

# Release Notes

Polycom® V Series and VSX® Systems, Version 9.0.5



Polycom is pleased to announce the release of version 9.0.5 software for Polycom® V Series and VSX® systems. This document provides the latest information about version 9.0.5 software for Polycom V Series and VSX systems.

For more information about updating software and enabling system options, refer to the *Installing Polycom V Series and VSX Software and Options* document by navigating to [www.polycom.com/support/video](http://www.polycom.com/support/video) and clicking on the name of your product.



VSX 3000A and V700 customers may experience flicker and unusual behavior on their displays when upgrading to version 9.0.5. This is normal behavior and it is critical that the system NOT be turned off during this process. The complete upgrade should take approximately 2-3 minutes over IP, and after the upgrade is complete, the system will restart automatically.

## What's New in the 9.0.5 Release?

### Mixed H.323 and SIP Calls



This feature is only available on the 128 MB systems (V700, VSX 3000A, VSX 5000, VSX 6000A, VSX 7000s, VSX 7000e, VSX 8000). You can determine the memory size of your system by referring to the System Information page (**System > System Information**); the memory size is noted as (64) or (128) after the Model name.

In version 9.0.5, H.323 and SIP calling can be enabled simultaneously, and the Polycom system can place and participate in mixed H.323 and SIP calls.

#### To enable H.323 and SIP calling:

1. Go to **System > Admin Settings > Network > Call Preference**.
2. Select **IP H.323**.
3. Select **SIP**.



Changing these settings does not cause the system to restart.

When the Polycom system is enabled for both H.323 and SIP calling, the user interface includes the following changes:

- The Place a Call screen includes IP H.323 and IP SIP as available call type selections within Call Quality.

For calls dialed manually, the Polycom system attempts to place the call using the specified call type. For calls dialed automatically, the Polycom system uses the specified call type first in the dialing order.

- On the Network Dialing screen, the Dialing Order can include both IP H.323 and IP SIP as separate selections.
- The System Status screen includes a dual “Gatekeeper:/Registrar Server:” entry with distinct visual indicators to display the registration status of both the H.323 gatekeeper and the SIP registrar.
- The available call types for new directory entries include H.323 and SIP.

## What’s New in the 9.0.1 Release?

Polycom VSX software version 9.0.1 provides a fix for an issue associated with the password encryption feature introduced in Polycom VSX software version 9.0.

When a Polycom VSX system with Security Mode enabled was upgraded from a previous software version to Polycom VSX software version 9.0, the room password no longer worked. As a result, the Admin Settings became inaccessible even when the previously used room password was correctly entered on the system.



For a Polycom VSX system with password encryption and Security Mode enabled, Polycom recommends that you delete the room password or disable Security Mode before downgrading from software version 9.0 or later to a build prior to version 9.0.

## What’s New in the 9.0 Release?



Some features are only available on the 128 MB systems (V700, VSX 3000A, VSX 5000, VSX 6000A, VSX 7000s, VSX 7000e, VSX 8000).

Refer to the System Information page (**System > System Information**) for the memory size of the system, noted as (64) or (128) after the Model name.

## Polycom Lost Packet Recovery™



This feature is only available on the 128 MB systems (V700, VSX 3000A, VSX 5000, VSX 6000A, VSX 7000s, VSX 7000e, VSX 8000).

Version 9.0 provides improved dynamic bandwidth allocation (DBA) and new error concealment for Polycom Video Error Concealment (PVEC) using Polycom Lost Packet Recovery™ (LPR™). The new DBA algorithm downspeeds the call to reduce packet loss to a manageable level under normal operating environments. This allows Polycom LPR to recreate the remaining lost packets.



### Points to note about Polycom LPR:

- Polycom LPR is available on H.323 calls only; it is not supported on SIP or H.320 calls.
- Polycom LPR is available in point-to-point calls only; it is not supported in multipoint calls.
- Polycom LPR is not available on Avaya networks.

For complete protection against network packet loss, enable both Polycom LPR and DBA; the combination of DBA and Polycom LPR provides virtually error-free video. On average, visible video disruptions can be expected only once every 5 minutes for average packet loss scenarios of 3% or less, and more often for packet loss scenarios higher than 3%.

To use Polycom LPR, both the near-end system and the far-end system must have the Enable PVEC setting enabled. If the far-end system does not have this setting enabled, the near-end system uses PVEC rather than Polycom LPR.

## SIP Signaling of DTMF Digits

Version 9.0 supports signaling for DTMF digits during SIP calls, as specified by RFC 2833.



Supported DTMF digits include the numbers 0–9, the asterisk (\*), and the number sign (#).

This feature is not supported in the following scenarios:

- Calls with AES encryption enabled
- Multipoint calls


## Microsoft® Windows® Vista Support for Softupdate

With version 9.0, you can use the Softupdate application with the Microsoft® Windows® Vista, Windows XP, or Windows 2000 operating system when updating the software on VSX systems and V Series systems.

## Indication for Basic Mode

In version 9.0, the Call Statistics screen indicates whether the VSX system or V Series system is operating in Basic Mode.

### To view the Basic Mode indicator:



1. Go to **System > Diagnostics > Call Statistics**.
2. Select .
3. View the Call Type field.

“(Basic Mode)” is appended to the data in the Call Type field when the VSX system or V Series system is operating in Basic Mode.

## AES Encryption Icon

With version 9.0, the VSX system or V Series system continually displays an icon whenever AES Encryption is enabled on the system.

The icon behavior is as follows:

- The icon displays as locked  throughout the call when AES Encryption is enabled on the near-end system and the call is AES encrypted.
- The icon is absent when AES Encryption is not enabled on the near-end system.
- The icon displays as unlocked  throughout the call when AES Encryption is enabled on the near-end system but the call is not AES encrypted.



The call may not be AES encrypted because the VSX system or V Series system is operating in Basic Mode or because one or more of the far-end systems do not have AES Encryption enabled.

## Password Encryption



The password encryption feature is an enhancement to Security Mode. Because Security Mode is only available on the 128 MB systems (V700, VSX 3000A, VSX 5000, VSX 6000A, VSX 7000s, VSX 7000e, VSX 8000), password encryption is also only available on the 128 MB systems.

Version 9.0 includes enhanced password encryption for meeting, room, and remote access passwords.

When Security Mode is enabled, the VSX system stores all meeting, room, and remote access passwords using the SHA-1 algorithm rather than using clear text.




When a Polycom VSX system with Security Mode enabled was upgraded from a previous software version to Polycom VSX software version 9.0, the room password no longer worked. As a result, the Admin Settings became inaccessible even when the previously used room password was correctly entered on the system. This has been corrected in Polycom VSX software version 9.0.1.

For a Polycom VSX system with password encryption and Security Mode enabled, Polycom recommends that you delete the room password or disable Security Mode before downgrading from software version 9.0 or later to a build prior to version 9.0.

### Password Display

Meeting, room, and remote access passwords now always appear as a series of asterisks as you type them into a configuration screen or login box.

To enter numbers in a password field, use the remote control number buttons. To enter letters in a password field, press  **Keyboard** on the remote control.

### Re-entering to Confirm Passwords

In some cases, you must now re-enter passwords to confirm them.

- When updating or entering a meeting, room, or remote access password, you are now prompted to re-enter the password to confirm it.
- When enabling Security Mode, you must now enter and confirm a new room password, even if a room password is already in use on the system.
- When enabling or disabling Security Mode, you must now enter and confirm each meeting, room, and remote access password that is set.



You cannot change the `roomsw`, `sw`, `meetingpassword`, `websw`, and `securemode` configuration variables when using uploaded profiles (**Utilities > Profile Center**) through the system's web interface, even if the uploaded profiles contain one or more of these variables. These configuration variables are also excluded from downloaded profiles.

## New Version of People+Content™ IP

Polycom People+Content™ IP version 1.2 is now available on the Polycom web site, on the Downloads page for each VSX system. Version 1.2 includes performance improvements and fixes to address minor technical issues.



The People+Content IP option key is included with the VSX 8000 and is optional for all other Polycom VSX and V Series systems. For information about purchasing the People+Content IP option, please contact your Polycom distributor.

For information about using People+Content IP to display content, refer to the Getting Started Guide for your product.

## Corrected Issues in Version 9.0.5

The following table lists issues corrected in version 9.0.5.

Issue	Description
API	<p>The <code>preset register</code> command did not give notification when you used the remote control to access presets. This has been corrected.</p> <p>Changing the SNMP community name using the <code>snmpcommunity set</code> command did not cause the system's local interface or the system's web interface to show the change made through the API. This has been corrected.</p>
H.239	If you disabled H.239 ( <b>System &gt; Admin Settings &gt; Network &gt; Call Preference</b> ), you also needed to disable Polycom LPR. Otherwise, when you placed a call, the system could be very slow or unresponsive. This has been corrected.
Interoperability PathNavigator	When a VSX 3000A or VSX 7000s system was registered to the Polycom PathNavigator™ gatekeeper, the Gatekeeper screen ( <b>System &gt; Admin Settings &gt; Network &gt; IP &gt; H.323 Settings</b> ) erroneously displayed a nonfunctional selection ("When calling 4+ sites"). This has been corrected.
Interoperability Polycom ReadiManager SE200	The Polycom logo displayed instead of the near-site or far-site video when a live image was requested during a call with the Polycom ReadiManager® SE200. This has been corrected.
People+Content IP	When both H.323 and SIP were enabled ( <b>System &gt; Admin Settings &gt; Network &gt; Call Preference</b> ), People+Content IP could not successfully show content to all sites in a SIP call or a mixed H.323 and SIP call. This has been corrected.

Issue	Description
SIP	<p>The SIP Settings screen (<b>System &gt; Admin Settings &gt; Network &gt; IP &gt; SIP Settings</b>) in the system's local interface did not show asterisks when the SIP password was entered. This has been corrected.</p> <p>Pressing the <b>Far</b> button on the remote control during a SIP call did not allow the user to control the far-site camera. This has been corrected.</p> <p>After a system successfully registered with a SIP server, the SIP registration would fail after the system was rebooted. This has been corrected.</p>
Softupdate	<p>If the user elected to not retain the directory entries and sample sites when using Softupdate, the Speed Dial and Contacts were accessible from the Place a Call screen but could not be dialed. This has been corrected.</p>
User Interface	<p>Changing the Read-Only Community name (<b>System &gt; Admin Settings &gt; Global Services &gt; SNMP</b>) did not cause the system's web interface or the API to show the change. This has been corrected.</p> <p>The Password field for the Global Directory (<b>System &gt; Admin Settings &gt; Global Services &gt; Directory Servers</b>) did not allow you to enter letters. This has been corrected.</p> <p>The Global Directory Servers screen (<b>System &gt; Admin Settings &gt; Global Services &gt; Directory Servers</b>) did not show asterisks when a password was entered. This has been corrected.</p> <p>When Monitor 1 was set to VGA with a resolution of 1024x768 (<b>System &gt; Admin Settings &gt; Monitors &gt; Monitors</b>), some screens displayed the page numbers outside of the border at the bottom of the screen. This has been corrected.</p> <p>When Monitor 1 was set to VGA with a resolution of 1024x768 (<b>System &gt; Admin Settings &gt; Monitors &gt; Monitors</b>), the Security screen (<b>System &gt; Admin Settings &gt; General Settings &gt; Security</b>) displayed a misaligned Allow Access to User Settings checkbox. This has been corrected.</p> <p>The availability control on the contact list home screen displayed the "available" or "busy" status in all capital letters. This has been corrected.</p>

Issue	Description
Web Interface	<p>Changing the Read-Only Community name (<b>Admin Settings &gt; Global Services &gt; SNMP</b>) did not cause the system's local interface or the API to show the change. This has been corrected.</p> <p>When accessing the system's web interface on a laptop computer with the resolution set to 1024x768 or below, the Welcome screen did not include a scroll bar by default and resulted in the bottom of that screen not being visible. This has been corrected.</p> <p>The Sites screen (<b>Admin Settings &gt; General Settings &gt; Sites</b>) did not include instructions about how to display a site name on the home screen. This has been corrected.</p> <p>The Remote Monitoring feature did not display video until after the Web Director was accessed. This has been corrected.</p>

## Corrected Issue in Version 9.0.1

The following table lists the issue corrected in version 9.0.1.

Issue	Description
Security Mode	<p>When a Polycom VSX system with Security Mode enabled was upgraded from a previous software version to Polycom VSX software version 9.0, the room password no longer worked. As a result, the Admin Settings became inaccessible even when the previously used room password was correctly entered on the system. This has been corrected.</p>

## Corrected Issues in Version 9.0

The following table lists issues corrected in version 9.0.

Issue	Description
API	<p>Changes made using the <code>audiotransmitlevel</code> command did not result in any command feedback. This has been corrected.</p> <p>Using the <code>timediffgmt</code> command to provision the time zone on the VSX system did not work correctly. This has been corrected.</p>
Directory	<p>New directory entries created in a new local category were not visible when you tried to view them the first time, until you moved around in the screen. This has been corrected.</p>
Global Management System	<p>The Management Servers list (<b>System &gt; Admin Settings &gt; Global Services &gt; Management Servers</b>) displayed URLs for the Polycom Global Management System™ even after the VSX system or V Series system unregistered from the Global Management System. This has been corrected.</p> <p>When the Global Management System became unavailable, the VSX system or V Series system no longer displayed the global directory entries even when <b>Save Global Directory to System (System &gt; Admin Settings &gt; Global Services &gt; Directory Servers)</b> was enabled. This has been corrected.</p> <p>Using the Global Management System to provision the time zone on the VSX system or V Series system did not work correctly. This has been corrected.</p>
Interoperability Avaya	<p>When V500 systems, VSX systems, or Polycom HDX systems registered to the 8700 ACM and attempted to call into the Polycom RMX, the call sometimes connected without video. This has been corrected.</p>

Issue	Description
Interoperability Nortel	<p>SIP calls placed between VSX systems or V Series systems and the Nortel Multimedia Communication Server (MCS) Multimedia PC client did not connect. This has been corrected.</p> <p>When a call was transferred between VSX systems or V Series systems and the Nortel MCS Multimedia PC (MMPC) client using the “Announce Caller” feature, the resulting call included audio but not video on all systems. This has been corrected.</p> <p>When a caller used the “Call Park” feature during SIP calls between VSX systems or V Series systems and the Nortel MMPC client, the other system in the call was not put on audio and video hold. This has been corrected.</p> <p>During a SIP call between VSX systems or V Series systems using the Nortel MCS, using the <code>unHold</code> Telnet command to remove the hold status on a call did not remove the hold status on the system that initiated the <code>unHold</code> command. This has been corrected.</p> <p>Using Telnet to register VSX systems or V Series systems with the Nortel MCS did not work. This has been corrected.</p>
Interoperability SoundStation VTX 1000	<p>In voice over ISDN calls using the Polycom SoundStation VTX 1000® conference phone and a VSX system, the button for hanging up the audio call did not display on the SoundStation VTX 1000. This has been corrected.</p>
Interoperability TANDBERG	<p>In ISDN calls with a TANDBERG MPS 800 and VSX 7000s or VSX 7000 system at call rates of 384 kbps and 512 kbps, the VSX 7000s or VSX 7000 system did not maintain 30 frames per second when sending H.239 content. The frame rate also sometimes did not return to 30 fps after the H.239 stream was stopped. This has been corrected.</p> <p>The payload number and clock rate for far-end camera control of TANDBERG systems were incorrect on VSX systems. This has been corrected.</p>
SIP	<p>When a Polycom VSX system called a SIP account logged in to Windows Messenger, messages sent to the Polycom VSX system from Windows Messenger were interpreted as video calls. This has been corrected.</p>
SNMP	<p>The SNMP MIBs (Management Information Bases) on the VSX 7000 and VSX 7000s systems displayed two identical <code>ifIndex</code> values. This has been corrected.</p>

Issue	Description
User Interface	<p>On the VSX 7000, VSX 7000s, VSX 7000e, and VSX 8000 systems, the <b>Camera Control</b> setting (<b>System &gt; Admin Settings &gt; General Settings &gt; Serial Port</b>) was unavailable when the <b>RS-232 Mode</b> setting was set to <b>Camera PTZ</b> (or <b>Sony PTZ</b> in previous versions). This has been corrected.</p> <p>While performing an ISDN software update (<b>System &gt; Utilities &gt; Software Update</b>), the VSX system allowed the user to attempt to place a call, and the VSX system would then crash. This has been corrected.</p> <p>The ping test is now available for use with both H.323 and non-H.323 devices (<b>System &gt; Diagnostics &gt; Network &gt; PING</b>).</p> <p>After you registered a gatekeeper through <b>System &gt; Admin Settings &gt; Network &gt; IP &gt; H.323 Settings</b>, Polycom VSX systems with IP only or with ISDN disabled were displaying truncated E.164 extension information on the home screen. This has been corrected.</p>
Web Interface	<p>Using both single-byte and double-byte characters when entering a new Directory entry caused the Localized Name to be corrupted when it was saved. This has been corrected.</p> <p>The complete list of local and global directory entries was not always displayed when accessing the directory (<b>Place a Call &gt; Directory</b>). This has been corrected.</p> <p>After installing People+Content IP on a PC and connecting People+Content IP to the VSX system or V Series system, pressing the Graphics button on the remote control in the web interface (<b>Tools &gt; Remote Control</b>) did not send the content and displayed an error message. This has been corrected.</p> <p>If you used the web interface to join a conference with a meeting password, the meeting password you entered was also set as the meeting password for your system. This has been corrected.</p> <p>SIP registration status was not displayed in the system's web interface. This has been corrected.</p> <p>On the VSX 3000, the System Information page (<b>Tools &gt; System Information</b>) of the system's web interface displayed the memory size of the system as (128) rather than as (64). This has been corrected.</p>

## Feature Limitations

The feature limitations for version 9.0.5 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.  A Polycom VSX system and an analog phone cannot establish a call when the meeting password is set on the Polycom VSX system.
API	<p>If you execute the <code>button home</code> command after clicking the <b>Camera</b> button on the Polycom VSX remote control or after executing the <code>button camera</code> command, the Polycom 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 with 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 about illegal parameters.</p> <p>The <code>prilinebuildout set</code> command does not work for values -7.5 and -22.5.</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>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 a restart.</p> <p>API interfaces do not report when the system restarts.</p> <p>The <code>calencryption</code> command supports the following subcommands: <code>whenavailable</code> <code>required</code> <code>disabled</code> <code>get</code>. Each of these returns a <code>yes</code> <code>no</code> value.</p> <p>The <code>chaircontrol set_password</code> command does not work.</p> <p>Use the command <code>callinfo all</code> instead of <code>display call</code>. If rollover dialing occurs (for example, 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>The <code>chaircontrol set_password</code> command does not work and therefore prevents setting the password through the API.</p>

Feature	Limitation
API	<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>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>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>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> <p>In Polycom VSX software version 9.0.1 and later, you can no longer use the <code>adminpassword set</code> API command to change the room password on the system.</p> <p>The <code>streamannounce</code> command does not work and does not set or get the streaming announcement setting.</p> <p>The <code>callpreference sip yes</code> command does not restart 64 MB systems when you enter "y" to "restart system for changes to take effect. restart now? &lt;y,n&gt;".</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> <p>Calls placed at a call speed of 64 kbps connect at G.729A 8 kbps audio rather than at G.722 16 kbps audio.</p>

Feature	Limitation
Boot UI	Downgrading the boot UI on the VSX 3000 or VSX 3000A may damage the boot UI and cause the Polycom VSX system to become unusable.
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 <b>ISDN Voice</b> is listed ahead of <b>Analog Phone</b> in the Call Preference dialing order. To work around this behavior, set <b>Analog Phone</b> ahead of <b>ISDN Voice</b> in the Call Preference list.</p> <p>If the VSX 5000 has the Preferred Dialing Method setting (<b>System &gt; Admin Settings &gt; Network &gt; Call Preference</b>) 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> <p>If you enable both H.323 and SIP (<b>System &gt; Admin &gt; Network &gt; Call Preference</b>), designate Manual as the Preferred Dialing Method (<b>System &gt; Admin &gt; Network &gt; Call Preference &gt; Next</b>), create a single-site entry in the Directory, and call that entry, you receive a dialog box for confirming the call protocol. However, at this point, the call will connect regardless of what buttons you press on the remote control.</p> <p>If you use the VSX system to place an IP call and then attempt to call an audio-only site, if the audio-only site does not answer, the VSX system does not time out the audio-only call automatically. A workaround is to hang up the audio-only call manually.</p>
Cameras	<p>The V700 incorrectly displays an icon for the second camera option if you press <b>Far</b> 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 Polycom 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>
Chair Control	Selecting <b>Acquire Chair</b> on a VSX 7000 that can host multipoint calls may disable Discussion mode view.
Closed Captions	Closed captions cannot be sent through a gateway.

Feature	Limitation
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, H.264 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. A workaround is to use H.263 instead.</p>
Configuration	<p>Do not change the Polycom VSX system monitor setting while sending content.</p> <p>Factory camera presets (press the <b>Near</b> button and then the <b>Preset</b> button on the remote control) are not available on the VSX 5000. However, you can program presets after you receive the system.</p>
Directory	<p>System names using double-byte character sets (DBCS) should be edited in the directory using the system’s web interface.</p>
Dual Monitor Emulation	<p>Content is displayed incorrectly on the Polycom 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 Polycom VSX 3000 or reducing the call speed to 512 kbps.</p>
Far End Camera Control	<p>Far-site camera presets that you set with the V700, VSX 3000, and VSX 5000 may not work.</p>
Gatekeepers	<p>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 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.</p>
Gateway Calls	<p>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.</p> <p>H.323-H.320-H.323 gateway calls placed using a valid TCS4 extension delimiter (##) between the dial string and E.164 extension fail to connect to the second gateway and, ultimately, to the system being called. A workaround is to dial the call without ## and the E.164 extension, allow the call to connect to the second gateway, and then manually enter the E.164 extension of the system you are calling.</p>

Feature	Limitation
Global Management System	<p>Global Management System 7.0 does not display H.320 information for V500 systems.</p> <p>The Global Management System Call Statistics screen shows up to only three sites in an internal multipoint call, even when more than three sites are connected.</p> <p>Global Management System provisioning of the Primary and Secondary Call Types is not supported.</p>
H.264	<p>The following conditions apply to H.264:</p> <ul style="list-style-type: none"> <li>• On Polycom 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.</li> <li>• On Polycom VSX systems other than a VSX 8000 using single-monitor VGA, H.264 is supported in point-to-point calls up to 512 kbps.</li> <li>• H.264 Pro-Motion is supported in point-to-point calls between VSX 8000 systems up to 1.4 Mbps.</li> <li>• On VSX 8000 systems, H.264 is supported in calls with up to four sites.</li> </ul>
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 Polycom 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 enabling 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>

Feature	Limitation
Interoperability Aethra	<p>In H.323 calls between a VSX 8000 system and the Aethra Vega Star Gold version 5.1.35, 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 Vega X7 version 11.1.4 beta, the Aethra Vega X7 may constantly repeat the caps exchange if the Aethra Vega 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 Vega 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 version 6.00.0022 at 336k over ISDN, the VSX 5000 may show only the near-site video after AES encryption is confirmed.</p>

Feature	Limitation
Interoperability Avaya	<p>AES Encryption is not supported while registered to the Avaya Communication Manager (ACM).</p> <p>When a V500 system or VSX system attempts to call another V500 system or VSX system through the ACM, 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 ACM. V500 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 V500 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 ACM.</p> <p>If a Polycom iPower™ system hosts multipoint calls and calls an Avaya IP Softphone (IPSP), a V500 system using Avaya, or a VSX system using Avaya, the call does not connect.</p> <p>In multipoint calls, far-site names are displayed as the system name entered on the ACM for each system rather than as the local system name.</p> <p>V500 systems or VSX systems configured for NTSC and using the ACM may incorrectly send 4CIF video (normally a PAL format) while sending content.</p> <p>The Gatekeeper IP Address field is cleared and you must manually re-enter the Gatekeeper IP address after setting Use Gatekeeper (<b>System &gt; Admin Settings &gt; Network &gt; IP &gt; H.323 Settings</b>) to Off and then changing it to On.</p> <p>When a V500 system or VSX system that is registered to the ACM is in a call with a V500 system or VSX system that is registered to the PathNavigator, audio is not transmitted to the system that is registered to the ACM.</p>

Feature	Limitation
Interoperability Avaya	<p>When Use Gatekeeper (<b>System &gt; Admin Settings &gt; Network &gt; IP &gt; H.323 Settings</b>) is set to Specify with PIN, the system may attempt to register with a different gatekeeper when an incorrect PIN is entered.</p> <p>If the V500 system or VSX system is registered with the ACM but is subsequently disconnected from the network, when network connectivity returns, the V500 system or VSX system may not re-register with the ACM automatically.</p>
Interoperability Cisco PIX	<p>In an H.323 multipoint conference, when a Polycom VSX system hosts the multipoint call and is 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 Codian	<p>When a VSX system places a 768 kbps or higher call to the Codian bridge, the Polycom VSX system may become unresponsive and must be restarted. A workaround is to place a call at 512 kbps or 384 kbps.</p>
Interoperability iPower	<p>In H.323 multipoint calls with AES encryption, with a Polycom VSX system hosting a multipoint call with iPower and Polycom PVX™, iPower will not transmit video if Polycom PVX is the second site. Instead, call the Polycom PVX system first.</p> <p>When an iPower dials into a VSX 7000e that is hosting the multipoint call 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 LifeSize	<p>When using the internal multipoint capabilities of the VSX 8000 to connect a LifeSize Room system to a multipoint SIP call, video freeze may occur on the far-end systems.</p> <p>In a point-to-point SIP call between a LifeSize Room system and another system, both systems have distorted audio. This occurs both when the LifeSize Room system places a call and when the LifeSize Room system receives the call.</p>

Feature	Limitation
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 Polycom VSX systems and the Polycom Video Border Proxy™ (VBP™).</p> <p>Linksys BEFSX41 routers may restart in calls that use H.460.</p> <p>Polycom VSX systems running version 8.5 in UPnP setups with Linksys (and maybe other) NAT boxes cause video calls to stop connecting.</p>
Interoperability Microsoft	<p>V Series systems and VSX systems can make but not receive calls when behind a Microsoft® MN-500 UPnP device.</p> <p>V500 and VSX systems may unregister to the Microsoft Live Communications Server (LCS) every nine hours.</p> <p>When V500 and most VSX systems are connected to the Microsoft LCS, QCIF video is sent and is not scaled up to CIF in a 3-way or higher multipoint call. This limitation does not affect the VSX 8000 systems.</p>
Interoperability Nortel	<p>Communication is not established when a Polycom VSX system or V Series system attempts to communicate with the Nortel Multimedia Communication Server (MCS) or MCS Media Application Server (MAS) using the syntax <code>conference@&lt;server&gt;</code>, because the Nortel MCS and Nortel MAS support Digital Video Express (DIVX) video only.</p> <p>While connected to a Nortel MCS server, when a VSX system calls another VSX system or calls the Nortel MCS Multimedia PC (MMPC) client, the call does not route to voice mail when there is no answer.</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>

Feature	Limitation
Interoperability PathNavigator	<p>When you use a VSX 8000 system that is registered to the PathNavigator gatekeeper to dial far sites using the 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> <p>When two V Series systems or VSX systems call each other simultaneously when registered to the PathNavigator gatekeeper, one of both of the systems may crash and have to be restarted. A workaround is to set Auto Answer Point-to-Point Video or Auto Answer Multipoint Video (<b>System &gt; Admin Settings &gt; General Settings &gt; System Settings &gt; Call Settings</b>) to No to prompt you to manually answer an incoming call.</p> <p>When V Series systems or VSX systems are registered to the PathNavigator gatekeeper, directory additions are saved inconsistently as either IP addresses or as E.164 extensions, depending upon the multipoint scenario. As a result, users may be prompted to save the directory addition for the same site more than once.</p>
Interoperability Polycom Converged Management Application (CMA)	<p>When you attempt to use the Polycom Converged Management Application™ (CMA™) system to perform a Softupdate on a VSX system, the Polycom CMA system automatically generates a default command line that includes a -kb default switch. This -kb switch validates both the Software Key Code file and the Option Key Code file. However, if the Option Key Code file is not present, the Softupdate fails. A future workaround may be to use an optional -ksb switch to validate only the Software Key Code file.</p>
Interoperability Polycom HDX 4000	<p>When a Polycom HDX 4000™ system calls a VSX 8000 system and sends content, if the VSX 8000 user changes the monitor assignment during the call from VGA to Monitor 1 or from Monitor 1 to VGA via the system’s web interface, the video on Monitor 1 freezes or the content is lost. A workaround is for the Polycom HDX 4000 to resend the content.</p>

Feature	Limitation
Interoperability Polycom MGC	<p>H.320 calls to a Polycom MGC™ continuous presence, H.239, and IVR conference transmit H.263 video instead of H.264.</p> <p>Some ISDN sites may fail to connect when blast-dialing from Polycom MGC. Redial any sites that fail to connect manually.</p> <p>When the Polycom MGC dials out to the Polycom 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 Polycom MGC and Polycom 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 Polycom 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 Polycom VSX system to do Pro-Motion at 512 kbps and above.</p> <p>When a Polycom VSX system joins an encrypted People+Content/H.239 continuous presence Polycom MGC multipoint call, the Polycom VSX system does not support far end camera control.</p> <p>When a SIP site is added to a preconfigured Polycom MGC meeting room, the Polycom MGC can dial out to the SIP site. However, the SIP site connects only intermittently, and after this, the Polycom 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>
Interoperability Polycom VBP	<p>When a Polycom VSX system’s call speed exceeds the Polycom VBP configured speed, calls placed through the Polycom VBP do not connect. Try lowering the Polycom VSX system’s call speed.</p>
Interoperability RADVISION	<p>When a Polycom 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>

Feature	Limitation
Interoperability Polycom ReadManager SE200	<p>The video may not display during a call with the ReadManager SE200 if passwords are required. A workaround is to use the ReadManager SE200 without requiring passwords.</p> <p>When you attempt to provision a Polycom VSX system with a provisioning profile created on the ReadManager SE200, the Polycom VSX system may not be fully provisioned with all of the details included on the provisioning profile. A workaround is to provision the Polycom VSX system a second time.</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 hosts the multipoint call, the Sony PCS-1 version 3.02 may not receive content.</p> <p>In a H.320 or H.323 call between a VSX system and the Sony PCS-1 version 3.30 or Sony PCS-G50 version 2.42, the VSX system may begin to display video artifacts a few minutes after the Sony system begins to share content.</p> <p>In a SIP call between a VSX system and the Sony PCS-1 version 3.41, Sony PCS-G50, or Sony PCS-G70 version 2.6.1, the VSX system may not transmit or receive audio.</p> <p>In an H.320 call when H.239 is enabled (<b>System &gt; Admin Settings &gt; Network &gt; Call Preference</b>), a Sony PCS-G50 with version 2.6.1 is unable to send video to a Polycom VSX system or else sends only frozen video. A workaround is to disable H.239 or to downgrade the PCS software.</p> <p>When Polycom VSX systems participate in an H.320 multipoint call that is hosted by the Sony PCS-G50, the Polycom VSX systems are unable to send content to the Sony PCS-G50 host system. However, the Sony PCS-G50 host system is able to send content to the Polycom VSX systems.</p> <p>When a Polycom VSX system places an ISDN call at 336 kbps to a Sony PCS-TL50 while AES encryption is enabled on both systems, if the Polycom VSX system then attempts to send content to the Sony PCS-TL50 using the Polycom VSX Visual Concert, the Sony PCS-TL50 does not receive the content and experiences frozen video. A workaround is to retry the call at 384 kbps.</p>

Feature	Limitation
<p>Interoperability SoundStation VTX 1000</p>	<p>Pressing the CALL button on the SoundStation VTX 1000 conference phone when the Polycom VSX system is idle causes the Polycom 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 Polycom VSX system calls another SoundStation VTX 1000 connected to a Polycom VSX system, the analog icon is displayed in the near screen along with the VTX 1000 icon and encryption status.</p> <p>When you place a H.323 call from a Polycom VSX system connected to a SoundStation VTX 1000 and then use the SoundStation VTX 1000 to add an audio call, muting the Polycom 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>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 <b>Enable Polycom Microphones</b> option 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 Polycom VSX system, hang up from either the Polycom VSX system or the VTX 1000.</p> <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>
<p>Interoperability Switches</p>	<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>

Feature	Limitation
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"> <li>• TANDBERG E series systems do not receive H.264 video sent by V Series systems and VSX systems.</li> <li>• 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.</li> </ul> <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 Polycom 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, Polycom VSX systems may transmit H.263 video rather than H.264.</p> <p>Polycom VSX systems are unable to connect to the TANDBERG 6000 MXP F3.2 system in SIP calls.</p> <p>Polycom MGC voice-switched conferences with TANDBERG and Polycom VSX systems 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>Polycom 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> <p>When using the internal multipoint capabilities of the VSX 8000 to connect multiple systems in a SIP call, video freeze may occur on the Tandberg 6000 MXP system.</p> <p>TANDBERG and Polycom products use different techniques to generate the AES checksum shown on the Call Statistics screen. As a result, these numbers will not agree in calls between Tandberg and Polycom systems.</p>
Interoperability VCON	<p>When a Polycom VSX system has stereo enabled (<b>System &gt; Admin Settings &gt; Audio &gt; Audio Settings &gt; Enable Polycom StereoSurround</b>) and is in a call with a VCON HD 3000 version 0270.M03.D29.H18, the Polycom VSX system may not receive audio. The workaround is to disable stereo on the Polycom VSX system.</p> <p>When a VSX 7000 has H.239 enabled (<b>System &gt; Admin Settings &gt; Network &gt; Call Preference</b>) and is in a call with a VCON HD 3000 version 0270.M03.D29.H18, the VSX 7000 may not receive video from the VCON HD 3000.</p>

Feature	Limitation
Interoperability ViewStation	<p>When sending content from V Series or VSX systems to a Polycom ViewStation® SP128 system, content may go beyond the edges of the ViewStation monitor.</p> <p>In calls with ViewStation SP128 systems, Far End Camera Control might not work for the first 3 minutes or so.</p> <p>In multipoint calls with V Series systems or VSX systems running 8.0 and hosting the multipoint call, when a ViewStation 512 is added as a site, the ViewStation may get distorted content from the V Series system or VSX system.</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 the PathNavigator with encryption enabled. Both systems report "\ disconnected". A workaround is to disable encryption.</p> <p>When a VSX 8000 hosts a multipoint call and calls multiple sites including a Polycom HDX system and a ViewStation FX system, the Polycom HDX system makes a loud noise when the ViewStation FX attempts to connect to the VSX 8000, and the ViewStation FX cannot be connected to the call successfully.</p>
Localization	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.
Monitors	Pressing the <b>Graphics</b> button on the remote control while using the Westinghouse LCD HD 19” monitor may turn off the monitor.

Feature	Limitation
Multipoint	<p>On a Polycom 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>Users 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 that can host a multipoint call 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 calls hosted by the VSX system.</p> <p>Things to note about multipoint calling:</p> <ul style="list-style-type: none"> <li>• Dual Monitor Emulation is disabled in multipoint calls on the VSX 3000, VSX 7000, VSX 7000s, and VSX 7000e, which support Polycom StereoSurround™ or AES Encryption, but not both. If AES Encryption is enabled, the system automatically turns off StereoSurround.</li> <li>• In multipoint calls on VSX 8000 systems, only one of the following features is supported: Dual Monitor Emulation, StereoSurround, or AES Encryption. If more than one of these are enabled, the system turns off all but one. The system gives highest priority to AES Encryption. Otherwise, the system gives higher priority to Dual Monitor Emulation, and turns off StereoSurround.</li> <li>• In VSX 8000 multipoint calls with three or more far sites, Dual Monitor Emulation, StereoSurround, and AES Encryption are not supported.</li> </ul> <p>When using a VSX 7000e to host 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 hosting the multipoint call, 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> <p>When a meeting password is set, the user of a system dialing into the conference is prompted to authenticate the system by manually entering the meeting password.</p> <p>In a four-way multipoint call with discussion mode and with the VSX 8000 hosting the multipoint call, the VSX 8000 system name rather than the active speaker's name is displayed on the systems not hosting the call.</p>

Feature	Limitation
Multipoint	<p>When the Polycom VSX 8000 hosts a multipoint conference at its maximum capacity (six sites) and an additional call is attempted, the Polycom VSX 8000 does not connect the new call. However, the error message erroneously mentions a lack of support for the requested channel type.</p> <p>When the Polycom VSX 8000 hosts a multipoint call and shares content, the Content Statistics screen (press <b>Help</b> on the remote control during a call, then <b>Next &gt; Next</b>) on the Polycom VSX 8000 shows the Content Format statistic for itself alone. The content statistics for the other systems in the conference are not displayed.</p> <p>In a multipoint call that is placed at a call speed that is not a multiple of 56 kbps and that has Auto Answer Multipoint set to Yes, calls can only downspeed to call speeds that are multiples of 64. Otherwise, the incoming call is rejected.</p> <p>When a VSX system hosts a multipoint call where one or more far sites are connected via ISDN at 1920 kbps, when an additional far site is added to the call via H.323, that site is not visible on the monitor of the VSX series host system. This problem results from downspeeding in mixed ISDN and H.323 calls. A workaround is to initiate the ISDN calls at a lower call speed, such as 512 kbps.</p> <p>In a multipoint ISDN call where one site sends content to the other sites, the Call Statistics screen (<b>System &gt; Diagnostics &gt; Call Statistics &gt; Next</b>) erroneously indicates both a Transmit and Receive stream for each site.</p>
Network	<p>When H.323 sites are registered to different gatekeepers (such as the PathNavigator and RADVISION) and are connected via an H.320 gateway (such as the Polycom 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>

Feature	Limitation
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 Polycom VSX system that is connected to the Polycom VSX Visual Concert™.</p> <p>Polycom 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 Polycom 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 <b>System &gt; Admin Settings &gt; Monitors &gt; Graphics VGA: Quality Preference</b>.</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 Polycom VSX Visual Concert connected, the image at the Polycom VSX Visual Concert output will not show as many anomalies as when connected to the output at the Polycom VSX system.</p> <p>Under packet loss above 5%, the VSX system may take an extended period of time to display content.</p> <p>It is not possible to send two different H.264 streams simultaneously.</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 some computers, video clips running in Windows Media Player cannot sent to Polycom 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 &gt; Options &gt; Performance &gt; Advanced. Uncheck "Use overlays".</p> <p>People+Content IP works in Security Mode, but the link between the computer and the Polycom 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> <p>Changing screen resolutions while sending content with People+Content IP may result in displayed content that is not rescaled correctly. A workaround is to stop sending content before changing screen resolutions.</p> <p>When using People+Content IP version 1.2 in an H.323 point-to-point call with Polycom VSX systems, you cannot use the remote control to send PPCIP content. A workaround is to use PPCIP version 1.1 instead or to send content using PPCIP version 1.2 using the PPCIP application instead of the remote control.</p> <p>In a multipoint ISDN call, if one site sends content using People+Content IP and then stops sending the content, if a different site then attempts to send content using the Polycom VSX Visual Concert, the content is not sent. However, the site attempting to send the content can view the content locally. A workaround is to hang up and reconnect the call and to have the site send content using the Polycom VSX Visual Concert before any sites send content using PPCIP.</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"> <li>• Setting the camera to <b>Sharpness</b> instead of <b>Motion</b> prevents sending Pro-Motion H.264 video.</li> <li>• Streaming prevents sending Pro-Motion H.264 video.</li> <li>• Content sharing turns off Pro-Motion H.264 in both directions until content is stopped.</li> <li>• Multipoint calling turns off Pro-Motion H.264 in all directions for the duration of the call.</li> </ul>

Feature	Limitation
Product Activation	At <a href="http://www.polycom.com/support/login">www.polycom.com/support/login</a> , use uppercase characters for any letters in the serial numbers or licenses.
Profiles	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.
Security	<p>When you set the Web Access Port on the system's 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 Polycom 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 Polycom 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>Polycom 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, Polycom 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"> <li>• Only the steel gray color scheme is supported.</li> <li>• The system switches from dual monitor emulation to full-screen mode when sending or receiving content.</li> <li>• 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.</li> <li>• 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> </li> <li>• 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> </li> </ul>

Feature	Limitation
SIP	<p>V Series systems and VSX systems do not support firewall or NAT traversal in SIP calls.</p> <p>The Polycom MGC does not support Far End Camera Control in a SIP conference.</p> <p>The Polycom MGC does not support content sharing in a SIP conference.</p> <p>When <b>Transport Protocol</b> on the SIP Settings screen is set to <b>Both</b> (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 Polycom VSX system.</p> <p>In a multipoint call with an H.320 site and a SIP site, the call fails if the Polycom VSX system is hosting the multipoint call and 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 (<b>System &gt; Admin Settings &gt; Network &gt; Call Preference</b>), V Series systems and VSX 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"> <li>• Polycom Video and Audio Error Concealment</li> <li>• Encryption</li> <li>• People and Content (H.239 and Polycom People+Content)</li> <li>• H.263 Pro-Motion</li> </ul> <p>When a password is set on an bridge, a SIP site that dials into the bridge is not prompted for the meeting password and cannot join the call.</p> <p>When using the internal multipoint capabilities of the VSX 8000 system to connect multiple systems in a SIP call, if a call is placed to the VSX 8000 system after the VSX 8000 system already placed outgoing calls to other systems, the incoming call connects briefly and then disconnects completely.</p>

Feature	Limitation
SIP	<p>When using the internal multipoint capabilities of the VSX 8000 system to connect multiple systems in a SIP call, video freeze may occur on some of the systems.</p> <p>In a mixed H.320 and SIP multipoint call that uses the internal multipoint capabilities of the Polycom HDX 9001™ system, video sent from the H.320 VSX systems may have problems if the H.320 sites are dialed first. A workaround is to dial the SIP sites before dialing the H.320 sites.</p> <p>When a Polycom VSX system joins a multipoint call using SIP, the Polycom VSX system should receive a prompt to enter the meeting password. However, this prompt does not appear. Also, the resulting call connection may be ended automatically.</p> <p>When a V.35 Polycom VSX system hosts a mixed V.35 and SIP multipoint call, any other V.35 Polycom VSX systems in the call are unable to use FECC to control the camera of the host system when the host system is configured as the active speaker. However, any SIP sites in the call can control the host system's camera using FECC. After the SIP sites disconnect from the call, the V.35 sites can then use FECC to control the host system's camera using FECC.</p> <p>When a Polycom VSX system hosts a mixed ISDN and SIP multipoint call, if any of the other sites in the call are configured as the active speaker, then the host system is unable to use FECC to control the camera of the ISDN or SIP sites in the call.</p> <p>In a SIP call between two Polycom VSX systems, attempting to send content from one system to another using PPCIP with the H.263 video protocol fails or results in video freeze.</p> <p>When Polycom VSX systems participate in a multipoint SIP call that includes a third-party system, downspeeding is not available. For example, when a Polycom VSX system places a SIP call to a third-party system at 768 kbps, if a second Polycom VSX system attempts to place a SIP call to the first Polycom VSX system at a lower call speed, the call is rejected.</p> <p>When a Polycom SoundPoint® IP 601 or Polycom SoundStation® IP 4000 SIP phone places a SIP call to a Polycom VSX system after Stereo is already enabled on the Polycom VSX system, the SIP phone does not receive audio but the Polycom VSX system does receive audio.</p> <p>When a Polycom VSX system hosts a H.323 multipoint call and then attempts but subsequently fails to add a SIP site to the call, the Polycom VSX system that was previously connected to the call via H.323 may crash or may no longer be able to see video even if the host system hangs up the call and attempts to reconnect with the H.323 system. A workaround is to reboot the Polycom VSX systems.</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 downloaded from the SNMP page of the system's web interface (<b>Admin Settings &gt; Global Services &gt; SNMP</b>).</p>
Softupdate	<p>VSX 3000A and V700 customers may experience flicker and unusual behavior on their displays when upgrading to version 9.0.5. This is normal behavior and it is critical that the system NOT be turned off during this process. The complete upgrade should take no longer than 2-3 minutes, and after the upgrade is complete, the system will restart automatically.</p> <p>Polycom support at <a href="http://www.polycom.com/support/login">www.polycom.com/support/login</a> 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>System settings must not be saved during a downgrade when installing a system software version earlier than 8.5.</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 or later may prompt Windows to display an Open File - Security Warning dialog box that indicates an unknown publisher. The workaround is to select <b>Run</b> and to proceed with the Softupdate installation.</p>
StereoSurround	The Polycom VSX Visual Concert 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 Polycom VSX system may require 1 to 20 minutes to reconnect to the Directory Server. A workaround is to recheck <b>Register</b> on the Global Directory Servers screen (<b>System &gt; Admin Settings &gt; Global Services &gt; Directory Servers</b>) to manually reconnect to the Directory Server.</p> <p>When the V700 is in a call with another Polycom VSX system, the Polycom VSX system does not display a message indicating that far-site camera control is unavailable on the V700 when you press <b>Far</b> on the Polycom VSX remote control.</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 <b>Line Input</b> to <b>Audio Mixer</b> and check <b>Enable Polycom StereoSurround</b>, 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 update software 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 using the system's web interface to access the VSX 8000, disabling the Allow Access to User Settings field (<b>Admin Settings &gt; General Settings &gt; Security</b>) and selecting <b>Update</b> does not automatically remove User Settings from the System page (<b>System</b>) in the system's local interface when the System page is already visible. A workaround is to navigate away from the System page in the system's local interface and then to return to it.</p> <p>After you register a Polycom VSX system to a Global Directory Server (GDS) and/or verify that the Register checkbox is enabled (<b>Admin Settings &gt; Global Services &gt; Directory Servers</b>), if you change the GDS that the Polycom VSX system is registered to, the Register checkmark disappears and you must re-enter it.</p>

Feature	Limitation
User Interface	<p>If you register a Polycom VSX system to the Global Directory Server (<b>System &gt; Admin Settings &gt; Global Services &gt; Directory Servers</b>) but do not enter an area code for the ISDN number associated with a Polycom VSX system (<b>System &gt; Admin Settings &gt; Network &gt; ISDN</b>), 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 Polycom VSX system via the directory entry. A workaround is to enter the area code for the ISDN number of the Polycom 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> <p>The H.239 setting (<b>System &gt; Admin Settings &gt; Network &gt; Call Preference</b>) is now enabled by default and may cause problems with content sharing on legacy systems. A workaround is to disable the H.239 setting.</p> <p>The Dialing Rules button label on the Global Services page (<b>System &gt; Admin Settings &gt; Global Services</b>) has been removed, and the configuration items associated with it (Always Dial Area Code, and Dial 1+ for all USA calls) have been moved to the Location page (<b>System &gt; Admin Settings &gt; General Settings &gt; Location</b>).</p> <p>When updating software over ISDN (<b>System &gt; Utilities &gt; Software Update</b>) on a VSX system with an ISDN Quad BRI module, not plugging in all four lines before initiating the ISDN software update causes the software update to freeze before completion.</p> <p>ISDN software update is not available on V Series systems.</p> <p>The <b>Sony PTZ</b> setting is renamed as the <b>Camera PTZ</b> setting in Polycom VSX software version 9.0.1 and later.</p> <p>If a VSX system receives an H.320 call after you initiate the software update over ISDN (<b>System &gt; Utilities &gt; Software Update</b>), the ISDN software update is disrupted and the system crashes.</p> <p>When a Polycom VSX system sends or receives content during a call, the Call Statistics screen (<b>System &gt; Diagnostics &gt; Call Statistics &gt; Next</b>) fails to show information about the used content rate.</p>

Feature	Limitation
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 Polycom 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> <p>When the VSX 3000, VSX 3000A, or VSX 5000 system has Backlight Compensation (<b>System &gt; Admin Settings &gt; Cameras</b>) disabled and is set to a Power Frequency of 50 Hz, selecting different Camera Brightness settings does not change the brightness level on the system.</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 (<b>Admin Settings &gt; Network &gt; V.35/RS-449/RS-530</b>) in the system's web interface, you must select <b>Update</b> twice before any updates will occur.</p> <p>The third Polycom VSX system to dial into a call via the system's web interface is not prompted to enter the meeting password and is dropped from the call.</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 system's web interface does not give access to the following utilities: Calendar and Call Scheduler.</p> <p>The system's web interface Call Summary page (<b>Diagnostics &gt; System Status &gt; Call Summary</b>) 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 system's 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 <b>Register</b> on the Global Directory Servers screen (<b>Admin Settings &gt; Global Services &gt; Directory Servers</b>) to manually connect to the Directory Server.</p> <p>When accessing and saving the Call Detail Report through the system's web interface (<b>Utilities &gt; Call Detail Report</b>) 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 system's web interface during a call, the system may try to disconnect the call.</p> <p>If you use the system's web interface shortly before installing version 8.5, the system's 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 Polycom VSX version.</p> <p>When Security Mode is enabled, the remote control in the system's web interface is disabled.</p> <p>When you search for a directory entry in the system's web interface, the entry is highlighted but its information is not displayed. This only happens if you used search to find the entry.</p> <p>When a Polycom VSX system sends or receives content during a call, the Call Statistics screen (<b>Diagnostics &gt; Call Statistics</b>) fails to show information about the used content rate.</p>

Feature	Limitation
Web Interface	<p>To ensure the security of the system, Polycom VSX systems require that you provide a new password when entering Security Mode. If you configure Security Mode via the system's 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 (<b>Utilities &gt; Import/Export Directory</b>) 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 <b>Ctrl</b> key, click the Export button, and wait for the File Download dialog box to appear.</p> <p>Selecting <b>Update</b> in the V.35 Call Profiles field (<b>Admin Settings &gt; Network</b>) prompts an error message. A workaround is to select <b>Update</b> again to update the field.</p> <p>The Recent Calls page is not translated, so date and other information appears in English.</p> <p>When using the system's web interface to access the VSX 8000, disabling the Allow Access to User Settings field (<b>Admin Settings &gt; General Settings &gt; Security</b>) and selecting <b>Update</b> does not automatically remove User Settings from the System page (<b>System</b>) in the system's local interface when the System page is already visible. A workaround is to navigate away from the System page in the system's local interface and then to return to it.</p> <p>When enabled, the Call Detail Report (CDR) provides the system's call history, and you can view the CDR from the system's web interface. However, the CDR is not available immediately. Instead, within 5 minutes of the end of the call, the CDR is written to memory and you can then download the data in CSV format for sorting and formatting.</p> <p>If you use a PC with Windows Vista installed to access the Directory Servers page (<b>Admin Settings &gt; Global Services &gt; Directory Servers</b>) of the system's web interface, entering an address for a GDS, selecting <b>Register</b>, and clicking <b>Update</b> do not update the GDS information on 128 MB systems (V700, VSX 3000A, VSX 5000, VSX 6000A, VSX 7000s, VSX 7000e, and VSX 8000).</p> <p>If you use a PC with Windows Vista installed to access the Sites page (<b>Admin Settings &gt; General Settings &gt; Sites</b>) of the system's web interface, you receive a message saying that the page uses Java. After the page attempts to load the Directory information, you receive an error message saying that the Directory download occurred with errors. This occurs on 128 MB systems (V700, VSX 3000A, VSX 5000, VSX 6000A, VSX 7000s, VSX 7000e, and VSX 8000). A workaround is to install Java run-time on the PC.</p>

Feature	Limitation
Web Interface	<p>On the VSX 3000 and V700, the Cameras page (<b>Admin Settings &gt; Cameras</b>) of the system's web interface does not display the Camera 1 field and icon.</p> <p>When you attempt to export a directory from the V Series and Polycom VSX systems to a PC through the system's web interface (<b>Utilities &gt; Import/Export Directory</b>, then <b>VSX → PC</b>), the system may report a successful export while actually exporting an empty file. A workaround is to upgrade from Microsoft Java Virtual Machine (JVM) to Sun JVM.</p> <p>The VSX 7000e and VSX 8000 may be unable to answer incoming POTS calls from the system's web interface regardless of whether Auto Answer Point-to-Point Video (<b>Admin Settings &gt; General Settings &gt; System Settings &gt; Call Settings</b>) is set to Yes or No.</p> <p>When you attempt to import a profile from PC to the V Series or Polycom VSX system through the system's web interface (<b>Utilities &gt; Profile Center</b>, then <b>PC → VSX</b>), the system will only restore settings that had been changed from default when the profile was saved originally (<b>VSX → PC</b>). Thus, profiles should only be applied to systems with recently erased system flash memory.</p> <p>After you view various pages in the system's web interface, if you click the Back button in Microsoft Internet Explorer, you exit the system's web interface.</p> <p>When you attempt to import a directory from a PC to the Polycom V Series or VSX system through the system's web interface (<b>Utilities &gt; Import/Export Directory</b>, then <b>PC → VSX</b>), content in the body section of the Import/Export Directory page is missing after the import completes. A workaround is to click the Refresh button in Microsoft Internet Explorer.</p> <p>The Import/Export Directory screen (<b>Utilities &gt; Import/Export Directory</b>) in the system's web interface does not display the directory table until after the .csv file is downloaded.</p> <p>If you enter the address for a global directory server through the system's web interface (<b>Admin Settings &gt; Global Services &gt; Directory Servers</b>), check Save Global Directory to System, click the Update button, navigate to the Directory screen to add a few new local sites, return to the Directory Servers screen, change the current global directory server, click Update, return to the Directory screen, and change the group to Local, the new local sites are no longer displayed in the system's web interface. However, these sites are displayed in the system's local interface.</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)

Polycom 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 9.0 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)
	D-Link DI-604	3.51
	Linksys BEFSR41	1.04.17
	Linksys BEFVP41	1.01.04 3/08/2005
	NETGEAR FR114P	FR114P V1.5_14
	NETGEAR RP614	RP614v4
	Polycom VBP 4350	7.2.2
	Polycom VBP 5300	7.2.2

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
	PathNavigator	7.00.05, 7.00.03
	Polycom MGC 25 gateway	MCU 8.0.0.27, 9.0, 9.0.1.52; MCMS 8.0.0.128
	Polycom RMX	1.1.0.103, 2.0.0.56, 2.0.2.25
	Polycom ReadManager SE200	1.0.1, 2.0, 3.0
	RADVISION ECS gatekeeper	4.1.0.0
	RADVISION viaIP gateway	5.00.0.22
	TANDBERG gateway	G3.2
Management Systems	Polycom Global Management System	7.1.003
	Polycom RSS	1.1.0.001, 2.0, 3.0.1.742
	Polycom VCM1000	1.0-b001
External MCUs, Bridges, Call Managers	Avaya Communication Manager	4.0
	Cisco CallManager	4.2
	Polycom MGC 25	MCU 8.0.0.27, 9.0, 9.0.1.52; MCMS 8.0.0.128
	Polycom MGC 50	MCU 8.0.0.27, 9.0, 9.0.1.52; MCMS 8.0.0.128
	Polycom MGC 100	MCU 8.0.0.27, 9.0, 9.0.1.52; 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), 3.0
	Polycom HDX 9001	1.0.2-354, 2.0, 2.0.3.1
	Polycom HDX 9002™	1.0.2-354, 2.0, 2.0.3.1
	Polycom HDX 9004™	1.0.2-354, 2.0, 2.0.3.1
	Polycom PVX	8.0.2.0235, 8.0.2.4
	Polycom VS512	7.5.4SP - 04MAR2005, 7.5.4.10
	Sony PCS-1	DSP 03.23, Host 01.01
	Sony PCS-G70	02.42, 02.51
	TANDBERG 880 E	E5.3 NTSC
	TANDBERG 880 F MXP	F6.0 NTSC, F6.1
	TANDBERG 6000 B	B10.3 NTSC
	TANDBERG 6000 E	E5.3 NTSC
	TANDBERG 6000 F MXP	F6.0 NTSC, F6.1
	V500	8.5.3, 8.7, 8.7.1
	V700	8.5.3, 8.7, 8.7.1
	VCON HD 3000	0270.M03.D29.H18
	ViewStation FX	6.0.5.17, 6.0.5.22
	ViewStation SP128	7.5.4SP - 04MAR2005
	ViewStation SP384	7.5.4SP - 04MAR2005
	VSX 3000	8.5.3, 8.7, 8.7.1
	VSX 3000A	8.5.3, 8.7, 8.7.1
	VSX 5000	8.5.3, 8.7, 8.7.1
	VSX 6000	8.5.3, 8.7, 8.7.1
	VSX 6000A	8.5.3, 8.7, 8.7.1
	VSX 7000	8.5.3, 8.7, 8.7.1
	VSX 7000e	8.5.3, 8.7, 8.7.1
	VSX 7000s	8.5.3, 8.7, 8.7.1
	VSX 8000	8.5.3, 8.7, 8.7.1

## 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, when a Polycom VSX system hosts the multipoint call and is located behind a Cisco PIX 6.3.4 and 7.0.1 firewall among systems with H.239 enabled, the Polycom 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.

Polycom 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 system's web interface, use Microsoft Internet Explorer 6.x or later 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 Polycom VSX system and SoundStation VTX 1000 conference phone, the Polycom 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, Polycom Conference Composer™ version 2.7.0 or later, and Polycom 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 Polycom 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](http://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.

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