

# Release Notes

Polycom® HDX® Systems, Version 3.0



Polycom announces the latest release of Polycom® HDX® hardware and software. This document provides the latest information about the Polycom HDX systems and version 3.0 software.

For more information about using the features described in this document, refer to the product documentation available at [www.polycom.com/videodocumentation](http://www.polycom.com/videodocumentation).



When making a connection from a web browser to configure the Polycom HDX system, always enter the address of the Polycom HDX system in one of the following formats: `https://hostname` or `https://10.11.12.13`.

If Security Mode is enabled on your system, you must use secure HTTPS access (for example, `https://10.11.12.13`). Click **Yes** in the security dialog boxes that appear.

Using the HTTPS protocol ensures that the configuration of all login credentials (such as user names and passwords) are transmitted using an encrypted channel, including those user names and passwords used to communicate with third-party systems on your network. Using the HTTPS protocol severely limits the ability of anyone on the network to discover these credentials.

## Installing Version 3.0

### Before You Install



#### Points to note about Software Update:

- Because of changes in software functionality and the user interface, some settings might be lost when you upgrade to version 3.0 or reinstall an older version after upgrading. Polycom recommends that you store your system settings using profiles and download your system directory before updating your system software to version 3.0. Do not manually edit locally saved profile and directory files. Refer to the *Administrator's Guide for Polycom HDX Systems* for more information.
- Systems perform an internal restart before running Software Update. If you are updating a Polycom HDX system using a web browser, the internal restart is not visible from the web interface. This process improves the reliability of the update process by freeing up memory before performing the update.
- If you install the software using a management server, such as Polycom Converged Management Application™ (CMA®), Polycom Global Management System™, or Polycom RediManager® SE200, note that some limitations are associated with this update method. Refer to [Installing By Using a Management Server in Traditional Management Mode](#) on page 2 for more information.

## Running Software Update

To update your system software, use the Software Update feature in the Polycom HDX web interface. Customers upgrading Polycom HDX systems from version 2.6.1 or earlier to version 3.0 must have an upgrade key.

### To access Software Update:

- 1 Go to <http://support.polycom.com> and navigate to your product page.
- 2 Download the Polycom software update package for your system.
- 3 In the browser address line of Internet Explorer 6.x, 7.x, or 8.x, enter the system's IP address, for example, <https://10.11.12.13>, to access its web interface.
- 4 Enter the Admin ID as the user name (default is admin), and enter the Admin remote access password, if one is set.
- 5 Go to **Admin Settings > General Settings > Software Update** and follow the instructions on the screen.

## Installing on a Polycom HDX System Under Warranty or a Service Plan

If you are installing software on a Polycom HDX system that is under warranty or a service plan, you need an upgrade key to activate the software. You can get that key by logging in to [support.polycom.com](http://support.polycom.com) and requesting the upgrade key. You need the Polycom HDX system's serial number to get the key.

If the Polycom HDX system is not under warranty or a service plan, you need to get a license and then activate the license on [support.polycom.com](http://support.polycom.com) to obtain an upgrade key.

For more detailed information about installing Polycom software, refer to *Installing Polycom HDX Software and Options* on the web page where you download the software.

## Installing By Using a Management Server in Traditional Management Mode

To install version 3.0 on a Polycom HDX system that is in traditional management mode, you must use a management system that supports the new Software Update method that involves an internal restart on the system. The following management systems support the new Software Update method:

- Polycom CMA version 4.1.4 or later
- Polycom Global Management System version 7.1.10 or later.
- Polycom ReadManager SE200 version 3.0.7 or later.

## Installing an Older Version after Upgrading to Version 3.0

If you reinstall an older version of software after upgrading to version 3.0, which is also known as downgrading, Polycom recommends performing a **Custom** installation and selecting **Erase System Flash Memory**. This setting is available when you use Software Update.

To downgrade from version 2.6.1 or later software to 2.6 or earlier software, Polycom strongly recommends that you downgrade first to version 2.6.0.2, then to the desired software release. When you use the Software Update feature to downgrade or perform a factory restore from version 2.6.1 or later to a version between 2.5.0.4 and 2.6 (inclusive), you might rarely encounter a failure. You can identify this specific failure by the **failed to update gennum flash** message displayed on the Polycom HDX system web interface. If you see this message during a downgrade or factory restore, repeat the downgrade or factory restore until it successfully updates the system.

## New Hardware

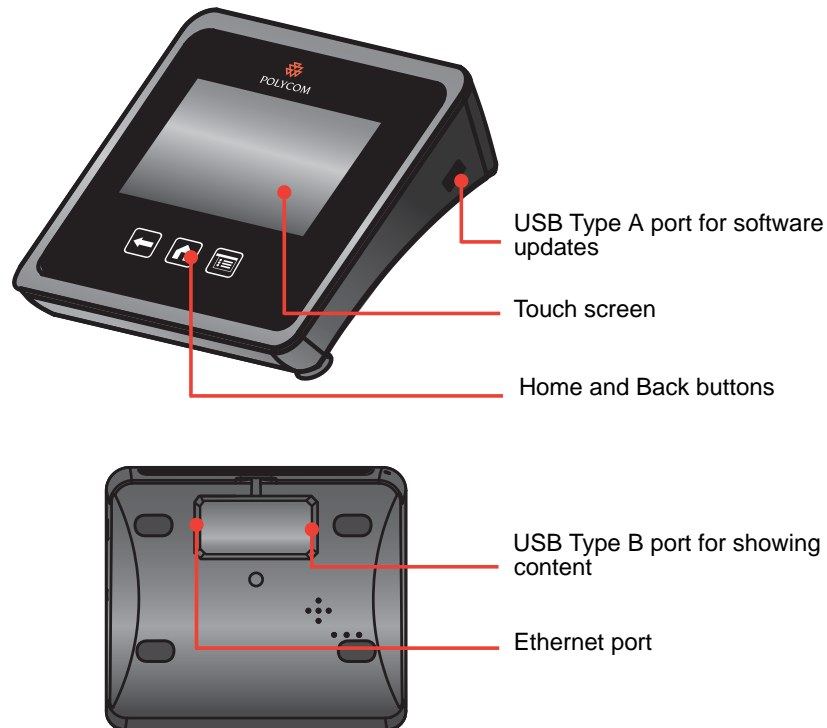
### New Polycom Touch Control Device

Version 3.0 introduces support for the new Polycom Touch Control device.

The Polycom Touch Control device has the following features:

- 7" WVGA color LCD touch screen
- Dedicated Home and Back buttons (Menu button functionality is reserved for a future release)
- Built-in, full-range audio speaker with adjustable volume
- Optional, detachable stand for an optimized viewing angle
- Ethernet connector to support 10/100 IP networking and Power over Ethernet (PoE)
- LED indicators for LAN activity
- Two USB 2.0 hi-speed connectors: one Type B on the bottom for showing content and one Type A on the side for software updates
- Built-in IR transmitter

You can use the Polycom Touch Control device instead of a handheld remote to control an HDX system.



**Points to note about version 3.0 and the Polycom Touch Control device:**

When the HDX system is paired with the Polycom Touch Control device, the following features are affected:

- The transfer of HDX system logs cannot be manually initiated to the HDX system's USB port.
- The security banner cannot be displayed on the device.
- An account number cannot be required for calls.
- The HDX system's remote control is disabled.
- The **Require login for system access** setting on the HDX system is ineffective.
- Global Management Server technical support features are disabled.
- Changes to the Directory cannot be made from the device.
- Favorites cannot be displayed in the directory.
- Speed Dial is unavailable.
- Call Speed and Call Type cannot be specified from the Place a Call screen.
- No more than 10 near-end and 10 far-end camera presets can be configured.
- CMA provides no management control or monitoring of the device.

The Polycom Touch Control device is not supported on the HDX 4000 system.

## Setting Up the Polycom Touch Control Device

Before you set up the Polycom Touch Control device, make sure you have installed software version 3.0 of the Polycom HDX system. Connect the device to an Ethernet cable and, if you intend to show content, a USB cable. You can also attach the Touch Control stand. Refer to the *Setting Up the Polycom Touch Control Device* document or the *Administrator's Guide for Polycom HDX Systems* for more information.

When the Polycom Touch Control device has paired and connected with the HDX system, the Polycom Touch Control device displays a success message, and the menus on the HDX system monitor disappear.

## Pairing and Unpairing

When you configure the Polycom Touch Control device to pair with a particular Polycom HDX system, the Polycom Touch Control device makes an IP connection to the HDX system. If the connection is lost for any reason, the Polycom Touch Control device automatically attempts to restore the connection. If the connection is lost for more than two minutes, error messages are displayed on the HDX system monitor and the Polycom Touch Control screen. You can access a virtual remote control on the Polycom Touch Control device that allows you to control the HDX system until the connection is restored.

## Interacting with the Touch Screen

Touch an element on the screen to select it. Drag your finger across the screen to scroll horizontally or vertically when the screen has more information that extends beyond the current view. Touch text-entry fields to activate the pop-up keyboard. To select an accented character on the pop-up keyboard, touch and hold the letter.


## Placing Calls

You can place calls manually or from the Directory, the Calendar, Favorites, or Recent calls. You can also place a multipoint call by touching **Add Call** from the Call screen.

## Call Screen

When you are in a call, you can use the Call screen to complete these tasks:

- Touch the **Volume** slider to adjust the volume at your site.
- Touch the **Mute** icon to mute or unmute your microphones.
- Touch **Hang up** to end the call.
- Touch **Add call** to add another call participant

- Touch **Cameras** to adjust the cameras or view presets.
- Touch **Keypad** to send DTMF tones.
- Touch **Show Content** to select, start, or stop content.
- Touch  to get more information about the participants in the call or view call statistics.
- Touch **Layout** to change the video layout at your site.



The following Polycom RMX® system versions support the Touch Panel device's layout controls:

- 5.x: 5.0.3 or later
- 6.x: 6.0.2 or later
- 7.x: 7.0.3 or later

If you navigate away from the Call screen during a call, you can return to it at any time by touching **Return to the Call**.

## Presence Icons

The Polycom Touch Control device uses icons to show the presence state on the Favorites screen. Refer to the *User's Guide for Polycom HDX Systems and the Polycom Touch Control* for a list of other icons you might see.

## Showing Content

You can use the Polycom Touch Control Content screen to select, show, and stop content sources. You can access the Content screen while in or out of a call.

You can also use People+Content™ IP to send content from a computer that is connected directly to the Touch Control.

## Cameras

You can use the Polycom Touch Control Cameras screen to select and adjust the main camera or other near-site or far-site video sources. You can access the Cameras screen while in or out of a call.

## User Settings

You can use the User Settings screen to configure several features of the Touch Control, such as configuring brightness and volume, setting the availability of the paired Polycom HDX system, allowing far end control of the camera, automatically answering or muting incoming calls, and powering off the Touch Control.

## Administration Settings

You can use the Administration screen to perform software updates and configure LAN properties, regional settings, and security properties on the Touch Control.

## System Info

The system information screen displays information about the Polycom Touch Control device and HDX system.

# What's New in Version 3.0

Besides support for the new Polycom Touch Control device, HDX software version 3.0 includes the features and functionality of version 2.6.1.3, with the following additions.

## Configurable Remote Control Power Button Behavior

Version 3.0 allows you to configure the behavior of the **Power** button on the HDX system remote control. You can specify that pressing the **Power** button powers on or off the HDX system, puts the system to sleep or wakes it, or you can disable the **Power** button.

## Changes to Directory View

Version 3.0 provides the following changes for viewing the directory in the local interface:

- If the directory contains only one folder, that folder is automatically opened when you go to the directory in the local system interface.
- Administrators can configure whether Favorites are included in the directory of the local system interface.
- When you create a new contact in the directory, it is added to Favorites.

## H.235 Annex D Authentication

H.235 Annex D authentication provides security for H.323-based systems. If H.235 authentication is enabled, the H.323 gatekeeper ensures that only trusted H.323 endpoints are allowed to access the gatekeeper.

## H.323 Annex O Dialing

Version 3.0 supports the H.323 Annex O dialing extension, but you need to set up your network infrastructure to support Annex O dialing. Annex O uses URLs and DNS queries to route calls when the HDX system is not registered with a gatekeeper. To use Annex O dialing, enter the dialing information in the form `user@host` on the Place a Call screen.

When the HDX system is registered to a gatekeeper, Annex O is not used. In this case, the entire dial string is routed to the gatekeeper for processing.

## Camera Firmware Update for HDX 4000 Systems

Version 3.0 includes a camera firmware update for HDX 4000 series systems. This update improves image quality issues with sharpness and backlit exposure situations.

## Default Setting for Outgoing Call Speed

The default preferred speed for placing calls is 512 kbps, which applies to IP call types only (ISDN remains at 128 kbps). This change means that when you upgrade to version 2.6.1 or later, the **Select the preferred speeds for placing calls** setting reflects the default of **512**.

## Polycom HDX System State Changes Through XML API

The Polycom CMA system v5.4 processes some of the Polycom HDX system events and status changes that are sent via the HDX system XML API. This allows the CMA system to report status and events for HDX systems that are outside a firewall such as the Polycom Video Border Proxy (VBP®).

## Certificates and Revocation

If your organization requires a secure environment, Polycom recommends that you have a strong understanding of certificate management before you implement these features.

Polycom HDX systems can generate and use certificates to authenticate network connections to and from the Polycom HDX system. The system uses configuration and management techniques typical of public-key infrastructure (PKI) to manage certificates, certificate signing requests (CSRs, sometimes also called unsigned certificates), and revocation lists. ANSI X.509 standards regulate the characteristics of certificates and revocation.

The certificate authority (CA) is the trusted entity that issues, or signs, digital certificates for others, as well as the certificates associated with the CA itself. You can manage certificates and revocation only through the Polycom HDX web interface.



When certificate validation is enabled, the HDX system tries to validate the peer certificate chain on secure connection attempts for the applicable network services. Validation may fail for several reasons, such as certificate expiration or revocation. The HDX system can check revocation status by using certificate revocation lists (CRLs) or the online certificate status protocol (OCSP).

Polycom encourages you to check your system logs daily to ensure that your installed certificates are current.

Finally, in some cases, expired certificates or CRLs might prevent you from accessing the web interface. Polycom allows you to reset your system without certificates, on the local interface, so you can get back into your web interface.

## Whitelist

When a whitelist is enabled, the Polycom HDX system allows access to its web interface only by those systems with an IP address that matches the set defined on the HDX system. You can use this feature only through the web interface.

## Sessions List

You can use the sessions list to see information about everyone logged in to an HDX system including:

- Type of connection:
  - **Web**, when users are logged in through the web interface
  - **Serial**, when users are logged in through the RS-232 port
  - **Local**, when users are logged in to the local interface
- User ID
- Remote IP address (that is, the computer addresses logged in to the HDX system)
- Session duration in hours, minutes, and seconds for each user currently logged into the HDX system
- How long the system has been idle, in seconds

## Remote Access Settings

*Remote access* means using a Polycom HDX system in some way other than through the local interface, such as by using the web, a serial port, or telnet. You can use this new feature to configure the following settings:

- Idle Session Timeout in Minutes
- Maximum Number of Active Web Sessions
- Maximum Number of Sessions Per User

- Lock Port after Failed Logins
- Port Lock Duration in Minutes

## Security Banner

In earlier HDX software versions, you could set a security banner only through the local interface. You can still do this, but version 3.0 adds the ability to create banners on the web interface.

## Log Management

In earlier HDX software versions, you could use log management to set up and manage logs from the local interface. You can still do this, but version 3.0 adds the ability to set up and manage logs from the web interface. However, to transfer logs manually, you must still use the local interface. Refer to the *Administrator's Guide for Polycom HDX Systems* for information about setting up log management.

## Security Profiles

Version 3.0 uses five security profiles, which determine how administrators and users can use the Polycom HDX system. You can use these profiles to set various security levels for your environment according to the needs of your organization. The system settings you can change after setup depend on which Security Profile you choose.

These are the Security Profile levels:

Setting	Description
<b>Maximum</b>	Restricts most settings, which you cannot change after you choose this profile. With this setting, for example, some login parameters are enabled with limited or no configurability to prevent security breaches. This setting is typically used for very high-level security, for example by some government agencies, and is the same as the former DoD/DSN setting.
<b>High</b>	Restricts certain settings, but you can change them at any time. This setting might be used by government agencies who need a high level of security, but not the maximum level, and who want more flexibility with how users' access is configured.
<b>Medium</b>	Restricts some settings and allows for more user actions. Most settings are configurable. This setting might be useful for system administrators who have a moderate concern for security.

Setting	Description
<b>Low</b>	Restricts very few settings. This setting might be useful for system administrators who want to require a password for remote access.
<b>Minimum</b>	Limitations are minimal. All settings are configurable. This setting might be useful for system administrators who require the lowest level of security in their environment.

You set the Security Profile in the setup wizard during system setup. After the system is up and running, you can change the Security Profile setting only by returning to the setup wizard in instances such as these:

- After a software update with system settings deleted
- When you reset the system with system settings deleted
- By using the restore button



**Points to note about operating with a higher security profile:**

- When you use the Maximum or High security profile, Security Mode is enabled by default and cannot be disabled. Security Mode is also enabled by default for the Medium security profile, but it can be disabled. Security Mode is disabled by default for the Low and Minimum security profiles, but can be enabled.
- Security profiles that require user logon or use the security banner are not supported when the Polycom HDX system is paired with a Polycom Touch Control.

## External Authentication

Polycom HDX systems support two roles for accessing the system, an admin role and a user role. Admins can perform administrator activities such as changing configuration, as well as user activities such as placing and answering calls. Users can perform only user-type activities.



When the Polycom HDX system is paired with a Polycom Touch Control, only the local Polycom HDX system Admin Room ID and password can be used to pair with the HDX system.

Polycom HDX systems provide two local accounts, one for the user role (by default named **user**) and one with for the admin role (by default named **admin**). The IDs and passwords for these local accounts are stored on the HDX system itself.

With version 3.0, an administrator can also configure HDX systems to grant access using network accounts that are authenticated through an Active Directory (AD) server. In this case, the account information is stored on the AD server and not on the HDX system. The AD administrator assigns accounts to AD groups, one for HDX system admin access and one for user access.



The HDX system user account is disabled when **Enable Active Directory Authentication** and **Require Login for System Access** are enabled.

Version 3.0 supports the following versions of Active Directory:

- Windows Server 2003 r2
- Windows Server 2008
- Windows Server 2008 r2

## Maintenance Window

Version 3.0 supports the new maintenance window feature that is available in Polycom CMA system version 5.4. This feature allows Polycom CMA system administrators to restrict automatic software updates for Polycom HDX systems to windows of time outside normal system use. An HDX system that has been configured this way will poll the CMA system for automatic updates only during that specified time window.

## H.323 over IPv6

Polycom HDX systems now support using H.323 over IPv6 as well as IPv4. DNS entries can be resolved using IPv4, IPv6, or both. Some settings are available only on the web interface.

## Account Lockout

The account lockout feature has changed with the introduction of external authentication. When you enable external authentication, the settings on the Account Management screen control both local and web interface login attempts.

For example, if you select **3** for the **Lock Account after Failed Logins** setting, a user who fails to log in properly twice on the web interface and twice on the local interface is locked out on the fourth attempt. When a user's total number of incorrect login attempts from the local or the web interface reaches a number greater than what you set here, the user is unable to log in for the amount of time specified.

If the Active Directory server is disabled, the account lockout feature controls lockouts from the local interface only.

## Port Lockout

The port lockout feature has also been affected by the introduction of the external authentication feature. As stated in the previous section, when the Active Directory authentication is *enabled*, remote access through the web interface is controlled by account lockout. When the Active Directory server is *disabled*, remote access through all ports is controlled by the port lockout feature.

For example, if you select **3** for the **Lock Port after Failed Logins** setting, a user who fails to log in properly twice through the web interface and twice through SNMP is unable to log in for the amount of time specified in the **Port Lock Duration in Minutes** setting. However, the user can still log in through the local interface.

## Receiving and Sending 1080p Content

The following systems now achieve a maximum frame rate of 15 fps for content in 1080p:

- Polycom HDX 4000 HD with Hardware Version C
- Polycom HDX 7000 HD with Hardware Version C
- Polycom HDX 8000 HD with Hardware Version B
- Polycom HDX 9006

The following restrictions apply to receiving and sending 1080p content:

- The call speed must be greater than or equal to 832 kbps and camera video quality must be set to sharpness.
- This feature is not supported when hosting an internal multipoint call.
- This feature is supported only on the DVI-I input port, for example, camera 4 on the HDX 8000. This feature is not supported on camera 1 or camera 2.
- People On Content™ is not supported at 1080p.
- If you chose to enable the **Allow Video Display on Web** setting, the Web Director's near snapshot image will not update when sending 1080p content.

Please refer to your RMX documentation or contact your Polycom representative for information about which RMX releases support sending and receiving 1080p content.

## People+Content™ IP

Polycom People+Content™ IP version 1.2.3 contains improved support for laptops that use wide screen formats.

## Polycom Solution Support

Polycom Implementation and Maintenance services provide support for Polycom solution components only. Additional services for supported third-party Unified Communications (UC) environments integrated with Polycom solutions are available from Polycom Global Services, and its certified Partners, to help customers successfully design, deploy, optimize, and manage Polycom visual communication within their third-party UC environments. UC Professional Services for Microsoft® Integration is mandatory for Polycom Conferencing for Microsoft Outlook and Microsoft Office Communications Server or Microsoft Lync™ Server integrations. For additional information and details please refer to [www.polycom.com/services/professional\\_services/index.html](http://www.polycom.com/services/professional_services/index.html) or contact your local Polycom representative.

At the time of this writing, Polycom has not completed beta testing for Microsoft Lync deployments with HDX systems. If you require this functionality, please contact your account manager and the appropriate resources will be engaged.

## New API Commands

The following API commands are new in version 3.0.

Command	Description
clientvalidatepeercert	Sets or gets the certificate presentation requirement for clients connecting to HDX client applications such as provisioning servers, directory services and SIP calls.
destunreachbletx	Sets or gets the system's ability to generate a Destination Unreachable ICMP message in response to a packet that cannot be delivered to its destination for reasons other than congestion.
echoreply	Sets or gets the system's ability to send an Echo Reply message in response to an Echo Request message sent to an IPv6 multicast/anycast address.
exportprofile	Exports system and user profile information in CSV format.
icmpoutpacketrates	Sets or gets the minimum number of milliseconds between packets to limit the ICMP packet transmission rate.
ignoreredirect	Sets or gets the ability of the system to redirect messages, which may come from a router as part of the IPv6 Neighbor Discovery protocol.
importprofile	Imports system and user profile information in CSV format.
incompleteterevocationcheck	Sets or gets the ability to use or reject a certificate if revocation checking is incomplete.

Command	Description
ipv6addrmode	Sets or gets the ability for the system to act as a client and receive an address, specify an address manually, or completely disable IPv6.
ipv6defaultgateway	Sets or gets the IPv6 default gateway.
ipv6globaladdress	Sets or gets the IPv6 link global address.
ipv6linklocal	Sets or gets the IPv6 link local address.
ipv6sitelocal	Sets or gets the ipv6 site local address.
ntpsecondaryserver	Sets or gets a secondary Network Time Protocol (NTP) server using the IP address or DNS name of the server.
sessionenabled	Sets or gets the ability to monitor for and terminate inactive Polycom HDX web sessions.
servervalidatepeercert	Sets or gets the certificate presentation requirement for web servers connecting to the Polycom HDX web.
sslverificationdepth	Specifies how many links a certificate chain can have.
whitelistenabled	Sets or gets the ability to restrict a system's access to those systems with IP addresses that match one of the addresses or patterns specified in the whitelist.

## Changed API Commands

The following API commands have been modified in version 3.0:

Command	Description
dial	Added pots, isdn_phone, and sip_speakerphone parameters.
remotecontrol	Removed intercept parameter.
resetsystem	Removed deleteall parameter and added deletelogs and deletecertificates parameters.

The following API commands have been removed in version 3.0:

- dialingdisplay
- primarycallchoice
- secondarycallchoice
- callencryption

For more information about API commands in version 3.0, refer to the *Integrator's Reference Manual for Polycom HDX Systems*.

## Corrected Issues in 3.0

The following table lists issues corrected in version 3.0.

Issue	Jira ID	Description
Audio	VIDEO-84517	If more than three endpoints are connected to a Polycom HDX system hosting a multipoint call, and one of the endpoints plays audio content, and that endpoint is not the last endpoint connected to the call, audio is no longer garbled.
	VIDEO-84718	Polycom HDX 9001 systems no longer experience distorted audio when the following sequence of events occurs: 1. The Polycom HDX 9001 system places a POTS call. 2. The Polycom HDX 9001 system places a video call to an endpoint that supports stereo. 3. The Polycom HDX 9001 system places a video call to an endpoint that does not support stereo.
Calling	VIDEO-84592	A Polycom HDX system now connects a SIP call when an IPv6 address is used and <b>SIP Transport Protocol</b> is set to <b>UDP</b> .
	VIDEO-83607	Video is no longer delayed on a Polycom HDX 9001 system when in a multipoint call with a Polycom HDX 8000 system with Hardware Version B that is hosting the multipoint call and sending content.
Content	VIDEO-85285	Polycom HDX 8000 systems with Hardware Version B or a Polycom HDX 9006 system with Hardware Version B no longer restart when hosting a call.
	VIDEO-85286	Polycom HDX systems can now send content when in a call with a Polycom RMX system when content resolution is configured for 800x600.
Interoperability Avaya	VIDEO-86608	When registering an HDX system running version 2.6.1 to Avaya Aura™ 6.0, the registration for the HDX system is no longer rejected with a message of Missing/Invalid Header.
Interoperability Microsoft	VIDEO-84367	When a Polycom HDX system hosting a multipoint call is in a Office Communications Server SIP call with three Office Communicator clients, connecting to another Polycom HDX system via SIP no longer results in degraded video on the Polycom HDX system that joined the call.
	VIDEO-83905	When a Microsoft Office Communicator client is in an audio-only call with a Polycom HDX system that is already in a point-to-point call with another Polycom HDX system, the Office Communicator client can now connect to the Polycom HDX system by video.



Issue	Jira ID	Description
Interoperability Polycom RMX System	VIDEO-81370	When a 1080p-capable Polycom HDX system places a SIP call to a Polycom RMX system configured for continuous presence at 1920 kbps or greater, the Interactive Voice Response (IVR) slide is now displayed.
Interoperability Polycom Video Border Proxy™ (VBP™)	VIDEO-84719	Polycom HDX systems no longer restart after approximately 90 minutes when all of the following conditions are true: <ul style="list-style-type: none"> <li>the Polycom HDX system is in an H.323 call</li> <li>the H.323 call is routed through a Polycom VBP system</li> <li>the Polycom HDX system has SIP enabled, and the SIP proxy server specified is incorrect</li> </ul>
Interoperability Polycom VSX® Systems	VIDEO-82744	When a Polycom HDX 8006 system is in a mixed call with a Polycom VSX system connected over H.323 and a Polycom HDX 9001 system connected over ISDN, the Polycom HDX 9001 system no longer shows video latency in the PIP window when content is stopped and started among the different endpoints.
Interoperability Polycom VVX® 1500 System	VIDEO-84464	Audio can now be heard from any site when a Polycom HDX system hosting a multipoint call connects via SIP to a Polycom VVX1500 phone and a TANDBERG E20 system.
Interoperability Sony	VIDEO-81306	When a Sony XG80 system is hosting a multipoint call greater than H.323 128 kbps with two Polycom HDX systems, the second Polycom HDX system that joins the call no longer transmits distorted video.
	VIDEO-76241	When a Sony PCS-XG80 is hosting a multipoint call, and two Polycom HDX systems connect to it via H.323, the second Polycom HDX system to connect no longer displays distorted video during the conference.
Interoperability TANDBERG	VIDEO-74376	In SIP calls greater than 2 Mbps with a TANDBERG MXP or Codian MCU, the call connection is no longer limited to 1920 kbps.
Monitors	VIDEO-70164	You can now configure both Monitor 1 and Monitor 2 to display far-end video.
	VIDEO-84366	Endpoints in a point-to-point SIP call receiving content no longer display frozen video if the system sending content switches from sending content from Camera 4 to Camera 2 without first stopping content on Camera 4.
Multipoint	VIDEO-83800	When a Polycom HDX system hosting a multipoint call has <b>Multipoint Mode</b> set to <b>Full Screen</b> and is in a conference with three or more endpoints, the name of one site no longer displays while displaying the video from a different site.
	VIDEO-84593	In 4-way calls between Polycom HDX systems with stereo enabled, the last endpoint no longer connects with mono instead of stereo.

Issue	Jira ID	Description
People+Content™ IP	VIDEO-81147	When sending content with People+Content IP, the content image no longer displays black bars on the side when the PC has been configured for a 16:9 aspect ratio.
	VIDEO-81288	When using People+Content IP to send content, residual artifacts are no longer observed in areas with chroma-only changes.
People on Content™	VIDEO-83850	When a Polycom HDX system hosting a multipoint call has People On Content configured and is in a multipoint SIP call, the far endpoints no longer display black video. This issue occurred when the Polycom HDX system hosting the multipoint call stops sending content via People+Content IP and begins sending content via People On Content.
	VIDEO-79760	People on Content no longer displays video artifacts if the content source is not enabled.
Provisioning	VIDEO-80756	Polycom HDX systems can now have the remote access password provisioned when they are being managed by Polycom CMA in traditional management mode.
Power	VIDEO-83487	Polycom HDX 6000 systems no longer restart when receiving a call after the content input resolution is changed from 10x7 to 720p.
Remote Control	VIDEO-84516	Polycom HDX systems no longer become non-responsive when using the remotecontrol intercept API command because the intercept parameter has been removed from the remotecontrol command.

## Feature Limitations

The following table lists the known feature limitations for the version 3.0 release. If a workaround is available, it is noted in the table.

Category	Issue ID	Found in Release	Description	Workaround
Active Directory server	VIDEO-85246	3.0	Setting the Security Profile to Maximum during the Setup Wizard causes External Authentication to be enabled. Although administrators can create local user IDs and passwords, local users will not be able to access the HDX system as long as External Authentication is enabled.	After you complete the Setup Wizard, go to <b>System &gt; Admin Settings &gt; General Settings &gt; Security &gt; External Authentication</b> and disable the <b>Enable Active Directory Authentication</b> setting to allow local users to access the system.

Category	Issue ID	Found in Release	Description	Workaround
Analog Phone	VIDEO-80791	2.6	Incoming calls from analog phones do not display on the Recent Calls screen.	None
	VIDEO-73949	2.5.0.4	Do not use the analog phone connector if you are using a Polycom HDX 9000 series system in Hong Kong or South Africa. If your Polycom HDX 9000 series system came with a telephone adapter, refer to the accompanying telephone adapter setup sheet for information on whether the adapter is needed in your area.	None
API	VIDEO-51280	1.0	The <code>remotecontrol enable all</code> command does not work after disabling the remote. Use <code>remotecontrol disable none</code> to enable the remote control buttons.	None
	VIDEO-55286	1.0.2	<pre>state[ALLOCATED] cs: call[38] chan[0] dialstr[172.26.48.42] state[RINGING] <b>cs: call[38] chan[0]</b> <b>dialstr[172.26.48.42]</b> <b>state[BONDING]</b> cs: call[38] chan[0] dialstr[172.26.48.42] state[COMPLETE] active: call[38] speed[512]</pre> <p>The notification in boldface is not applicable to calls made to/received from IP end points.</p>	None
	VIDEO-80854	2.5.0.6	In Polycom HDX software version 2.5.0.6, the end of line (EOL) characters on port 24 for the API echo command changed from <code>&lt;CR&gt;&lt;CR&gt;&lt;LF&gt;</code> to <code>&lt;CR&gt;&lt;LF&gt;</code> .	You can now configure the EOL using the <code>telnetechoel</code> command. Refer to the <i>Integrator's Reference Manual for Polycom HDX Systems</i> for more information.

Category	Issue ID	Found in Release	Description	Workaround
API	VIDEO-83150	2.6	The camera register command does not return local camera movements if the camera is moved using the remote control or the web interface.	None
Audio	VIDEO-55634	1.0.1	If you establish multiple calls between the two systems, you may experience audio feedback.	None
	VIDEO-60669	2.0	Incoming voice calls do not work in a password-protected conference.	None
	VIDEO-70543	2.5	When you plug a headset into the Polycom HDX 4000 series panel, the system's built-in microphones and any attached microphones are automatically muted even though the <b>Enable Polycom Microphones</b> and <b>Enable Built-In Microphones</b> configuration settings remain selected.	None
	VIDEO-69705	2.5	Starting with the release 2.5, Polycom HDX systems do not play music while restarting. Polycom HDX systems running software version 2.6 play an announcement tone once the system has been successfully restarted.	None
	VIDEO-69796	2.5	You cannot enable or disable Stereo while in a call.	None
	VIDEO-69797	2.5	Do not connect or disconnect a Polycom SoundStation IP 7000 conference phone or Polycom HDX digital microphones while in a call. Doing so may result in some anomalous behavior such as audio coming out both the conference phone and Polycom HDX system. To restore normal operation, hang up the call.	None
	VIDEO-71505	2.5.0.1	Volume changes made during the setup wizard are lost when the system restarts.	None

Category	Issue ID	Found in Release	Description	Workaround
Automatic Provisioning	VIDEO-80706	2.6	The Polycom HDX Gateway Country Code value is not provisioned when the Polycom CMA Administrator has created a scheduled provisioning profile with a value for the Gateway Country code.	Update the Gateway Country Code value manually on the Polycom HDX system via the local system interface or web interface.
	VIDEO-67861	2.5	If the Polycom HDX system is not connected to the IP network at startup, it may not check for provisioning changes until the next scheduled polling interval.	To make the system check for provisioning changes immediately, restart the system.
	VIDEO-71385	2.5.0.1	If Polycom HDX systems operating with automatic provisioning are unable to reach the presence service for an extended period of time (for example, due to a server problem or network outage), they will not reregister to the server once it becomes available.	If this occurs, restart the system.
	VIDEO-82959	2.6.1	Occasionally, when a Polycom HDX system is configured for dynamic management mode with a CMA server, the Polycom HDX system is not provisioned with the correct user name based on the provisioned User ID.	None
	VIDEO-71305	2.5.0.1	Polycom HDX systems operating with automatic provisioning check for software updates at an interval specified by the administrator. If an update is required, Polycom HDX 4000 systems perform the update even if they are currently being used as PC displays.	None
	VIDEO-71440	2.5.0.1	Polycom HDX systems sold in Russia do not operate with automatic provisioning.	None

Category	Issue ID	Found in Release	Description	Workaround
Automatic Provisioning	VIDEO-76674	2.5.0.6	When a Polycom HDX system in dynamic management mode is configured with a static IP address, presence information will not be displayed correctly. To resolve this issue, configure the Polycom HDX system for DHCP.	Do not use CMA to dynamically manage a Polycom HDX system located behind the VBP-ST Access proxy.
	VIDEO-81291	2.5.0.5	Occasionally, when a Polycom HDX system is being managed by Polycom CMA in dynamic management mode, the Polycom HDX system will not indicate that the Presence Server is down on the System Status screen when an invalid password is entered via the provisioning page on the web interface (the Provisioning Server will show a red down arrow). Restarting the Polycom HDX system results in the Presence Service status displaying the correct status.	None
Calling	VIDEO-78158	2.6	Meeting passwords are not supported in SIP calls.	Use H.323 for calls that require meeting passwords.
	VIDEO-51286	1.0	Calls dialed using analog voice lines will not roll over to other call types if the call is busy or otherwise fails.	None
	VIDEO-51323	1.0	Do not mix unrestricted (speeds that are a multiple of 64 kbps) and restricted (multiple of 56 kbps) participants in an internal multipoint conference.	None
	VIDEO-70792	2.5	Do not use H.323 names that include a comma.	None
	VIDEO-76492	2.5.0.6	Calls do not connect if the Polycom HDX system is not restarted after changing ISDN settings. To avoid this issue, restart the Polycom HDX system any time an ISDN parameter is changed.	None

Category	Issue ID	Found in Release	Description	Workaround
Calling	VIDEO-80193	2.6	When a Polycom HDX system hosting a multipoint call is connected to the maximum number of video endpoints, the Place A Call screen displays Add Video Call instead of Add Audio Call. The Polycom HDX system will be able to connect to an additional audio endpoint, but will not be able to connect to another video endpoint.	None
	VIDEO-84627	2.6.1	Occasionally, a Polycom HDX 4000 system configured for an analog POTS line will not be able to place or receive a POTS call.	Restart the Polycom HDX system and place or receive the call again.
	VIDEO-81983	2.6	Calls will not connect when a Polycom HDX system is registered to a Siemens OpenScape SIP server and the transport protocol is configured for TLS.	Use the TCP transport protocol.
	VIDEO-87939	3.0	The HDX system's call statistics improperly report that the system is in a call when it is not.	Restart the HDX system.
	VIDEO-87941	2.6.1	In some environments, HDX systems with an analog phone interface to a PBX might be able to receive voice calls from internal, but not external, callers.	None
	VIDEO-88199	3.0	HDX systems using call rates of 2x56 kbps or 2x64 kbps might fail to connect V.35 calls.	Use a call rate of 1x112 kbps or 1x128 kbps.
Cameras	VIDEO-80258	2.6	The only supported camera for the Polycom HDX 4000 system is part of the video screen that is shipped with the Polycom HDX 4000 system. If a different camera is connected to the Polycom HDX 4000 system, the Polycom HDX 4000 will turn off (if powered on) or will not power on if in an powered off state.	To work around this issue, remove the unsupported camera and reconnect the video screen that was shipped with the Polycom HDX 4000 base system.

Category	Issue ID	Found in Release	Description	Workaround
Cameras	VIDEO-80077	2.5	The Polycom HDX system allows you to select a 4:3 aspect ratio when a Polycom EagleEye camera is selected, even though it is not a supported aspect ratio. The Polycom HDX system will automatically default to the supported 16:9 aspect ratio without informing the user that the 4:3 aspect ratio was not a supported resolution.	None
	VIDEO-80256	2.6	On the Polycom HDX 4000 system, you do not receive notification that the preset is stored.	You can confirm the preset was stored by adjusting the camera video away from the preset position and then pressing the preset number on the remote. The camera video will display the preset correctly.
	VIDEO-80255	2.6	When a Polycom HDX 4000 system is in a call, pressing the 0 button does not move the Polycom HDX 4000 camera to the default camera preset 0.	Manually adjust the camera to the desired position.
	VIDEO-80582	2.6	Far-end camera control is not supported when in a multipoint call.	None
	VIDEO-51830 VIDEO-52304	1.0	You may see blue video for a few seconds while the Polycom HDX camera wakes up. The camera may also take a few seconds to focus after waking up.	None
	VIDEO-59339	2.0	If you downgrade the software from version 2.0 to an earlier version, you may need to reconfigure white balance on the Polycom EagleEye HD camera.	Select the detect camera command in the user interface or web interface, and then configure the white balance.
	VIDEO-69172	2.5	Polycom HDX 4000, Polycom HDX 7000, and Polycom HDX 8000 series systems do not provide support for calibrating VGA input.	None



Category	Issue ID	Found in Release	Description	Workaround
Cameras	VIDEO-69794	2.5	Do not configure a Polycom EagleEye camera for 4:3 aspect ratio.	None
	VIDEO-71003	2.5	If you have an external power supply attached to a camera and you want to move that camera from one port to another, you must follow these steps: <ol style="list-style-type: none"> <li>1 Power off the camera.</li> <li>2 Connect the camera to the new port.</li> <li>3 Power on the camera.</li> <li>4 Select <b>Detect Camera</b> in the system's user interface.</li> </ol>	None
	VIDEO-81290	2.5	When a Polycom EagleEye 1080 camera is attached to a Polycom HDX system, you can select a 4:3 aspect ratio, which will result in video stretched vertically with black bars on the side of the video.	Select an aspect ratio of 16:9.
	VIDEO-82105	2.6	Occasionally, when the Detect Camera operation is performed for a camera that has been configured, the camera will no longer respond to camera pan, tilt, or zoom from the remote control.	Perform the Detect Camera action again.
	VIDEO-82747	2.5.0.4	The camera name can be modified only with Roman-based characters. If you modify the camera name using non-Roman-based characters, a message displays instructing you to use valid characters on the keyboard. Trying to modify the camera name with non-Roman-based character results in the camera name disappearing.	Use Roman-based characters only when modifying the camera name.

Category	Issue ID	Found in Release	Description	Workaround
Cameras	VIDEO-84040	2.6.1	When a Polycom EagleEye View camera is connected to a Polycom HDX system, the <b>Power Frequency</b> drop-down menu is shown on the Cameras Settings page. The <b>Power Frequency</b> drop-down menu is not applicable for the EagleEye View camera.	None
	VIDEO-84272	2.6.1	The <b>Backlight Compensation</b> setting is not applicable when a Polycom EagleEye 1080 camera is connected as the main camera and the <b>Power Frequency</b> setting is set to 50Hz, even though the <b>Backlight Compensation</b> check box is not grayed out.	None
	VIDEO-84274	2.6.1	When a Polycom EagleEye View camera is connected to a Polycom HDX system, the Camera Settings page displays the <b>Backlight Compensation</b> setting. As backlight compensation is not applicable to a Polycom EagleEye View camera, this setting should not be displayed.	None
Certificates	VIDEO-86209	3.0	If certificates are installed, you might get a Page Cannot Be Displayed message after manually changing the date or time.	Restart your HDX system after you manually change the date or time.
Chair Control	VIDEO-80897	2.6	When a system acting as chair control selects the <b>Disconnect Site</b> icon to disconnect an endpoint from a conference, the web interface returns a status of denied, even though the endpoint was disconnected from the conference.	None
	VIDEO-80896	2.6	When a system acting as chair control selects an endpoint and selects the <b>View Site</b> icon, the endpoint's video will be shown but the web interface will provide a status of denied.	None

Category	Issue ID	Found in Release	Description	Workaround
Chair Control	VIDEO-80895	2.6	When a system acting as chair control selects an endpoint and selects the <b>View Site</b> icon, the endpoint's video will be shown. When the system with chair control selects the <b>Stop Viewing Site</b> icon, the web interface provides a status of denied but the endpoints video is no longer displayed.	None
	VIDEO-80897	2.6	When a system acting as chair control selects the <b>Disconnect Site</b> icon to disconnect an endpoint from a conference, the web interface returns a status of denied, even though the endpoint was disconnected from the conference.	None
	VIDEO-74353	2.5.0.4	When selecting a system to have chair control, the endpoint does not stay highlighted as being the chair control. To release chair control, highlight all the participants in the Meeting Participants window and select <b>Release Chair</b> .	None
	VIDEO-83802	2.6.1	Chair control is not supported when a SIP endpoint is in the call.	Connect all endpoints via H.323 or H.320.
Closed Captions	VIDEO-59615	2.0	When providing closed captions over a serial connection, you must manually go to near video before entering text.	None
	VIDEO-60912	2.0	Closed captioning (sent via either the serial port or the web interface) is limited to 31 characters per line.	None

Category	Issue ID	Found in Release	Description	Workaround
Contacts	VIDEO-70317	2.5	Polycom HDX systems can share presence information with up to 200 Contacts. If a remote site attempts to invite the Polycom HDX system as a Contact after it has reached its limit of 200 Contacts, the Polycom HDX system rejects the invitation but does not display a warning message to the local user.	None
	VIDEO-68749	2.5	You cannot delete Contacts using the web interface. Instead, delete them in the system's local interface.	None
	VIDEO-68748	2.5	You cannot add Contacts that support presence using the web interface. Instead, add them in the system's local interface.	None
	VIDEO-70531	2.5	With <b>Allow Directory Changes</b> provisioned to disabled, you can add Contacts, but you can't delete them.	Log into Polycom CMA Desktop with the same credentials used on your Polycom HDX system and delete the Contacts in Polycom CMA Desktop.
Content	VIDEO-79181	2.5.0.5	A laptop connected to a Polycom HDX 9000 system as a content source might not be able to display content when the laptop resolution is configured for 1280x720.	Choose a different resolution for the laptop.
	VIDEO-51633	1.0	Some DVI video sources (such as certain laptops) do not correctly support the hot plug detect pin (HPD). This can result in the source sending video in the wrong format for Polycom HDX video input ports 4 and 5. Please consult your equipment manuals to find out the behavior of the HPD pin.	None
	VIDEO-55041	1.0.2	Presets support switching from one People source to another. Presets do not support switching from a People source to a Content source or from one Content source to another.	None

Category	Issue ID	Found in Release	Description	Workaround
Content	VIDEO-58577	2.0.5.4	Content at a resolution of 1280 x 1024 is scaled and sent to the far site in 1024 x 768 format unless the far site can display it at 1280 x 1024.	None
	VIDEO-59132	2.0	You cannot send content from a Polycom HDX 4000 system using the <b>Content</b> button on a Polycom HDX remote control. You must use the built-in keypad button.	None
	VIDEO-61500	2.0.1	If you have a computer connected to the Polycom HDX 4000 monitor when you install the People+Content option key, the Camera 2 setting does not change from People to Content. In this case you must go to the Cameras screen for Camera 2 and set Source to Content in order to send dual streams.	None
	VIDEO-70799	2.5	When hosting a multipoint call, Polycom HDX systems typically stop showing content when a new participant joins the call. It may fail to do so when the fourth participant joins.	None
	VIDEO-81293	2.5.0.5	If the Quality Preference setting on the Cameras screen is configured for content and a call is placed at 6 Mbps, the allocated bandwidth for content is only 1.5 Mbps.	None
	VIDEO-70793	2.5.0.5	Polycom HDX systems do not support using 1080 sources for content. If a user attempts to send a 1080 source as content, the Polycom HDX system will not send it and will prevent future uses of that port for content, even if the source is switched to one that is supported.	Restart the system.

Category	Issue ID	Found in Release	Description	Workaround
Content	VIDEO-71508	2.5.0.1	When using a content source other than the VCR ports, audio associated with the content source may stop playing when people sources switch. The VCR content port does not have this problem.	None
	VIDEO-75994	2.5.0.6	Occasionally, a Polycom HDX 9000 system will not show content when a computer connected directly to the Polycom HDX system is coming out of sleep mode.	Stop the content and resend it.
Directory	VIDEO-54360	1.0.2	When the directory does not have enough entries, starting at the letter specified, to fill the screen, it shows earlier entries as well to fill the screen.	None
	VIDEO-59898	2.0	When navigating through entries in the directory, you may see both a solid yellow highlight and an outlined yellow highlight.	None
	VIDEO-60603	2.0	Directory entries do not successfully connect calls to sites dialed over ISDN voice.	Add voice sites manually.
	VIDEO-61245	2.0.1.1	When a directory entry has both an ISDN and IP address, calls placed as IP connect at the designated call rate for ISDN.	None
	VIDEO-65729	2.0.5_J	An entry in a custom directory group may be removed from the group if you edit the entry. The entry is still available in the Contacts group.	None
	VIDEO-70647	2.5	From time to time a directory query may not return a full list of matching entries.	Reissue the request.
	VIDEO-72682	2.5.0.1	Only directory groups from the initial upgrade will be retained.	None

Category	Issue ID	Found in Release	Description	Workaround
Directory	VIDEO-76896	2.5.0.7	Directory groups created in earlier versions are retained when the Polycom HDX system is upgraded to 2.5.0.x and later. However, if the system is then downgraded to an earlier version and new directory groups are created, the newer groups will not be retained in subsequent upgrades. Local directory entries are deleted when a Polycom HDX system is reconfigured using the reset function under <b>System &gt; Diagnostics &gt; Reset System</b> , even when only the <b>Delete System Settings</b> check box is enabled.	None
	VIDEO-83485	2.6.1	If a Polycom HDX system is registered to a Global Directory Server (GDS) that contains more than 2,000 entries, and the Polycom HDX system is restarted, it can take approximately five additional seconds before you can place a call or go to the Directory screen.	None
	VIDEO-83189	2.6.1	If the Polycom HDX system is registered to a Global Directory Server (GDS) and the GDS has more than 1,000 entries, the Polycom HDX system occasionally will not be populated with the directory entries after the Polycom HDX system powers on. The Polycom HDX system updates from the GDS at the next polling interval (~ 20 minutes).	None
Encryption	VIDEO-77204	2.5.0.7	When an unencrypted Polycom HDX system calls into an encrypted call between a TANDBERG MXP system and a Sony PCS-G50 system, the Polycom HDX system will connect but the Sony system will hear loud, distorted audio.	Enable encryption on the Polycom HDX system.

Category	Issue ID	Found in Release	Description	Workaround
Factory Restore	VIDEO-80175	2.6	When performing a factory restore on an Polycom HDX 9000 series system, green video is displayed for a few seconds before the system restarts. This is normal behavior and the system will boot to the setup wizard.	None
	VIDEO-83958	2.6.1	<p>When downgrading from version 2.6.1, downgrade first to version 2.6.0.1, then to the desired software release.</p> <p>When using the Software Update feature to perform a factory restore from version 2.6.1 to a version between 2.5.0.4 and 2.6 (inclusively), a failure might occur. This failure can be identified by the failed to update gennum flash message displayed on the HDX web interface. If this message displays during a factory restore, repeat the factory restore to successfully update the system.</p> <p>The first repetition of the factory restore might not be sufficient to correct the problem. Repeat the process several times until it completes successfully.</p>	None
Gatekeepers	VIDEO-60344	2.0	Registering to a gatekeeper may change the dialing order configured on the system.	None
	VIDEO-87940	2.6.1	In an environment with redundant gatekeepers, the HDX system's SNMP events might report that the HDX system is connected to the alternate gatekeeper even after the system has switched back to the primary gatekeeper.	None
Global Management System	VIDEO-60340	2.0	Global Management System shows Polycom HDX systems as being active even if they are powered off.	None



Category	Issue ID	Found in Release	Description	Workaround
Global Management System	VIDEO-60339	2.0	The Netstats page on the Global Management System reports the wrong call type for Polycom HDX systems.	None
	VIDEO-74779	2.5.0.4	Global Management System cannot add a Polycom HDX endpoint to its System Management page if the system has an administrator password configured.	Disable the administrator password.
	VIDEO-75457	2.5.0.5	When performing a Polycom HDX software update using Global Management System version 7.1.8, the Polycom HDX system files are not removed even when the Global Management System Polycom HDX software update page is configured to remove the files.	Update the Polycom HDX system from the Polycom HDX web interface.
	VIDEO-76092	2.5.0.6	When provisioning the Polycom global directory service server from Global Management System, Polycom HDX systems 2.5 or higher must have Polycom GDS enabled before the provisioning attempt is made. To register with the Polycom GDS directory server, go to <b>System &gt; Admin Settings &gt; Global Services &gt; Directory Services</b> .	None
H.323	VIDEO-87943	3.0	H.323 to H.323 calls via Acme Packet SBC do not connect if PVEC is enabled on the HDX system.	Disable PVEC.
Hardware	VIDEO-80075	2.5.0.5	Polycom HDX systems with a QBRI card installed do not issue an SNMP alert when the QBRI card is replaced with a PRI card.	None
	VIDEO-80072	2.5.0.5	Polycom HDX systems do not issue an SNMP alert when a V.35 card is installed or uninstalled	None
	VIDEO-82738	2.6	Polycom HDX systems restart when the CLink2 cable is connected incorrectly.	Connect the CLink2 cable correctly.

Category	Issue ID	Found in Release	Description	Workaround
ICMP	VIDEO-86436	3.0	The ICMP Transmission Rate Setting on the LAN Properties screen applies only to "error" ICMP packets. This setting has no effect on "informational" ICMP packets, such as echo requests/replies.	None
Interoperability ADTRAN	VIDEO-70540	2.5	The first call attempt after adjusting the call rate on an ADTRAN TSU 100 fails, but subsequent calls connect without a problem.	None
Interoperability Aethra	VIDEO-56589	1.0.2	Polycom HDX systems are not able to send HD video to the Aethra X7 M11.1.4 HD unit.	None
	VIDEO-73486	2.5.0.4	Polycom HDX systems are unable to receive dual stream content from an Aethra X7 (software version 12.1.7) in a SIP call. The Polycom HDX system is able to send content to the Aethra X7 system.	None
	VIDEO-73485	2.5.0.4	When a Polycom HDX system stops sending content in a SIP call with an Aethra X7 (software version 12.1.7) system, the Aethra system displays frozen content.	None
	VIDEO-73482	2.5.0.4	Polycom HDX systems do not receive video from an Aethra X7 (software version 12.1.7) when a SIP call is made at 768 kbps or 1024 kbps.	None
	VIDEO-76238	2.5.0.4	In high bandwidth calls, the Polycom HDX 6000 system will not connect with 720p video in a SIP call with an Aethra X7.	None

Category	Issue ID	Found in Release	Description	Workaround
Interoperability Avaya	AVA-1065	Aura 6.0	When a Polycom HDX system running software version 2.6.1 sends content over SIP, the Avaya 1000 Series video endpoints display the content on the primary video channel. The Avaya 1000 Series video endpoints do not support the Binary Floor Control Protocol (BFCP) SIP content.	None
	AVA-1064	Aura 6.0, 1-XC 6.0	When an HDX system, one-X communicator (1-XC), or Avaya 1000 Series video endpoints are registered to an Avaya Aura 6.0 platform and in a SIP call, DTMF tones are not sent to a far-end connection. This situation prevents DTMF from being sent to a device such as a Polycom RMX® server, which prevents the use of entry queues and in-conference functions.	None
	AVA-1063	2.6.1	If multiple HDX systems running version 2.6.1 software are registered to the Avaya Aura 6.0 platform, The HDX system can initiate calls but the calls are not completed.	Contact your Avaya Authorized service provider.
	AVA-1062	2.6.1	When registering an HDX system running version 2.6.1 to Avaya Aura 6.0, the registration for the HDX system is rejected with a message of "Missing/Invalid Header."	None
	VIDEO-25528	1.0	AES Encryption is not supported while registered to the Avaya Communication Manager.	None
	VIDEO-25523	1.0	When a Polycom HDX system attempts to call another Polycom system through Avaya Communication Manager, the near-site system continues to ring if the far site rejects the call.	None

Category	Issue ID	Found in Release	Description	Workaround
Interoperability Avaya	VIDEO-25521	1.0	NAT is not supported for systems registered to the Avaya Communication Manager.	None
	VIDEO-25520	1.0	While connected to the Avaya Communication Manager, telephony features are not supported to systems behind a neighboring gatekeeper.	None
	VIDEO-25517 VIDEO-25526	1.0	The Avaya Communication Manager version 4 supports wideband audio over trunk calls. However, Avaya Communication Manager version 4 will not support wideband audio over a trunk to Polycom PathNavigator™.	None
	VIDEO-25516	1.0	Cisco PIX does not pass through Annex H, which is required by the Avaya Communication Manager. Polycom HDX systems will not connect calls across a firewall that does not pass Annex H.	None
	VIDEO-25522	1.0	Avaya's IP Softphone (IPSP) with video set to manual will not negotiate video with endpoints registered to a neighboring gatekeeper.	None
	VIDEO-25519	1.0	In calls placed from a Polycom HDX system, the far-site system name may show a neighboring gatekeeper, such as PathNavigator, instead of the actual system name.	None
	VIDEO-25515	1.0	G728 k and G722.1-16 k audio codecs are not available when registered to the Avaya Communication Manager.	None
	IP338 VS2277	1.0	Internal MCU calls from a Polycom iPower™ system to an Avaya IP Softphone (IPSP) or Polycom HDX system do not connect.	None

Category	Issue ID	Found in Release	Description	Workaround
Interoperability Avaya	VIDEO-25478 VIDEO-48111	1.0.2	Avaya Communication Manager Telephony features and IPSP video mute are not supported with Polycom HDX, V500™, Polycom VSX, iPower, or Polycom ViewStation® FX systems behind PathNavigator. iPower IMCU calls to Polycom HDX systems using Avaya do not connect.	None
	—		The Avaya Communication Manager does not support Polycom Siren™ 22 audio or Siren 22 stereo.	None
	VIDEO-63595	2.0.2	If you set the Gatekeeper field to <b>Specify with PIN</b> , you will see an additional field <b>Outbound Call Route</b> . Ignore this field.	None
	VIDEO-66117	2.0.5_J	When configuring the Polycom HDX system gatekeeper setting to <b>Specify with PIN</b> , you may see an extraneous field called <b>PathNavigator for Multipoint Calls</b> . Ignore this field.	None
	VIDEO-87942	3.0	HDX systems registered to Avaya Communication Manager might occasionally fail to place or receive calls.	Restart the HDX system.
	VIDEO-86613	3.0	When registered to Avaya Aura 6.0, the HDX system does not transmit DTMF in SIP calls.	None
	VIDEO-86609	2.6	When a Polycom HDX system running software version 2.6.1 sends content over SIP, the Avaya 1000 Series video endpoints display the content on the primary video channel. The Avaya 1000 Series video endpoints do not support the Binary Floor Control Protocol (BFCP) SIP content.	None

Category	Issue ID	Found in Release	Description	Workaround
Interoperability Avaya	VIDEO-88118	3.0	Avaya 1XC clients that use the Microsoft VX-6000 camera as a video source might transmit distorted video to the HDX system.	Use the Microsoft VX-5000 camera instead.
Interoperability BroadSoft BroadWorks	VIDEO-84589	2.6.1	Occasionally, the Polycom HDX system displays black video when in a SIP point to point call with a VVX 1500 phone when using the BroadSoft BroadWorks platform.	Place the call again.
	VIDEO-84417	2.6.1	When making a VVX 1500 video call to an HDX system after assigning the BroadSoft Do Not Disturb option, the accept call dialog box does not display.	None
	VIDEO-84389	2.6.1	In some instances, the HDX system DME screen does not display for the far-site video in a point-to-point SIP call with a VVX 1500.	None
	VIDEO-84354	2.6.1	Intermittently, when an HDX system initially plays a video voicemail, only the audio plays, but not the video.	None
	VIDEO-84137	2.6.1	There might be times when an HDX system is unable to play a remote callback provided by a remote caller who is using the BroadWorks early media feature.	None
	VIDEO-83936	2.6.1	When an HDX system registered to a BroadWorks server calls another endpoint and leaves a video message, the endpoint retrieves the message. However, only the audio plays, but not the video.	None
	VIDEO-83639	2.6.1	When an HDX system receives an incoming call, the incorrect calling number displays on the HDX system.	None

Category	Issue ID	Found in Release	Description	Workaround
Interoperability BroadSoft BroadWorks	VIDEO-83524	2.6	If an HDX system places a call to another endpoint through the BroadWorks voice portal, the HDX endpoint user is unable to disconnect the call by pressing ##.	None
	VIDEO-88121	3.0	Blind Transfer SIP calls in a Broadworks environment do not connect.	None
	VIDEO-88124	3.0	Clink-to-dial calls in a Broadworks environment do not work when the HDX system is configured to use UDP as its transport protocol.	Configure the HDX system to use a transport protocol other than UDP.
	VIDEO-88123	3.0	Attended Transfer SIP calls in a Broadworks environment do not work when the HDX system is configured to use UDP as its transport protocol.	Configure the HDX system to use a transport protocol other than UDP.
	VIDEO-88122	3.0	Call Pick Up SIP calls in a Broadworks environment might experience audio problems.	Dial calls directly.
Interoperability Cisco	VIDEO-50658 VIDEO-50623	1.0	Cisco PIX does not support H.239.	Disable H.239 on the endpoints.
	VIDEO-69803	2.0.2	Far-end camera control does not work in calls that go through a Cisco Catalyst 6509 with Firewall Service Module version 3.1(1).	None
	VIDEO-78448	2.5.0.7	When a Polycom HDX system connects to a Cisco device with 2SIF/2CIF resolution, the Cisco device displays the HDX system video as black video.	Place the call again at a higher rate to connect with a higher resolution, or call with a lower rate to connect with lower resolution.
	VIDEO-79110	2.5.0.6	Polycom HDX calls experience degraded video if a Cisco PIX firewall is used in H.323 Fixup mode.	Disabling H.323 Fixup Mode on the Cisco PIX firewall corrects the issue.

Category	Issue ID	Found in Release	Description	Workaround
Interoperability Cisco	VIDEO-84363	2.6.1	A Polycom HDX system may experience pixilation or watercolor-like effects in darker environments when in a multipoint call hosted by a Cisco/RADVISION system.  This issue may occur on Polycom HDX 7000 series systems, Polycom HDX 8000 series systems, and Polycom HDX 9006 systems with Hardware Version B or later.	This issue has been identified and corrected the following Cisco software below. <ul style="list-style-type: none"> <li>RADVISION Scopia Classic version 5.7.1.0.11</li> <li>Cisco MCU 3515/3545 Series version 5.7.0.0.8</li> </ul> Please contact Cisco support for more assistance with this issue.
Interoperability iPower™	VIDEO-51282	1.0	Polycom HDX systems transmit and receive H.263 content rather than H.264 content in calls with iPower 9000 systems running 6.2.0.	None
Interoperability LifeSize	VIDEO-56734	1.0.2	In SIP calls between Polycom HDX and LifeSize 2.6 systems, Polycom HDX systems do not receive 720HD.	None
	VIDEO-56733	1.0.2	In SIP calls between Polycom HDX and LifeSize 2.6 systems, neither system has far-site camera control.	None
	VIDEO-56732	1.0.2	In SIP calls between Polycom HDX and LifeSize systems, Polycom HDX systems send 711u audio.	None
	VIDEO-60350	2.0	In a SIP multipoint HD call with a Polycom HDX 9004 system as the host, you cannot dial out to the second HD endpoint when LifeSize is connected as the first endpoint in the call.	None
	VIDEO-61014	2.0	LifeSize systems may experience poor audio in SIP calls with Polycom HDX systems.	None
	VIDEO-71453	2.5.0.1	LifeSize Express systems running 4.0.6(7) software transmit video at 15 frames per second in HD calls with Polycom HDX systems.	None



Category	Issue ID	Found in Release	Description	Workaround
Interoperability LifeSize	VIDEO-77465	2.5.0.7	A Polycom HDX system cannot send content when it is in a SIP call with a LifeSize Room system and H.239 is enabled.	To work around this issue, place the call using H.323.
	VIDEO-84509	2.6.1	When a Polycom HDX system is in an H.323 point-to-point call with a LifeSize Room or LifeSize Room 200 system, the LifeSize system cannot control the Polycom HDX system's camera if the Polycom HDX system has far end camera control enabled.	Place the call as a SIP call.
	VIDEO-86789	3.0	Calls between Polycom HDX systems and Lifesize Room Systems over IPv6 do not connect when both systems are configured for maximum security.	None.
	VIDEO-88116	3.0	H.323 calls with Lifesize Team 220/4.6.1.5 systems might not receive audio from Lifesize.	Configure HDX for Basic mode. <b>Note:</b> Basic Mode severely limits the features available in a call. Among other things, Basic Mode disables content, far end camera control, and encryption.
Interoperability Microsoft			Users might have trouble using Internet Explorer to access the web interface, but have no such trouble when using Mozilla Firefox.	In Internet Explorer, go to <b>Tools &gt; Internet Options</b> and click the <b>Advanced</b> tab. Under the <b>Security</b> section, make sure that <b>Use SSL 3.0</b> is the only SSL choice selected.
	VIDEO-80679	2.6	When a Polycom HDX system is configured for integration with Microsoft Office Communications Server and is in a point-to-point 2M SIP call, the call disconnects after approximately 10 hours.	Place the call again.

Category	Issue ID	Found in Release	Description	Workaround
Interoperability Microsoft	VIDEO-61286	2.0.1	When <b>People Video Adjustment</b> is set to <b>Stretch</b> on a Polycom HDX 8000 HD system in a call with Microsoft Office Communicator, Office Communicator displays black video.	None
	VIDEO-81020	2.6	The Office Communications Server should be configured to allow no more than 200 contacts (this is the default setting). If the Office Communications Server allows more than 200 contacts and more than 200 contacts are in the directory, the Polycom HDX system may show up to 200 contacts, or none.	None
	VIDEO-82848	2.6.1	If there is a meeting password configured for a multipoint meeting hosted on a Polycom HDX system, Microsoft Office Communicator clients cannot join the meeting.	None
	VIDEO-84365	2.6.1	Occasionally, if three Office Communicator clients simultaneously call a Polycom HDX system hosting a multipoint call, the Polycom HDX system restarts.	None
	VIDEO-83849	2.6.1	The user interface of a Polycom HDX system hosting a multipoint call may experience reduced response when in a high-bandwidth, 5-way federated Interactive Connectivity Establishment (ICE) call.	Reduce the call bandwidth used to place the call, or use a Polycom RMX system to host the multipoint call.
	VIDEO-84732	2.6.1	Polycom HDX systems do not support presence in federated ICE calls.	None

Category	Issue ID	Found in Release	Description	Workaround
Interoperability Microsoft	VIDEO-84717	2.6.1	During a federated Interactive Connectivity Establishment (ICE) call between an Office Communicator client and a Polycom HDX system, the Office Communicator client disconnects from the Polycom HDX system after approximately three hours.	Place the call again, or place the call between two Polycom HDX systems.
	VIDEO-84628	2.6.1	A Polycom HDX system hosting a multipoint call with five or more endpoints may restart if the call is encrypted and using ICE.	Do one of the following: <ul style="list-style-type: none"> <li>Use a Polycom RMX system to host the multipoint call.</li> <li>Place the calls to the Polycom HDX system hosting the multipoint call at 384 kbps or lower.</li> </ul>
	VIDEO-85242	2.6.1	If you experience connectivity issues with federated voice or video, check the Polycom web site for updates and notifications, and verify that you have the latest software version.  Polycom continues to run tests between various Office Communications Server federated environments. These environments are highly complex and customized with different firewall software, settings, and versions.  Polycom is committed to updating support for new environments in future releases.	None
	VIDEO-86180	3.0	Internet Explorer version 8 shares cookies among all active sessions. If you manage multiple HDX systems within the same Internet Explorer 8 browser session, you might encounter unexpected behavior.	When using Internet Explorer 8, do one of the following: <ul style="list-style-type: none"> <li>Manage only one HDX system at a time.</li> <li>Use the -noframemerging option in each new instance of Internet Explorer for each system.</li> </ul>

Category	Issue ID	Found in Release	Description	Workaround
Interoperability Microsoft	VIDEO-86863	2.6.1	Calls between the HDX system and Office Communicator lasting longer than one hour might spontaneously disconnect.	Redial the call.
	VIDEO-86859	3.0	Calls using the ICE protocol support call rates of up to 1564 kbps.	None
	VIDEO-88120	3.0	Microsoft Office Communicator clients incorrectly display the presence status of an HDX system as "audio only."	None
	VIDEO-88126	3.0	When an HDX system is registered to a Microsoft Office Communications Server or Microsoft Lync Server, the system indicates that it can receive instant messages even though it cannot.	None
Interoperability PathNavigator <sup>TM</sup>	VIDEO-53371	1.0	Multipoint directory entries with speed configured for Auto will be placed at the maximum rate supported by the calling system. In some cases, this may be greater than the rate supported by the network.	Do one of the following: <ul style="list-style-type: none"> <li>Configure the directory entry for the desired speed, rather than leaving it as Auto.</li> <li>Configure your gatekeeper to downspeed call requests to a rate that the network supports.</li> </ul>
	VIDEO-60656	2.0	Set <b>Use PathNavigator for Multipoint Calls</b> to <b>Always</b> if you want to automatically use the Polycom PathNavigator Conference on Demand to place multipoint calls.	None
	VIDEO-60602	2.0	When using PathNavigator Conference on Demand to place multipoint calls to Polycom VSX systems using ISDN, the conference may connect with audio only. Polycom MGC 9.0 resolves this issue.	None

Category	Issue ID	Found in Release	Description	Workaround
Interoperability Polycom Converged Management Application™ (CMA®) Desktop (CMAD)	VIDEO-80757	2.6	Polycom CMAD displays confusing information when a Polycom HDX system has been added as a buddy, Polycom CMAD is configured with no camera, and Enable Call without a Camera is disabled. The Polycom CMAD displays the correct presence status (for Polycom CMAD) -- the Polycom HDX system is unavailable. But when you select the Polycom HDX contact and view its details, Polycom CMAD shows the Polycom HDX contact is online and call capable. This could be misleading to the Polycom CMAD user because, although Polycom CMAD cannot place a video call, the Polycom HDX contact is capable of receiving a video call.	None
Interoperability Polycom MGC™	VIDEO-80753	2.6	When a Polycom HDX 6000 system calls into a Polycom MGC conference, the Polycom MGC sends 4:3 video to the Polycom HDX 6000 system.	Place the call again using a Polycom RMX system.
	VIDEO-75997	2.5.0.6	Polycom HDX systems occasionally display video updates when content is sent during a MGC50+, 1920 kbps, encrypted, H.239-enabled video switched conference.	Set the conference call rate at a rate lower than 1920 kbps.
	VIDEO-81365	2.6	Polycom HDX systems do not connect with audio or video when placing a SIP call to a Polycom MGC.	Place the call as an H.323 call.
	VIDEO-51962	1.0	Polycom HDX systems in high-speed, video-switched conferences with Polycom Pro-Motion on Polycom MGC may experience video artifacts when sending content.	Polycom MGC 8.0.0.26 resolves this issue.

Category	Issue ID	Found in Release	Description	Workaround
Interoperability Polycom MGC	VIDEO-51969	1.0	Polycom HDX 9004 systems connect as audio only in H.320 Pro-Motion conferences on Polycom MGC-100 v7.5.1.6.	None
	VIDEO-52306	1.0	Configure Polycom HDX system video content sources for motion when connecting with a video-switched sharpness conference on Polycom MGC v7.5.	None
	VIDEO-52496	1.0	Enable H.239 on Polycom HDX systems when connecting into a Polycom MGC conference configured for H.239.	None
	VIDEO-53388	1.0	If you are using Conference on Demand with a Polycom HDX system, configure this feature to use <b>Continuous Presence</b> or <b>Transcoding</b> instead of <b>Video Switched</b> .	None
	VIDEO-58840	1.0.1	When <b>People Video Adjustment</b> is set to zoom, Polycom HDX systems may crop some messages sent by Polycom MGC.	None
	VIDEO-60343	2.0	Polycom HDX systems with H.323 that do not have H.239 enabled on them do not receive content in video switching and continuous presence H.239/People+Content conferences with Polycom MGC version 9.0.1.5.	To address this issue, enable H.239 on the Polycom HDX system.
Interoperability Polycom PVX®	VIDEO-51274	1.0	When H.239 is disabled, Polycom HDX systems transmit and receive H.263 content (instead of H.264 content) in calls with Polycom PVX.	Enable H.239.
Interoperability Polycom RMX System	VIDEO-71383	2.5	In an HDCP call hosted by Polycom RMX 1000™ systems, layout changes that move Polycom HDX systems from a small window to a large window (and vice versa) may take several seconds.	None

Category	Issue ID	Found in Release	Description	Workaround
Interoperability Polycom RMX System	VIDEO-74330	2.5.0.4	Content is sent as H.263 content when in an H.320/ISDN call with the Polycom RMX system (which is configured for H.264 content).	None
	VIDEO-82335	2.6	Occasionally, when a Polycom HDX system is in a bridge call with a 5.0.1 Polycom RMX system and a large amount of packet loss occurs, video artifacts will be displayed.	Disconnect the call and place it again at less than 5% packet loss.
	VIDEO-82746	2.5.0.2	When a Polycom HDX system is in a call with a Polycom RMX 1000, the Polycom HDX video freezes momentarily and returns to live video only when the RMX conference video layout configuration is changed.	None
	VIDEO-86864	3.0	Calls hosted on an RMX 7.0.x system might occasionally experience distorted video.	Disconnect the call and place it again.
Interoperability Polycom RSS™ 2000	VIDEO-49888	1.0	Polycom RSS 2000 supports a maximum call speed of 1024 kbps. To record a conference in HD using Polycom RSS 2000, make sure that the Polycom HDX system is configured for sharpness.	None
	VIDEO-51952	1.0	Polycom HDX systems display blocky, gray video for a few seconds after leaving the Polycom RSS 2000 menu.	None
	VIDEO-57005	2.0	In calls using a Polycom RSS 2000, audio is transmitted using G.722.1 Annex C.	None
Interoperability Polycom Touch Control Device	VIDEO-88173	3.0	People+Content IP occasionally does not launch when you connect a PC to a Polycom Touch Control device via a USB cable.	Restart the Polycom Touch Control device.

Category	Issue ID	Found in Release	Description	Workaround
Interoperability Polycom Touch Control Device	VIDEO-88161	3.0	Do not touch or hold the Polycom Touch Control device by the black border outside the visible screen. Doing so may interfere with the Polycom Touch Control device's ability to detect touches.	None
	VIDEO-88160	3.0	If you navigate into an Administration screen on the Polycom Touch Control device while in a call and the call ends, the device returns to its Home screen rather than staying on the Administration screen.	Navigate to the desired screen.
	VIDEO-88304	3.0	When an HDX system is paired with a Polycom Touch Control device and using a Global Directory Server (GDS), the HDX system downloads directory information only from the server configured in first entry in the directory configuration page.	None
	VIDEO-88331	3.0	If you place a call from the HDX system's web interface and subsequently attempt to dial that site from the Polycom Touch Control device's recent calls list, the call will not connect and will remain in the calling state indefinitely.	Restart the HDX system.
Interoperability Polycom VSX Systems	VIDEO-71451	2.5.0.1	Calls between Polycom HDX and Polycom VSX systems configured for Pro-Motion may experience poor video (interlacing artifacts).	Disable Pro-Motion on the Polycom VSX system.



Category	Issue ID	Found in Release	Description	Workaround
Interoperability Polycom VSX Systems	VIDEO-74778	2.5.0.4	When a Polycom VSX system running version 9.0.5 makes a SIP connection to an existing point-to-point H.323 call between two Polycom HDX endpoints, the Polycom HDX system hosting the multipoint call appears unresponsive and the call statistics indicate no transmit or receive video on any of the endpoints.  On occasion, the Polycom VSX SIP system will restart. The above-described call scenario will work if the Polycom VSX system is upgraded to version 9.0.5.1.	None
	VIDEO-82744	2.6	When a Polycom HDX 8006 system is in a mixed call with a Polycom VSX system connected over H.323 and a Polycom HDX 9001 system connected over ISDN, the Polycom HDX 9001 system occasionally shows video latency in the PIP window when content is stopped and started among the different endpoints.	None
Interoperability Polycom VVX 1500	VIDEO-76858	2.5.0.7	Occasionally, when a Polycom HDX system is placed on hold and then taken off hold while in a call with a Polycom VVX 1500 phone, content and video are not displayed. This issue occurs only when content is being sent using People+Content IP.	Stop and then restart content.
Interoperability Polycom V500	VIDEO-77720	2.5.0.7	When a Polycom HDX system that is hosting a multipoint call is in the call with a Polycom V500 and call downspeeding is required, black video or frozen video is displayed.	Make the call with a non-V500 system or place a call that does not require downspeeding.
Interoperability RADVISION	VIDEO-51298	1.0	In calls using a RADVISION via IP gateway, Polycom HDX 9004 H.323 systems report packet loss on the transmit side, even though such packet loss might not exist.	None

Category	Issue ID	Found in Release	Description	Workaround
Interoperability RADVISION	VIDEO-54999	1.0.2	Polycom HDX 9004 systems cannot send dual streams to a Polycom HDX 9001 system in IP-to-ISDN calls made through the RADVISION via IP gateway.	None
	VIDEO-84363	2.6.1	A Polycom HDX system may experience pixilation or watercolor-like effects in darker environments when in a multipoint call hosted by a Cisco/RADVISION system.  This issue may occur on Polycom HDX 7000 series systems, Polycom HDX 8000 series systems, and Polycom HDX 9006 systems with Hardware Version B or later.	This issue has been identified and corrected the following Cisco software below. <ul style="list-style-type: none"> <li>RADVISION Scopia Classic version 5.7.1.0.11</li> <li>Cisco MCU 3515/3545 Series version 5.7.0.0.8</li> </ul> Please contact Cisco support for more assistance with this issue.
Interoperability ReadiManager SE200	VIDEO-59959	2.0	ReadiManager SE200 version 3.0.6 software supports all Polycom HDX software versions through version 2.5. ReadiManager SE200 versions earlier than 3.0.6 do not support the new software update method required for Polycom HDX version 2.5 or later software.	None
	VIDEO-61512	2.0	ReadiManager SE200 does not support account validation.	None
	VIDEO-70225	2.5	If a Polycom HDX system becomes unresponsive after a software update from ReadiManager SE200, restart the system.	None
Interoperability Sony	VIDEO-51276	1.0	H.323 encrypted calls between a Polycom HDX system and Sony PCS-1 produce a constant audio screeching.	Disable AES encryption.
	VIDEO-56588	1.0.2	Polycom HDX systems are not able to receive video in an AES HD call from HG90.	None

Category	Issue ID	Found in Release	Description	Workaround
Interoperability Sony	—		Content sent from Sony PCS-1 or PCS-G50 systems to Polycom HDX systems may display video artifacts.	None
	VIDEO-61208	2.0.1	Content received on a Sony PCS-1 is not legible if <b>Content Video Adjustment</b> is set to <b>Stretch</b> on the Polycom HDX system.	Set <b>Content Video Adjustment</b> to <b>None</b> .
	VIDEO-70510	2.0.1	Calls between Polycom HDX systems and Sony PCS-HG90 systems may result in video divergence on the Sony system and freezing video on the Polycom system.	None
	VIDEO-69687	2.5	Polycom HDX systems can receive but not place SIP calls with Sony PCS-1, PCS-G50, or G70 systems.	None
	VIDEO-69181	2.0.2	Sony PCS-G70, PCS-G50, and PCS-1 systems receive distorted audio in point-to-point SIP calls with Polycom HDX systems at call rates of 192 kbps and below.	None
	VIDEO-68009	2.0.3.1	A Sony PCS-HG90 HD system generates continuous fast updates in a call with Polycom HDX systems.	None
	VIDEO-73200	2.5.0.4	In an H.320 call when H.239 is enabled ( <b>System &gt; Admin Settings &gt; Network &gt; Call Preference</b> ), a Sony PCS-1600 and VS-1 with version 3.33 are unable to connect to a Polycom HDX system.	Disable H.239 on the Polycom HDX system.
	VIDEO-74245	2.5.0.4	If a Polycom HDX system is sending content to a Sony XG80 in an H.323 call, the Sony XG80 will not be able to send content.	Do not simultaneously send content between a Polycom HDX system and a Sony XG80.

Category	Issue ID	Found in Release	Description	Workaround
Interoperability Sony	VIDEO-74244	2.5.0.4	A Sony PCS-1 system is not able to receive content from a Polycom HDX system when in a restricted line rate H.320 call.	Place the call at an unrestricted call rate solves the issue.
	VIDEO-81373	2.5.0.1	Occasionally, a Sony XG80 system does not receive video when in an H.320 call with a HDX system.	Place the call as an H.323 call.
	VIDEO-88119	3.0	HDX systems are unable to send content in H.320 conferences hosted by the Sony PCS-G50 MCU.	None
Interoperability SoundStation® IP 7000	VIDEO-69799	2.5	Audio calls to a Polycom HDX system integrated with a Polycom SoundStation IP 7000 automatically join the conference when they connect. By contrast, a standalone SoundStation IP 7000 will place the conference on hold when connecting the new call.	None
	VIDEO-69959	2.5	If a Polycom HDX system integrated with a SoundStation IP 7000 phone receives multiple incoming calls, answer or ignore them in the order received.	None
	VIDEO-71384	2.5.0.1	When answering calls to add sites to a multipoint conference, use the down arrow on the IP 7000 keypad to go to the next user interface screen to Answer or Reject the calls.	None
	VIDEO-75763	2.5.0.6	When using a SoundStation IP 7000 keypad to place a call on a Polycom HDX system, the asterisk (*) character is automatically converted to a dot.	To enter an asterisk, press the <b>Video</b> button and then press the * button on the SoundStation IP 7000 keypad three times.
	VIDEO-80858	2.5.0.6	Occasionally, the SoundStation IP 7000 loses the dial tone when connected to a Polycom HDX system.	Restart the Polycom HDX system.

Category	Issue ID	Found in Release	Description	Workaround
Interoperability SoundStation IP 7000	VIDEO-81369	2.6	When a SoundStation IP 7000 is connected to a Polycom HDX system, configuring the SoundStation IP 7000 to <b>Do Not Disturb</b> will only apply to calls received on the IP 7000 directly. The SoundStation IP 7000 <b>Do Not Disturb</b> setting does not apply to calls made to the Polycom HDX system via H.323, H.320, or PSTN.	None
	VIDEO-81368	2.6	When a SoundStation IP 7000 phone is attached to a Polycom HDX system and the SoundStation IP 7000 system is used to place an audio call to another SoundStation IP 7000, the called SoundStation IP 7000 is placed on hold instead of being added to the multipoint call when the Polycom HDX system places a H.323 call to another Polycom HDX system via the Polycom HDX system's user interface.  The called SoundStation IP 7000 system will be automatically added to the video call if the video participant is called using the SoundStation IP 7000 touchpad of the SoundStation IP 7000 connected to the Polycom HDX system.	None
	VIDEO-80469	2.6	When a Polycom HDX system with a SoundStation IP 7000 attached makes a 4-way call, the SoundStation IP 7000 becomes idle if the last endpoint called is an ISDN endpoint. To end the call, use the Polycom HDX remote instead of hanging up from the SoundStation IP 7000.	Make all endpoints H.323 or make a three-way call using an ISDN endpoint as the last endpoint.

Category	Issue ID	Found in Release	Description	Workaround
Interoperability SoundStation IP 7000	VIDEO-80467	2.0.3	When a Polycom HDX system is ISDN-capable but has disabled ISDN Voice and has a SoundStation IP 7000 attached, the SoundStation IP 7000 registers a missed call when an endpoint attempts to dial the ISDN number as a voice call.	None
	VIDEO-80466	2.5	When a Polycom HDX system configured with a SoundStation IP 7000 makes an audio call between the SoundStation IP 7000 and another SoundStation IP 7000, the far end SoundStation IP 7000 does not receive the audio when the Polycom HDX system switches to camera 3 connected to a DVD or VCR playing audio.	Place the audio call from the Polycom HDX system using a POTS line instead of using the SoundStation IP 7000.
	VIDEO-80176	2.6	When a Polycom HDX system is in a call, do not disconnect and then reconnect a SoundStation IP 7000 to the Polycom HDX system. If a SoundStation IP 7000 is disconnected and then reconnected while the Polycom HDX is in a call, end the call to allow the Polycom HDX and the SoundStation IP 7000 to synch back up.	None
	VIDEO-81353	2.6	Occasionally, when a SoundStation IP 7000 is attached to a Polycom HDX system, the SoundStation IP 7000 makes faint audio popping sounds.	Restart the SoundStation IP 7000 and Polycom HDX system. The audio popping goes away when a call is placed but may be heard again once the call has been disconnected.
	VIDEO-87427	2.6.1.3	When a SoundStation IP 7000 system is attached to a Polycom HDX system, a call does not connect if dialing a SIP address that is 20 characters or greater.	Use an address that is 20 characters or fewer. If the address is greater than 20 characters, dial the SIP address from the HDX system local interface.

Category	Issue ID	Found in Release	Description	Workaround
Interoperability SoundStation IP 7000	VIDEO-88170	3.0	When an HDX system is paired with a Polycom SoundStation IP 7000, the HDX system and the SoundStation IP 7000 might occasionally play audio same time.	Do one of the following: <ul style="list-style-type: none"> <li>Lower the volume on one of the two units.</li> <li>Hang up the call and reconnect.</li> </ul>
Interoperability SoundStructure <sup>®</sup>	VIDEO-81510	2.5.0.2	When a Polycom SoundStructure system is connected to a Polycom HDX system, the microphones attached to the SoundStructure system will not be displayed on the Polycom HDX system's Audio Meter page. This issue occurs in the user and web interfaces.	None
Interoperability TANDBERG	VIDEO-56587	1.0.2	Polycom HDX systems are not able to send HD video to TANDBERG 6000 MXP systems.	None
	VIDEO-51835	1.0	In a multipoint H.320 call with a TANDBERG MXP F5.0, a Polycom HDX system stops receiving people video when the Polycom HDX system sends content.	None
	VIDEO-55635	1.0.2	TANDBERG and Polycom products use different techniques to generate the AES checksum shown on the Statistics screen. As a result, these numbers will not agree in calls between TANDBERG and Polycom systems.	None
	VIDEO-58833	2.0	In H.323 calls at 512 kbps and higher, TANDBERG MXP systems receive video artifacts from Polycom HDX systems. TANDBERG version F6.2 corrects this issue.	None
	VIDEO-65939	2.0.2	When registered to a TANDBERG gatekeeper, calls do not connect properly if you enter the gatekeeper address in the address field and the far-end extension (E.164 address) in the extension field.	Enter <ip address>##<extension> in the address field.

Category	Issue ID	Found in Release	Description	Workaround
Interoperability TANDBERG	VIDEO-69706	2.5	Content does not work in SIP calls between Polycom HDX systems and TANDBERG MXP systems.	None
	VIDEO-81374	2.5	A Polycom HDX system cannot receive H.239 content when in a SIP call with a Tandberg MXP system.	Place the call as an H.323 call.
	VIDEO-82286	2.6	A Polycom HDX system transmits content at 15 fps when in a point-to-point H.323 call with a TANDBERG 6000 MXP system.	None
	VIDEO-76239	2.5.0.6	When a second Polycom HDX system connects to a TANDBERG MXP in an H.323 or H.320 conference, the Polycom HDX video appears elongated.	Place the call using H.323.
	VIDEO-76889	2.5.0.7	Polycom HDX systems cannot send content when H.239 is enabled and is in a SIP call with a TANDBERG C20 system.	None
	VIDEO-77681	2.5.0.7	A Polycom HDX system will not receive content from a TANDBERG C20 system if the Polycom HDX system sends content before the TANDBERG C20 system sends content.	Stop sending content from the Polycom HDX system before sending content from the TANDBERG C20 system.
	VIDEO-80872	2.5.0.8	Polycom HDX systems connect at 15 fps when in a 768 kbps H.320 call with a TANDBERG 6000 MXP system.	To obtain 30 fps, place the call as an H.323 call.
	VIDEO-82102	2.6	A TANDBERG C20 system cannot receive content from a Polycom HDX 9006 system on the first attempt when in a 720p call.	Send content again or place the call as a 1080p call.
	VIDEO-83606	2.5.0.8	When a TANDBERG system in a multiway call with another TANDBERG system initiates a call to a Polycom HDX system, the Polycom HDX system will restart.	None



Category	Issue ID	Found in Release	Description	Workaround
Interoperability TANDBERG	VIDEO-84464	2.6.1	Audio will not be heard from any site when a Polycom HDX system hosting a multipoint call connects via SIP to a Polycom VVX1500 phone and a TANDBERG E20 system.	Enable transcoding on the Polycom HDX system and place the call again.
	VIDEO-87667	3.0	Encrypted calls between HDX and Tandberg systems using 2x56 K ISDN have poor audio and video quality.	None
Interoperability VCON	VIDEO-56729	1.0.1	The Polycom HDX 9001 system does not negotiate H.264 video with the VCON HD3000 system if H.239 is enabled in the call. H.263 video is negotiated instead.	None
	VIDEO-51304	1.0	VCON HD3000 systems may display poor video in calls with a Polycom HDX system.	None
	VIDEO-70393	2.5	In calls between VCON HD3000 and Polycom HDX systems, the VCON system sends content to the Polycom system in a single stream instead of dual streams.	None
Interoperability ViewStation®	VIDEO-71797	2.5.0.4	In an H.323 point-to-point call between a Polycom HDX system and a ViewStation (version 7.5.4), the mute status of the Polycom HDX system is not shown on the ViewStation but the ViewStation's mute status is shown on the Polycom HDX system.	None
	VIDEO-51292	1.0	In calls between Polycom HDX systems and ViewStation systems with Basic Mode enabled, the ViewStation system does not receive video.	Turn off Basic Mode.
	VIDEO-51223	1.0	ViewStation EX/FX v6.0.5 does not support People+Content in calls with Polycom HDX systems.	Update to ViewStation EX/FX version 6.0.5.20.
	VIDEO-52027	1.0	Polycom HDX systems do not receive graphics from ViewStation systems.	None

Category	Issue ID	Found in Release	Description	Workaround
Interoperability ViewStation	VIDEO-53153	1.0	In four-way H.320 calls that include ViewStation as a far site, sending content from a Polycom HDX system may cause ViewStation to display frozen video.	None
	VIDEO-81285	2.6	When a Polycom HDX 9004 system is in a 1472 kbps H.323 call with a ViewStation FX system, the ViewStation FX audio will sound distorted if both sites send audio at the same time.	None
Interoperability Westinghouse	VIDEO-60490	2.0	When using a Polycom remote control with the default channel ID of 3, the remote control signal can interfere with a Westinghouse LCD HD monitor.	To work around this issue, change the channel ID of the remote control and Polycom HDX system.
Localization	VIDEO-71091	2.5	Limit names of localized directory entries to 31 or fewer characters.	None
	VIDEO-71092	2.5	Directory entries with localized names longer than 21 characters are truncated on the Edit Entry screen.	Limit localized names to 20 or fewer characters on the Edit Entry screen.
	VIDEO-70798	2.5	Localized system names longer than 13 characters are truncated on some of the system's local interface screens.	Limit localized system names to 13 or fewer characters.
	VIDEO-70797	2.5	Localized meeting names longer than 14 characters are truncated on some of the system's local interface screens.	Limit localized meetings names to 14 or fewer characters.
	VIDEO-70796	2.5	Localized Names in the directory longer than 17 characters are truncated on some of the system's local interface screens.	Limit localized names in the directory to 17 or fewer characters.

Category	Issue ID	Found in Release	Description	Workaround
Localization	VIDEO-80894	2.6	The tilde “~” and minus “-” symbols display as a box on the Calendar and Meeting Details screen when a user is using a Japanese version of Outlook running on the Japanese version of Windows and the Polycom HDX language is configured for Japanese.	None
Logging	VIDEO-66818	2.0.5_J	By default, both system and error logs downloaded from a Polycom HDX system are named log.txt.	When downloading multiple logs, rename the logs to have unique names.
Monitors	VIDEO-51308	1.0	User interface distortion might occur if a monitor is configured with a 4:3 aspect ratio for a resolution of 1280 x 720.	None
	VIDEO-53390	1.0	Distorted video may occur in a multipoint call between PAL and NTSC systems if <b>Zoom People Video to Fit Screen</b> is enabled.	None
	VIDEO-53960	1.0.1	Borders are clipped when using Discussion mode in a multipoint call with a DVI monitor set to 1280 x 720 resolution.	None
	VIDEO-58841	2.0	When Dual Monitor Emulation is enabled, the composite video in multipoint calls with five or more sites is clipped on the left and right sides.	None
	VIDEO-82953	2.6	The only supported display for the Polycom HDX 4000 system is the Polycom display. If a third party display is connected to the Polycom HDX 4000 system, the Polycom HDX 4000 system will turn off if already powered on, or will not power on if in a powered off state.	None.

Category	Issue ID	Found in Release	Description	Workaround
Monitors	VIDEO-59578	2.0	A Polycom HDX system provides the option to output black video or no signal when the system goes to sleep. Select the setting that works best for the system. Note that you may also need to adjust the monitor's configuration to achieve optimal results. For more information, refer to the <i>Administrator's Guide for Polycom HDX Systems</i> .	None
	VIDEO-60148	2.0	If Monitor 1 is connected to the Polycom HDX system using a different format than what is configured in the user interface, you may get a blank screen.	Press and hold the <b>Display</b> button on the remote control, then select the appropriate format in the remote control window. Or change the monitor format using the web interface.
	VIDEO-77493	2.6	If a VGA monitor is connected to a Polycom HDX 9004 system, a Polycom HDX 9001 system, or a Polycom HDX 9002 system, the U-Boot splash screen is tinted green.	None
	VIDEO-77493	2.6	If a monitor does not support the timing mode selected by U-Boot for its splash screen, the video artifact will depend on the monitor.	None
	VIDEO-61097	2.0.1	Video from some computers may be slightly clipped on the left side when viewed on a Polycom HDX 4000 series display.	None
	VIDEO-70791	2.5	Some monitors may fail to correctly center video and user interface screens from a Polycom HDX system. If this occurs, use your monitor's horizontal adjustment feature to center the video.	None

Category	Issue ID	Found in Release	Description	Workaround
Monitors	VIDEO-77975	2.5.0.7	If a computer is connected to a Polycom HDX system, and the computer's monitor is configured to turn off after a period of inactivity, the monitor will automatically send content when the monitor wakes if <b>Send Content When PC Connects</b> is enabled. <b>Send Content When PC Connects</b> is enabled by default.	To avoid this issue, go to <b>System &gt; Admin Settings &gt; Cameras &gt; Camera Settings</b> and disable <b>Send Content When PC Connects</b> .
	VIDEO-77717	2.5.0.7	When a Polycom HDX system wakes up, Monitor 3 displays distorted video if: <ul style="list-style-type: none"> <li>The VCR/DVD Record Source value for Monitor 3 is Monitor 2</li> <li>Monitor 2 has the following settings: <ul style="list-style-type: none"> <li>- Video Format: Component YPbPr</li> <li>- Resolution: 1080p</li> <li>- Output Upon Screen Saver Activation: No Signal</li> </ul> </li> </ul>	To work around this issue, change the monitor settings or turn Monitor 2 off and then on.
	VIDEO-84273	2.6.1	If monitor resolution is set to 1920 x 1080, <b>Elapsed time in call</b> information overlaps a part of the <b>Far Site Name</b> when the far site name is in 15 double byte characters or more.	To prevent this problem, limit number of double-byte characters in the near end Site Name to 14 characters.
Multipoint	VIDEO-71679	2.5.0.1	PAL Polycom HDX 8006 systems (HDX 8000 HD with Hardware Version B) do not support HD continuous presence in multipoint calls.	None
	VIDEO-71756	2.5.0.4	A multipoint H.331 broadcast mode call is not supported.	None
	VIDEO-74435	2.5.0.4	When a Polycom HDX system is hosting a multipoint call and is set to <b>Auto Answer Multipoint Video</b> and has a meeting password set, a Polycom CMAD or PVX system will not be able to join the call unless it is the first endpoint to connect to the Polycom HDX system.	Set <b>Auto Answer Multipoint Video</b> to <b>No</b> on the endpoint that is hosting the call.

Category	Issue ID	Found in Release	Description	Workaround
Multipoint	VIDEO-75829	2.5.0.5	If a system hosting a multipoint call is configured for a meeting password and the <b>Auto Answer Multipoint Video</b> setting is set to <b>Yes</b> , some meeting password prompts do not display. Specifically, when the second endpoint to call in dials into the web interface, the meeting password prompt is displayed on the second endpoint's local system interface but not on the web interface.	Do one of the following: <ul style="list-style-type: none"> <li>Before dialing, enter the meeting password in the <b>Meeting Password</b> field on the Place a Call screen in the web interface.</li> <li>Enter the meeting password using the local system interface</li> </ul>
	VIDEO-76240	2.5.0.6	Video from an iPower system is not visible when a Polycom HDX system is hosting a multipoint call.	Place a point-to-point call or have each endpoint call into a video bridge.
	VIDEO-78352	2.6	When a Polycom HDX system uses the Conference on Demand (COD) functionality, a seven-way call is the largest conference that will connect.	Use a Polycom RMX system to host the multipoint call if more than seven participants is required.
	VIDEO-76695	2.5.0.6	Occasionally, a Polycom HDX 9004 system acting as a Multipoint Control Unit (MCU) crashes when sending content in the following scenario: <ul style="list-style-type: none"> <li>Eight endpoints are in the call</li> <li>Transcoding is set to OFF</li> <li>Monitor 1 has Far, Near, Content, and DME enabled</li> <li>Monitor 2 is set to OFF</li> <li>MCU is sending content at 10x7</li> <li>All three Picture-in-Picture windows are displayed on Monitor 1</li> </ul>	To work around this problem, turn off the DME or reduce the number of endpoints in the call to less than eight.
Network	VIDEO-51811	1.0	Starting a Polycom HDX system without a LAN connection and subsequently connecting the LAN may cause the LAN interface to fail to come up. If this occurs, restart the system with the LAN connected.	None

Category	Issue ID	Found in Release	Description	Workaround
Network	VIDEO-66300	2.0.5_J	You must provide an 802.1 password when configuring a system for 802.1X authentication. If you do not provide a password, the system will not activate 802.1X.	None
	—	—	When you change the network interface attached to a Polycom HDX system from PRI to QBI, make sure to uncheck the box <b>Calling Endpoint Uses the Original ISDN Number</b> before disconnecting the PRI interface. To do this, go to <b>System &gt; Admin Settings &gt; Network &gt; ISDN</b> .	None
People+ Content™	VIDEO-69798	2.0.5_J	You cannot enable or disable H.239 while in a call.	None
People+ Content™ I			People+Content IP is unavailable when your security profile is set to <b>Maximum</b> .	None
	VIDEO-75903	2.5.0.6	During installation, InstallShield might display an incorrect version number for People+Content IP.	None
	VIDEO-81288	2.6	When using People+Content IP to send content, residual artifacts may be observed in areas with chroma-only changes.	None
	VIDEO-81147	2.5	When sending content with People+Content IP, the content image is displayed with black bars on the side when the PC has been configured for a 16:9 aspect ratio.	Use a 4:3 aspect ratio.
People on Content™	VIDEO-65397	2.0.3	When using Polycom People on Content on a Polycom HDX 4000 system, do not preview camera 2 before activating People on Content.	None

Category	Issue ID	Found in Release	Description	Workaround
People on Content	VIDEO-83803	2.6.1	Occasionally, when a Polycom HDX system hosting a multipoint call has People On Content enabled, any Polycom HDX system in the multipoint call with two monitors will have content displayed on Monitor 2 momentarily and then the video will become frozen.	None
	VIDEO-88172	3.0	An HDX system using People on Content might occasionally restart in a call when the site sending content changes.	None
Power	VIDEO-72288 VIDEO-74189	2.5.0.4	To avoid corrupting the file system, always power off a Polycom HDX system using the power button on the system or the remote control. After turning the power off in this way, wait at least 15 seconds before you disconnect the system from its power source. This helps ensure that the system powers off correctly.	None
	VIDEO-80751	2.6	If a Polycom HDX system does not have an internal battery and is configured to use a time server, the Polycom HDX system will go to sleep shortly after restarting if idle. This is due to the Polycom HDX time being set to the year 1970 until successful connection to the time server. Once the connection to the time server is made, the screen saver wait time is exceeded and the Polycom HDX goes to sleep. This is normal behavior.	None
	VIDEO-80602	2.5.0.7	Polycom HDX 4000 systems restart when the user changes the <b>Country</b> selection (while not in the setup wizard) from U.S. to Peru. This is normal behavior.	None



Category	Issue ID	Found in Release	Description	Workaround
Power	VIDEO-78532	2.5.0.6	A Polycom HDX system will restart after approximately 10 minutes when a broadcast storm is created by having two Polycom HDX systems connect to a hub and a cable connecting two ports of the hub together.	Connect a Polycom HDX system to a switch or dedicated LAN port.
	VIDEO-78531	2.5.0.7	When four Polycom HDX systems are connected to a LAN through the same 10M hub, a Polycom HDX system restarts if two Polycom HDX systems are in a 4M call with the other two Polycom HDX systems.	Use a switch or dedicated LAN port instead of a hub.
Presence	VIDEO-80195	2.6	When a Polycom HDX system is configured to a directory server that supports presence (LDAP, Office Communications Server), presence status is not displayed when a directory search is performed. Presence will be displayed once the directory entry is added to Favorites.	None
Profiles	VIDEO-51310	1.0	Profiles do not save Monitor 2 settings.	None
	VIDEO-54970	1.0.2	If the profile you upload to a Polycom HDX system includes registration with multiple Global Management System servers, only the first server is registered after the system restarts.	Manually register with the other servers.
Provisioning	VIDEO-80708	2.5.0.7	If a Polycom HDX system is configured by the Polycom CMA server to disable <b>Security Mode</b> , the user will be prompted with a log in when attempting to navigate to the Polycom HDX web interface. The log in window will reappear even if the user enters the log in information.	Close the web browser session and navigate to the Polycom HDX system's web interface.

Category	Issue ID	Found in Release	Description	Workaround
Provisioning	VIDEO-83273	2.6.1	Occasionally, when a Polycom HDX system is being managed by Polycom CMA 5.0, the CMA CDR records for the Polycom HDX endpoint may not list all the calls the Polycom HDX system has placed.	Use the CDR file saved locally on the Polycom HDX system endpoint.
	VIDEO-80755	2.5.0.5	Polycom HDX systems do not successfully register to the CMA provisioning server if the user name contains a dash.	Use a user name that does not contain a dash.
	VIDEO-80754	2.5.0.5	A HDX user will not be able to authenticate to the CMA server when going through the setup wizard if the user name is duplicated across multiple domains.	Use a unique user name.
	VIDEO-75458	2.5.0.5	If a Polycom HDX system is configured for provisioning from the Polycom CMA server, you will be unable to log in if <b>Secure Mode</b> in the Polycom CMA site provisioning profile is enabled.	Disable <b>Secure Mode</b> in the Polycom CMA site provisioning profile. Reconfigure the Polycom HDX system with the new profile settings.
	VIDEO-80710	2.5.0.6	When the Polycom CMA provisions the Polycom HDX system with a scheduled provisioned profile that includes the password for a Global Directory (GDS), the Polycom HDX system is updated with the password. However, the user interface screen will show that the password has been provisioned, but the web interface will not.	None
	VIDEO-80707	2.6	The ISDN Gateway check box is not enabled or disabled on the Polycom HDX system when the Polycom CMA Administrator has pushed a scheduled provisioning profile that includes provisioning values on pages of the Polycom CMA scheduled provisioning pages other than the <b>Video Network &gt; IP Network &gt; H.323 Settings</b> page.	Provision the Polycom HDX system with values only on the <b>Video Network &gt; IP Network &gt; H.323 Settings</b> page or manually update the Polycom HDX system via the local system interface or web interface.

Category	Issue ID	Found in Release	Description	Workaround
Provisioning	VIDEO-75459	2.5.0.5	<p>If a Polycom HDX system is configured for provisioning from the Polycom CMA server, you will be unable to log into the system if the following conditions are met:</p> <ul style="list-style-type: none"> <li>• <b>Secure Mode</b> in the Polycom CMA site provisioning profile is enabled</li> <li>• the <b>DoD DSN Security Profile</b> is configured</li> </ul>	To work around this issue, delete the system settings by pressing and holding the restore button on the Polycom HDX system for 15 seconds while the Polycom HDX system powers on. Disable <b>Secure Mode</b> in the Polycom CMA site provisioning profile.
	VIDEO-86491	2.6.1	In some environments, the <b>Recent Calls</b> button might disappear from the HDX system's Home screen after CMA v5 configures a system using scheduled provisioning.	Use automatic provisioning and then configure the Home screen using the HDX system's web interface.
Remote Control	VIDEO-56317	2.0	When the Display button is held down, the Polycom HDX remote control displays some video output formats that are not available for Polycom HDX 4000 and Polycom 8000 HDX systems.	None
	VIDEO-82739	2.6	<p>A document will occasionally fail to print when an ISDN call is made and either endpoint performs an action with the remote control. This print failure will occur when two Polycom HDX systems have the following settings:</p> <ul style="list-style-type: none"> <li>• PC and printer attached</li> <li>• serial port mode set to pass through</li> <li>• baud rate set to 115200</li> <li>• flow control to None</li> </ul>	Set the baud rate to 57600.
	VIDEO-84364	2.6.1	Occasionally, pressing a button on the remote control causes the cursor to move ahead two positions instead of one.	None

Category	Issue ID	Found in Release	Description	Workaround
Remote Control	VIDEO-84516	2.6.1	<p>A Polycom HDX system becomes non-responsive when the following steps are repeated several times:</p> <ol style="list-style-type: none"> <li>1 The following API command is run: remotecontrol intercept pip</li> <li>2 <b>Display</b> on the remote control is pressed</li> <li>3 The following API command is run: remotecontrol intercept none</li> <li>4 <b>Display</b> on the remote control is pressed</li> </ol>	Restart the system.
Sample Sites	—	—	Polycom provides sample numbers in the Polycom HDX directory, as well as video test numbers that you can use to test your Polycom HDX system. Please be aware that these numbers may occasionally be unavailable.	None
Security	VIDEO-51330	1.0	The Security page in both the local and web interface does not correctly report Telnet, SNMP, or Web connections.	None
	VIDEO-51954	1.0	When Security Mode is enabled on a Polycom HDX system, attempting to enable or disable Telnet access from the Security page causes the system to restart.	None
	VIDEO-52300	1.0	Polycom HDX systems do not issue an SNMP alert for failed or successful attempts to log in via Telnet.	None
	VIDEO-61292	2.0	When a Meeting Password is set on a Polycom HDX 8000 HD system and multiple sites call it and enter the password in rapid succession, the Polycom HDX 8000 HD system displays blue video.	Press <b>Home</b> then <b>Near</b> on the remote control.

Category	Issue ID	Found in Release	Description	Workaround
Security	VIDEO-70377	2.5	If your system is in Security Mode and you use the web interface, your browser may display warning messages stating that <b>The security certificate for the web site “Polycom” cannot be verified.</b>	Click <b>Yes, I want to accept the certificate to continue normal operation.</b>
	VIDEO-68750	2.5	Do not set a meeting password if multipoint calls will include SIP endpoints.	None
	VIDEO-67094	2.0.5_J	If you attempt to configure an invalid User ID on a system (one that does not meet the system's security policy), you may get an error message that mentions the Admin ID rather than the User ID.	None
	VIDEO-67093	2.0.5_J	If you attempt to configure an invalid Admin ID on a system (one that does not meet the system's security policy), you may get the error message You must specify an Admin ID rather than one stating that the ID was invalid.	None
	VIDEO-71560	2.5.0.1	When you change password creation policies, the changes apply to newly created/changed passwords but do not apply to the passwords that existed before the policy change.	None
	—	—	The user interface changes related to password management do not apply to Polycom HDX systems sold in Russia.	None
	VIDEO-76242	2.5.0.6	In an encrypted point-to-point or multipoint SIP call, the local system interface displays the correct encryption status, but the web interface displays --   9  .	None

Category	Issue ID	Found in Release	Description	Workaround
Security	VIDEO-76708	2.5.0.6	Polycom HDX systems may crash when Security Mode is enabled on the Polycom HDX system and the Polycom HDX system is in dynamic management mode. Security Mode is not supported when the Polycom HDX system is in dynamic management mode.	Disable Security Mode.
	VIDEO-52314	1.0	When a Polycom HDX 9004 system is hosting a multipoint call with a meeting password set, other systems are allowed to call in and be heard and seen before entering the correct meeting password. They cannot hear or see the other participants until they enter the password.	None
	VIDEO-82737	2.6	When the Polycom HDX system has Security Mode enabled, you cannot access the system via telnet port 23 or 24. However, the Security Settings screen will still show a green check mark next to <b>Telnet</b> .	None
	VIDEO-86932	3.0	Because Internet Explorer version 8 shares cookies between all active sessions, you might experience unexpected behavior when managing multiple machines within the same instance of Internet Explorer.	None
	VIDEO-85889	3.0	If you select the <b>Maximum</b> Security Profile during the setup wizard, any user account information you enter during the setup wizard is not valid after system restart. Active Directory authentication is enabled by default in the <b>Maximum</b> profile, which disables the local user account configured on the HDX system.	None

Category	Issue ID	Found in Release	Description	Workaround
Security	VIDEO-84571	3.0	Polycom's Web UI does not enforce session timeouts if you connect using a Chrome browser. Also, if you log out of a web interface session and subsequently navigate back to the web interface, the Chrome browser will "remember" the previous login and will not require you to log in again.	None
SIP	VIDEO-51333	1.0	SIP conferences do not support a meeting password.	None
	VIDEO-71148	2.5	SIP calls across firewalls may fail to connect fully. If a Polycom HDX system restarts when attempting a SIP call across a firewall, disable H.239.	None
	VIDEO-87943	3.0	SIP to SIP calls via Acme Packet SBC do not connect if PVEC is enabled on the HDX system.	Disable PVEC.
	VIDEO-87944	3.0	H.323 to SIP calls via Acme Packet SBC do not connect.	None
SNMP	VIDEO-60341	2.0	The Main Camera Up trap is not sent when a Polycom HDX system starts up.	None
	VIDEO-76856	2.5.0.7	Polycom HDX systems do not issue an SNMP alert for excessive Jitter or Latency in a call.	None
Software Update	VIDEO-51312	1.0	Polycom HDX systems do not time out in software update mode if they are waiting for user response.	None
	VIDEO-65480	2.0.3	The Polycom HDX system retains its directory entries after you use the hardware restore button to restore the system's configuration to its default values.	None

Category	Issue ID	Found in Release	Description	Workaround
Software Update	VIDEO-65263	2.0.2	You may observe black video when performing software update on a Polycom HDX 9000 system configured for DVI 1280 x 720 50 Hz. Allow the software update to complete normally. Do not power off the system during the software update process. If the upgrade is interrupted, the system could become unusable.	None
	VIDEO-51950	1.0	When running a software update, you may see video artifacts on secondary monitors. The primary monitor will display the Software Update status screen.	None
	VIDEO-52368	1.0	Use the local user interface or web interface to change monitor settings rather than the configuration screens provided with Software Update.	None
	VIDEO-53198	1.0	When updating a Polycom HDX system that is behind a Linksys router, the update stalls unless the computer you are using to run the update is configured as host on the network.	None
	VIDEO-60253	2.0	When updating a Polycom HDX system using the USB port, the root of the USB stick should have a single .pup file and single .txt file.	None
	VIDEO-60317	2.0	If the Software Update page does not load after a few seconds, click the browser's Refresh button.	None
	VIDEO-60301	2.0	While a software update is in progress, additional browser sessions that attempt to connect to the system may fail to do so, even though the update is proceeding normally.	None
	VIDEO-60655	2.0	Disable security mode before downgrading the system software from 2.0 to 1.0.x.	None



Category	Issue ID	Found in Release	Description	Workaround
Software Update	VIDEO-78889	2.6	Occasionally, when upgrading from software version 2.0.3.1 to 2.6, the Polycom HDX system hangs at the hour glass screen.	Restart the Polycom HDX system and perform the upgrade again.
	VIDEO-67352	2.5	Polycom HDX 7000 series or Polycom HDX 8000 series systems customers in a PAL environment will switch to Component monitor output after a Software Update is run with Erase System Flash Memory selected. After the update, hold down the remote control Display button and change the monitor output type.	None
	VIDEO-71246	2.5	Downgrading Polycom HDX software from version 2.5 (or later) to 2.0.x (or earlier) erases the system's local directory and CDR file.	To preserve this information, use the system's web interface to download it to your computer before the update.
	VIDEO-72148	2.5.0.2	If the Polycom HDX 4000 series monitor cables are not properly connected, Software Update displays an error message and stops the update.	Connect the monitor cables and retry the Software Update.
	VIDEO-72721	2.5.0.2	Polycom HDX 9000 series systems occasionally display a shifted or split progress screen during a software update. Allow the software update to complete normally.  Do not power off the system during the software upgrade process. If the upgrade is interrupted, the system could become unusable.	None

Category	Issue ID	Found in Release	Description	Workaround
Software Update	VIDEO-75808	2.5.0.6	<p>If you perform a software update on a Polycom HDX system using Microsoft Internet Explorer 8.0, you cannot type in some text fields. Instead, you must use the <b>Browse</b> button. This limitation applies to the following fields:</p> <ul style="list-style-type: none"> <li>• <b>Utilities &gt; Profile Center &gt; Retrieve Settings</b></li> <li>• <b>Utilities &gt; Import/Export Directory &gt; PC-&gt;HDX 7000 HD (Polycom HDX series number will vary based on your system)</b></li> <li>• <b>Utilities &gt; Screen Saver &gt; Next &gt; Screen Saver Image</b></li> </ul>	None
	VIDEO-76323	2.5.0.6	<p>If you select a static IP address in the setup wizard, the following message appears: loadXMLDoc: Something is wrong "Access is denied."</p>	To regain access to the software update in the web interface, click <b>OK</b> on the message and then type the new IP address into the Address field of the web browser.
	VIDEO-83958	2.6.1	<p>When downgrading from version 2.6.1, downgrade first to version 2.6.0.1, then to the desired software release.</p> <p>When using the Software Update feature to downgrade from version 2.6.1 to a version between 2.5.0.4 and 2.6 (inclusively), a failure might occur. This failure can be identified by the failed to update gennum flash message displayed on the HDX web interface. If this message displays during a downgrade, repeat the downgrade to successfully update the system.</p> <p>The first repetition of the software update might not be sufficient to correct the problem. Repeat the process several times until it completes successfully.</p>	None

Category	Issue ID	Found in Release	Description	Workaround
Software Update	VIDEO-88036	3.0	The Software Update feature might occasionally fail to upload an update package successfully.	Refresh the browser page. When the option to select an update package appears, reselect the update package.
	VIDEO-86401	3.0	Polycom GMS, Polycom Radian Manager SE-200, and Polycom CMA using scheduled provisioning cannot manage HDX systems that have session lists enabled.	Disable session lists on the HDX system's security settings.
	VIDEO-88037	3.0	If you upgrade the HDX software by using a USB stick while you are logged in to the HDX system through the web interface, you might still see pages from the older version of HDX software after the upgrade.	Refresh the browser.
Transcoding	VIDEO-61407	2.0.1	Due to the increased functionality of the Polycom HDX multipoint software, transcoding is now enabled by default.	None
	VIDEO-81287	2.6	If a Polycom HDX system hosting a multipoint call has been configured to display content on Monitor 2, content will be displayed on Monitor 1 if a far-end system sends content under the following circumstances: <ul style="list-style-type: none"> <li>Transcoding is set to OFF</li> <li>a multipoint mixed call (IP, ISDN, SIP) is placed</li> <li>downspeeding occurs</li> </ul>	Enable Transcoding.
User Interface	VIDEO-54356	1.0.2	When the trace route diagnostic screen lists more than one line in the results, use the Back button on the remote control to exit the screen.	None
	VIDEO-65396	2.0.3	The first character of a system name should be either a letter or a digit. System names can't start with the \$ or the _ characters.	None

Category	Issue ID	Found in Release	Description	Workaround
User Interface	VIDEO-64776	2.0.3	Camera icons and names may be improperly transferred to the far end system.	None
	VIDEO-55049	1.0.2	No warning appears in the user interface when changing the settings for content display in the web interface.	None
	VIDEO-60004	2.0	On the Call Statistics screen, the video rate used may appear to exceed the negotiated video rate. This is a statistics issue only and does not reflect what is actually happening on the network.	None
	VIDEO-58845	2.0	If a Polycom HDX 4000 series system, a Polycom HDX 7000 series system, or a Polycom HDX 8000 HD system with Hardware Version A is not configured to use a time server, the time must be set manually whenever the system restarts.	None
	VIDEO-61209	2.0	It may take several minutes for the LAN status indicator to update after the LAN has been reactivated.	None
	VIDEO-61293 VIDEO-65440 VIDEO-63086	2.0.1, 2.0, 2.0.2	The user interface could redraw improperly after repeated changes to the configuration of Monitor 1.	Navigate to another user interface screen, then return to the original screen. If this does not resolve the issue, restart the system.
	VIDEO-62867	2.0.0_J	When a system is configured for <b>Basic Mode</b> , it does not report far-site information correctly.	None
	VIDEO-81342	2.5.0.5	On page 3 of the Security Settings screens you cannot place the yellow cursor on <b>Allow Video Display on Web</b> when navigating from the top to the bottom and moving downward.	To work around this issue, place the cursor at the bottom of the screen and scroll up.

Category	Issue ID	Found in Release	Description	Workaround
User Interface	VIDEO-81340	2.5.0.5	On the Country screen of the setup wizard, you cannot use the Down arrow key on the remote control to access the <b>Country</b> drop down box.	To work around this issue, use the Up arrow key on the remote control or complete the setup wizard using the web interface.
	VIDEO-82741	2.5.0.6	Setting the <b>Time Server</b> to <b>Auto</b> sets ntp.polycom.com as the time server.	To manually set the HDX system to a different time server, set <b>Time Server</b> to <b>Manual</b> .
	VIDEO-81300	2.5.0.5	If a Polycom HDX system is connected to a LAN port with EAP enabled, but EAP is not enabled on the Polycom HDX system, the Polycom HDX system will report IP network connectivity is up (indicated by a green arrow) when it should show IP connectivity is down (indicated by a red arrow).	Enable EAP/802.1X on the LAN Properties page or move the Polycom HDX system to a LAN port that does not have EAP enabled.
	VIDEO-81297	2.6	When in a call, pressing the Camera button on the remote control and selecting <b>Camera 1</b> (assuming it is already selected) changes the view from far video to near video or vice versa. However, the <b>Camera 1</b> icon displayed will be the default or configured camera icon and not the icon that indicates that the video can be switched between near and far.	None
	VIDEO-69792	2.5	The statistics for receive content show the maximum that might be received rather than the rate currently being received.	None
	VIDEO-69620	2.5	When you add Polycom HDX microphones one at a time, the Diagnostics screen may list the version of the first microphone as None. If multiple microphones are connected and you restart the system, they are all correctly displayed.	None
	VIDEO-65940	2.0.5_J	Selecting the space bar in the onscreen keyboard toggles between upper-case and lower-case letters.	None

Category	Issue ID	Found in Release	Description	Workaround
User Interface	VIDEO-70650	2.5	Do not add more than six entries to the Speed Dial or Sites list displayed on the Place a Call screen.	None
	VIDEO-80600	2.5.0.7	Polycom HDX 6000, 7000, and 8000 systems do not show the IPv6 addresses on the System Information screen when connected to an IPv6 network. This information is displayed in the web user interface under <b>Diagnostics &gt; System Information</b> .	None
	VIDEO-80412	2.5.0.5	The Polycom HDX system displays an IP address of 0.0.0.0 on the LAN Properties screen when the LAN cable is disconnected, even if a static IP address was configured on the Polycom HDX system.	None
	VIDEO-64776	2.0.3	Camera icons and names can be improperly transferred to the far end system.	None
	VIDEO-72275	2.5.0.1	Pagination of the alert System Status screens indicates that three screens exist. However, only the first two pages are accessible. The third page does not display.	None
Video	VIDEO-80580	2.6	Occasionally, when a 6M point-to-point SIP call is made between two Polycom HDX systems, the called endpoint displays green video at the bottom of the screen for a couple of seconds when the call initially connects, then displays normal video.	None
	VIDEO-80196	2.5.0.7	Blue video is displayed for approximately four seconds when the Polycom HDX camera wakes up after being asleep due to the screen saver wait time. The Polycom HDX is operating normally and near video is displayed after the brief moment of blue video.	None

Category	Issue ID	Found in Release	Description	Workaround
Video	VIDEO-85838	3.0	Making rapid changes to the selected video source by using API commands might cause the HDX system to display frozen video from one of the sources. To prevent this situation from occurring, allow sufficient time between API commands.	Restart the HDX system.
	VIDEO-87018	3.0	You might occasionally notice brief video artifacts when cycling through layouts when using dual monitor emulation. The system will automatically correct these within a couple of seconds.	None
	VIDEO-85839	3.0	If you use a computer as a People video source, the video on your HDX system might be slightly clipped.	None
	VIDEO-88110	3.0	If you select a camera that is connected to a video source with an unsupported video format/resolution, the HDX system might display black video.	Select another camera.
	VIDEO-88171	3.0	HDX 7000 HD systems using dual monitor emulation and hosting an internal multipoint call might experience frozen video as the content source in the conference changes from site to site.	Disable dual monitor emulation.
Web Interface	VIDEO-80675	2.6	A Polycom HDX system with a BRI card installed and configured for NI-1/NI-2 Switch Protocol does not have the Auto BRI Configuration option in the web interface. The local system interface does have the Auto BRI Configuration option.	None

Category	Issue ID	Found in Release	Description	Workaround
Web Interface	VIDEO-80674	2.6	When a Polycom HDX system is configured to automatically answer point-to-point video calls, the web interface does not display a message for an incoming POTS or ISDN voice call for the user to answer the call. The message asking you to accept the call is displayed on the local system interface.	Set <b>Auto Answer Video calls</b> to <b>No</b> . The pop-up message will then be displayed on the web interface.
	VIDEO-80605	2.6	In the web interface, Ctrl+Z does not delete text entered into a text field.	Use the Delete key to delete text from a text field.
	VIDEO-80194	2.6	The web interface does not display the hardware version for revision A of the Polycom HDX 7000 and 8000 products under <b>Tools &gt; System Information</b> . Hardware Version A is displayed on the System Information screen in the local system interface. The web Interface does display the hardware version for later hardware versions.	None
	VIDEO-80603	2.5.0.4	Searching the Directory via the web user interface takes up to 45 seconds to retrieve entries if Directory searches are happening on more than 4 simultaneous web interface sessions.	Ensure that only one user at a time performs a directory search.
	VIDEO-80106	2.6	Polycom HDX systems generate an SNMP alert for each web interface request.	None
	VIDEO-80092	2.6	Occasionally, when configuring the Calendaring Service from the web interface, the green registration check mark is not displayed after selecting the Update page.	Refresh the browser page or configure the Calendaring Service from the local system interface.
	VIDEO-80074	2.5.0.5	Polycom HDX systems with a V.35 card installed do not issue an SNMP alert when H.320 is enabled or disabled via the web interface.	None



Category	Issue ID	Found in Release	Description	Workaround
Web Interface	VIDEO-80073	2.5.0.5	Polycom HDX systems with a PRI card installed do not issue an SNMP alert when H.320 is enabled or disabled via the web interface.	None
	VIDEO-79759	2.6	Directory group names do not display correctly in the web interface when using Internet Explorer 7 with either Simplified Chinese, Traditional Chinese, or Korean languages.	Use Internet Explorer 6 or Internet Explorer 8.
	VIDEO-77721	2.5.0.6	After performing a system reset on a Polycom HDX 9004 or Polycom HDX 6000, the <b>Wake System</b> button on the Camera Settings web interface page might be missing when the system goes to sleep for the first time. The <b>Wake System</b> button is displayed on the web interface after the system is awakened by the remote control.	None
	VIDEO-84031	2.6.1	The <b>Admin Settings &gt; Network &gt; IP Network &gt; H.323 Settings &gt; Current IP Address</b> field in the web interface appears to be editable, but it is not.	None

## Hardware and Software Requirements

To use the web interface, you need Microsoft Internet Explorer 6.x, 7.x., or 8.x.

To integrate a Polycom SoundStation IP 7000 phone with a Polycom HDX system, use the following software versions:

SoundStation IP 7000 phone software version	Polycom HDX series system software version
3.2.1 or 3.2.2 and BootROM 4.2.0	2.5.0.7, 2.5.0.8
3.2.3 and BootROM 4.2.2	2.6.0, 2.6.0.2, 2.6.1, 2.6.1.3
3.3.1 and BootROM 4.3.0	2.6.1.3, 3.0

## Interoperability with Avaya Products



For questions and support on the Polycom - Avaya integrated solution, please contact your Avaya Authorized Service Provider.

The following Polycom HDX systems running software version 2.6.1 can call and receive calls with current generally available versions of Avaya one-X Communicator H.323 Video soft clients (R5.2 and R6.0) on Avaya Aura Communication Manager R5.2.1, R6.0, and R. 6.1:

- Polycom HDX 9004 system
- Polycom HDX 9002 system
- Polycom HDX 9001 system
- Polycom HDX 8000 system with Hardware Version A
- Polycom HDX 8000 system with Hardware Version B
- Polycom HDX 7000 system
- Polycom HDX 6000 system

## Interoperability

The following PTZ cameras are supported for use with Polycom HDX systems:

- Polycom EagleEye View (requires HDX software 2.6 or later)
- Polycom EagleEye HD
- Polycom EagleEye 1080 (requires HDX software 2.5 or later)
- Polycom EagleEye II (requires HDX software 2.6.1 or later)
- Polycom PowerCam™ Plus (SD camera)
- Polycom PowerCam (SD camera))
- Sony EVI-D30/31 (SD camera)
- Sony EVI-D70 / Vaddio WallVIEW 70 (SD camera)
- Sony EVI-D100 / Vaddio WallVIEW 100 (SD camera)
- Sony BRC-300 / Vaddio WallVIEW 300 (SD camera)
- Elmo PTC-100S/110R/150S/160R (SD camera)
- Canon VC-C50i/Vaddio WallVIEW 50i (SD camera)
- Sony BRC-H700
- Sony EVI-HD1

Polycom HDX 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 3.0 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/Border Controller	Linksys BEFVP41	1.01.04
	Linksys WRT54G2	1.5.00
	NETGEAR FR114P	1.5 Release 14
	NETGEAR WGR614v9	1.2.6_18.0.17NA
	Polycom VBP™ 4350	9.1.5.1
	Polycom VBP 5300 E/S	9.1.5.1
	SMC7004ABR	1.42.012
Management Systems and Recorders	Polycom RSS 4000	5.0.0, 6.0.0
	Polycom VMC1000	1.0.3 patch 104
Gatekeeper, Gateways, External MCU, Bridges, Call Managers	Avaya ACM	R015x.02.0.947.3
	Cisco Unified Communications Manager	6.0, 7.0 (must use Polycom HDX software version 2.5.0.6_00_cisco-3966)
	Cisco 3745	12.4
	Codian 4505	4.0 (1.44)
	OpenSER	1.0.2
	Polycom CMA 4000, CMA 5000	4.0.1, 5.0.0, 5.3.0
	Polycom Global Management System	7.1.10.1
	Polycom DMA 7000	2.0.2
	Polycom ReadManager SE200	3.0.6 ER05
	Polycom PathNavigator	7.0.12
	Polycom RMX 1000	2.1.0-16612
	Polycom RMX 2000™, Polycom RMX 4000	5.0.1.23, 6.0.0, 7.0.2

Type	Product	Version
Gatekeeper, Gateways, External MCU, Bridges, Call Managers	Polycom MGC	9.0.3.1
	RADVISION ECS	5.6.2.4
	TANDBERG Gateway	G3.2
	TANDBERG Gatekeeper	N6.1
Endpoints	Aethra VegaStar Gold	6.0.49
	Aethra X3	12.1.19
	Aethra X7	12.1.7
	LifeSize Express	4.5.1(34)
	LifeSize Room	4.5.1(34)
	LifeSize Room 200	4.5.1(34)
	LifeSize Team	4.1.1(17)
	Polycom CMAD	4.1.2.0178
	Polycom DSTMedia Broad5	2.0.0
	Polycom DSTMedia K60	2.0.1
	Polycom iPower 9000	6.2.0.1208
	Polycom PVX	8.0.4
	Polycom QDX® 6000	4.0
	Polycom V500, Polycom V700™	9.0.6
	Polycom ViewStation 512	7.5.4
	Polycom ViewStation FX	6.0.5
	Polycom SoundPoint® IP 601	3.1.3.0439
	Polycom VVX1500	3.2.2.0481
	Polycom SoundStation IP 3000	2.8
	Polycom SoundStation IP 4000	3.1.1.0137
	Polycom VSX 3000, VSX 5000, VSX 6000	9.0.6
	Polycom VSX 7000, VSX 7000e, VSX 8000	9.0.6
	Sony PCS-1	3.42
	Sony PCS-G50	2.70
	Sony PCS-G70	2.63
	Sony PCS-XG80	2.0.4

Type	Product	Version
Endpoints	Sony PCS-TL50	2.42
	TANDBERG 6000 B Series	B10.3
	TANDBERG 6000 E Series	E5.3
	TANDBERG C20	3.0.0.211036
	TANDBERG MXP 150	L5.1
	TANDBERG Edge95 MXP, MXP 880, MXP 1500, MXP 1700, MXP 6000	F8.2
Microsoft Office Communications Server and Microsoft Lync™ Server 2010 Solution	Microsoft Office Communications Server 2007 R2	2007 SP2
	Microsoft Office Communicator Client R1	2.0.6362
	Microsoft Office Communicator Client R2	3.5.6907.83
	F5 BIG-IP Load Balancer 1500	9.1.2 (40.2)
	Microsoft Exchange 2010 server	Update 3
	Microsoft Exchange 2007 server	Update 4 SP2
	Microsoft Outlook 2007	2007 SP2
BroadSoft Solution	BroadSoft BroadWorks	16 SP1

## Copyright Information

© 2010 Polycom, Inc. All rights reserved.

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

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

## License Issues

### OpenSSL License

Copyright (c) 1998-2007 The OpenSSL Project. All rights reserved.

Redistribution and use in source and binary forms, with or without modification, are permitted provided that the following conditions are met:

1. Redistributions of source code must retain the above copyright notice, this list of conditions and the following disclaimer.
2. Redistributions in binary form must reproduce the above copyright notice, this list of conditions and the following disclaimer in the documentation and/or other materials provided with the distribution.
3. All advertising materials mentioning features or use of this software must display the following acknowledgment:

"This product includes software developed by the OpenSSL Project for use in the OpenSSL Toolkit. (<http://www.openssl.org/>)"

4. The names "OpenSSL Toolkit" and "OpenSSL Project" must not be used to endorse or promote products derived from this software without prior written permission. For written permission, please contact [openssl-core@openssl.org](mailto:openssl-core@openssl.org).

5. Products derived from this software may not be called "OpenSSL" nor may "OpenSSL" appear in their names without prior written permission of the OpenSSL Project.

6. Redistributions of any form whatsoever must retain the following acknowledgment:

"This product includes software developed by the OpenSSL Project for use in the OpenSSL Toolkit (<http://www.openssl.org/>)"

THIS SOFTWARE IS PROVIDED BY THE OpenSSL PROJECT ``AS IS'' AND ANY EXPRESSED OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED. IN NO EVENT SHALL THE OpenSSL PROJECT OR ITS CONTRIBUTORS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

This product includes cryptographic software written by Eric Young ([ey@cryptsoft.com](mailto:ey@cryptsoft.com)). This product includes software written by Tim Hudson ([tjh@cryptsoft.com](mailto:tjh@cryptsoft.com)).

### Original SSLeay License

Copyright (C) 1995-1998 Eric Young ([ey@cryptsoft.com](mailto:ey@cryptsoft.com)) All rights reserved.

This package is an SSL implementation written by Eric Young ([ey@cryptsoft.com](mailto:ey@cryptsoft.com)). The implementation was written so as to conform with Netscape's SSL.

This library is free for commercial and non-commercial use as long as the following conditions are adhered to. The following conditions apply to all code found in this distribution, be it the RC4, RSA, lhash, DES, etc., code; not just the SSL code. The SSL documentation included with this distribution is covered by the same copyright terms except that the holder is Tim Hudson (tjh@cryptsoft.com).

Copyright remains Eric Young's, and as such any Copyright notices in the code are not to be removed.

If this package is used in a product, Eric Young should be given attribution as the author of the parts of the library used. This can be in the form of a textual message at program startup or in documentation (online or textual) provided with the package.

Redistribution and use in source and binary forms, with or without modification, are permitted provided that the following conditions are met:

1. Redistributions of source code must retain the copyright notice, this list of conditions and the following disclaimer.
2. Redistributions in binary form must reproduce the above copyright notice, this list of conditions and the following disclaimer in the documentation and/or other materials provided with the distribution.
3. All advertising materials mentioning features or use of this software must display the following acknowledgement:

"This product includes cryptographic software written by Eric Young  
(eay@cryptsoft.com)"

The word 'cryptographic' can be left out if the routines from the library being used are not cryptographic related :-).

4. If you include any Windows specific code (or a derivative thereof) from the apps directory (application code) you must include an acknowledgement:

"This product includes software written by Tim Hudson (tjh@cryptsoft.com)"

THIS SOFTWARE IS PROVIDED BY ERIC YOUNG ``AS IS'' AND ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED. IN NO EVENT SHALL THE AUTHOR OR CONTRIBUTORS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

The license and distribution terms for any publically available version or derivative of this code cannot be changed. i.e. this code cannot simply be copied and put under another distribution license [including the GNU Public License.]

## Disclaimer

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

## Trademark Information

© 2010, Polycom, Inc. All rights reserved. POLYCOM®, the Polycom “Triangles” logo and the names and marks associated with Polycom's products are trademarks and/or service marks of Polycom, Inc. and are registered and/or common law marks in the United States and various other countries. All other trademarks are property of their respective owners. No portion hereof may be reproduced or transmitted in any form or by any means, for any purpose other than the recipient's personal use, without the express written permission of Polycom.