Certificate Error tab (next to the address bar in Internet Explorer), select View Certificates, and select Install Certificate on the Certificate Properties page.</p>
Web Streaming	Web streaming does not work with RealPlayer.

Interoperability

The following PTZ cameras are supported for use with VSX systems:

- Polycom PowerCam
- Polycom PowerCam Plus (VSX 7000e, VSX 8000)
- Sony BRC-300, EVI-D30, EVI-D70, or EVI-D100 (for NTSC systems)
- Sony EVI-D31 or EVI-D100P (for PAL systems)

V Series and VSX 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 8.7 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	Cisco PIX 506E	Cisco PIX 604 IOS 6.3(5), 6.3(3)
	Cisco PIX 515	7.2.1
	Cisco Router (QoS and NAT)	Cisco 3640 IOS 12.4(13), Cisco 3745 12.3(14), 12.3
	D-Link DI-604	3.51
	Edgewater V ² IU 4350 S Series	7.2.2
	Edgewater V ² IU 5300 S Series	7.2.2
	NETGEAR FR114P	FR114P V1.5_14
	NETGEAR RP614	RP614v4
	Linksys BEFSR41	1.04.17
	Linksys BEFVP41 v2	1.01.04 3/08/2005

Type	Product	Version
Gatekeeper, Gateways	Avaya Communication Manager	4.0
	Cisco gatekeeper	12.2(8r)T2 FC1, Cisco 2621 MCM 12.3(20)
	Global Management System	7.1.1.107, 7.1.0.004
	MGC 25 gateway	MCU 8.0.0.27, MCMS 8.0.0.128
	Polycom PathNavigator	7.00.05, 7.00.03
	Polycom RMX	1.1.0.103
	Polycom SE200	1.0.1, 2.0, 1.00.01.ER028
	RADVISION ECS gatekeeper	4.1.0.0
	RADVISION viaIP gateway	5.00.0.22
	TANDBERG gateway	G3.2
Management Systems	Polycom GMS	7.1.0
	Polycom RSS	1.1.0.001
External MCUs, Bridges, Call Managers	Avaya Communication Manager	4.0
	Cisco CallManager	4.2
	MGC 25	MCU 8.0.0.27, MCMS 8.0.0.128
	MGC 50	MCU 8.0.0.27, MCMS 8.0.0.128
	MGC 100	MCU 8.0.0.27, MCMS 8.0.0.128
	RADVISION viaIP MCU	3.5.0.9
	TANDBERG MPS	J3.2

Type	Product	Version
Sites	Aethra Vega Star	6.0.49
	iPower 9000	6.2.0.1208
	LifeSize Team	2.6.0 (14)
	Polycom HDX 9001	1.0.2-354
	Polycom HDX 9002	1.0.2-354
	Polycom HDX 9004	1.0.2-354
	Polycom VS512	7.5.4SP - 04MAR2005, 7.5.4.10
	Sony PCS-1	DSP 03.23, Host 01.01
	Sony PCS-G70	2.41, 2.42
	TANDBERG 880 E	E5.3 NTSC
	TANDBERG 880 F MXP	F6.0 NTSC
	TANDBERG 6000 B	B10.3 NTSC
	TANDBERG 6000 E	E5.3 NTSC
	TANDBERG 6000 F MXP	F6.0 NTSC
	V500	8.5, 8.5.3, 8.7
	V700	8.5, 8.5.3, 8.7
	VCON HD 3000	0270.M03.D29.H18
	ViaVideo® PVX	8.0.2.0235
	ViewStation FX	6.0.5.22, 08Jun2005
	ViewStation SP128	7.5.4SP - 04MAR2005
	ViewStation SP384	7.5.4SP - 04MAR2005
	VSX 3000	8.5, 8.5.3, 8.7
	VSX 3000A	8.5, 8.5.3, 8.7
	VSX 5000	8.5, 8.5.3, 8.7
	VSX 6000	8.5, 8.5.3, 8.7
	VSX 6000A	8.5, 8.5.3, 8.7
	VSX 7000	8.5, 8.5.3, 8.7
	VSX 7000e	8.5, 8.5.3, 8.7
	VSX 7000s	8.5, 8.5.3, 8.7
	VSX 8000	8.5, 8.5.3, 8.7

Cisco PIX Firewall

Cisco PIX “fixup protocol h323 h225 1720” on only:

H.323 video sites will have connection and video incompatibilities.

Cisco currently does not support AES or H.239 in the “fixup protocol h323 h225 1720”.

Cisco PIX “fixup protocol h323 h225 1720” on with following ports open:

Polycom V Series and VSX systems will work properly; however, with Cisco PIX setup in this manner you will be required to disable AES to connect sites through the Firewall. Also, H.239 will not work properly in this configuration.

Cisco currently does not support AES or H.239 in the “fixup protocol h323 h225 1720”.

In an H.323 multipoint conference using a VSX system MCU located behind a Cisco PIX 6.3.4 and 7.0.1 firewall among systems with H.239 enabled, the V Series and VSX systems outside of the firewall may not receive video when other sites connect. To avoid this, disable H.239 on all sites.

V Series and VSX systems are unable to control the far end camera when it is located behind a Cisco PIX 6.3.4 and 7.0.1 firewall.

Configure Conduits or Access List Assignments for the following ports:

- TCP 1720
- TCP 3230 - 3235
- TCP 3603
- TCP 389
- UDP 3230-3253
- UDP 1718-1719

Cisco PIX “fixup protocol h323 h225 1720” off with following ports open:

Polycom V Series and VSX systems and all features will work properly.

1. To turn off the “fixup protocol h323 h225 1720” feature, use the following command:

```
no fixup protocol h323 h225 1720
```

2. Configure Conduits or Access List Assignments for the following ports:

- For outbound interface
 - TCP 1720
 - TCP 3230 - 3235
 - TCP 3603
 - TCP 389

- UDP 3230-3253
- UDP 1718-1719
- For inside interface, open all IP per video device.

Use the following command to configure conduits or access points:

```
conduit permit tcp host 255.255.255.255  
eq port any
```

Where 255.255.255.255 is the external IP address of the SME Appliance.

If an site receives inbound video calls from outside the LAN, use the following command to create a static connection for each internal site:

```
static (inside,outside) xxx.xxx.xxx.xxx iii.iii.iii.iii  
netmask
```

Hardware and Software Requirements

To access the web interface, use Microsoft Internet Explorer 6.x as your web browser and make sure that you have Java 1.2 or later installed.

To take advantage of the latest features for integrating a VSX system and SoundStation VTX 1000 conference phone, the VSX system requires version 7.5 or later software and the VTX 1000 requires version 1.5 or later software.

The VSX 8000 is designed to work with the Vortex mixer. For this configuration, you need Vortex firmware 2.5.2 or later, Conference Composer™ version 2.7.0 or later, and VSX system software version 7.5 or later.

Web streaming participants must have the Apple QuickTime player installed on their PC to view the multicast stream.

The following versions are required for compatibility with the Avaya Communication Manager (ACM):

- iPower 6.0.0.315 or later
- ViewStation FX version 6.0 or later
- ViewStation version 7.0 or later
- PathNavigator version 7.00.02.0189 or later, routed mode
- Global Management System version 7.0.1.212 or later
- V Series systems and VSX systems version 8.0.3 or later

Warranty and Registration

The V Series and VSX series products include a one-year hardware warranty (30-day return upon receipt at factory) and 90-day software warranty.

Complete the one-time product registration form at www.polycom.com/support/video to access software downloads. Using the information provided as part of product registration, Polycom will make every effort to send you electronic notification of software releases as and when available.

Copyright Information

© 2007 Polycom, Inc. All rights reserved.

No part of this document may be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without the express written permission of Polycom, Inc.

Polycom, Inc. retains title to, and ownership of, all proprietary rights with respect to the software contained within its products. The software is protected by United States copyright laws and international treaty provision.

Portions of the VSX software are copyright © 2001 by Dr. Brian Gladman. The following terms and disclaimer apply to Dr. Gladman's AES encryption implementation:

Copyright © 2001, Dr. Brian Gladman <brg@gladman.me.uk>, Worcester, UK. All rights reserved.

License Terms

The free distribution and use of this software in both source and binary form is allowed (with or without changes) provided that:

1. distributions of this source code include the above copyright notice, this list of conditions and the following disclaimer;
2. distributions in binary form include the above copyright notice, this list of conditions and the following disclaimer in the documentation and/or other associated materials;
3. the copyright holder's name is not used to endorse products built using this software without specific written permission.

Disclaimer

This software is provided 'as is' with no explicit or implied warranties in respect of its properties, including, but not limited to, correctness and fitness for purpose.

Polycom, Inc. retains title to, and ownership of, all proprietary rights with respect to the software contained within its products. The software is protected by United States copyright laws and international treaty provision.

Trademark Information

Polycom®, the Polycom logo design, SoundStation® IP, SoundStation VTX 1000®, ViaVideo®, ViewStation®, and Vortex® are registered trademarks of Polycom, Inc. Conference Composer™, Global Management System™, iPower™, MGC™, People+Content™, Polycom PathNavigator™, PowerCam™, Pro-Motion™, PVX™, StereoSurround™, V²IU™, V500™, Visual Concert™, and VSX™ are trademarks of Polycom, Inc.

All other brand and product names are trademarks or registered trademarks of their respective companies.

