

Release Notes

V500 and VSX Systems, Version 8.5



Polycom® is pleased to announce the release of version 8.5 software for the V500™ and VSX™ systems. Polycom software release 8.5 is available as a software update for customers with current service agreements.

To upgrade system software, use the Softupdate application. For more information about upgrading software and enabling system options, refer to the *Upgrading Polycom Video Software* document. The document and Softupdate application are available at the [Polycom Resource Center](#).

New Version of People+Content IP

The People+Content™ IP application has been updated to version 1.1.0.7. Version 1.1.0.7 includes the ability to use a VSX or V500 host name rather than just an IP address, as well as improvements to maintain image quality even when network performance is poor. You can download this new version from the [Polycom Resource Center](#).

Installing Version 8.5

As you install this version of V500 or VSX system software, you may notice enhancements to Softupdate and changes in security options and passwords. For more information, refer to the [Softupdate Enhancements](#), [Security Enhancements](#), and [Password Changes](#) sections of this document.



VSX 3000A customers who are currently running version 8.0.x software may experience flicker and unusual behavior on their displays when upgrading to version 8.5. This is normal behavior and it is critical that the system NOT be turned off during this process. The complete upgrade process should take no longer than 2-3 minutes, and after the upgrade is complete, the system will restart automatically.

What's New in This Release?

Softupdate Enhancements

Softupdate now gives you the following options when you select **Custom** installation:

- Change the monitor configuration.
- Change the system's network configuration.
- Erase the system flash memory.

Softupdate also includes new online help, which you can access by pressing the F1 key or clicking the **Help** button in any dialog.

Security Enhancements

Version 8.5 provides several enhancements to make operating the system more secure, including a new Security Mode on some systems and additional password options. Starting with version 8.5, Softupdate uses secure FTP to access the systems and verifies that the download has been digitally signed by Polycom before installing it.

Security Mode

With version 8.5, you can configure VSX 3000A, VSX 5000, VSX 6000A, VSX 7000s, VSX 7000e, and VSX 8000 systems to use Security Mode, which provides secure access to the system. Security Mode is based on Transport Layer Security (TLS) 1.0 using 168-bit Triple-DES. These protocols encrypt management communication over IP, preventing access by unauthorized users.

Every time you enable Security Mode, you must configure a new password for the system. The password cannot be blank, and it cannot be the default value (serial number).

Security Mode requires secure access and a password for Web, Telnet, and FTP access.



Points to note about Security Mode:

- SNMP access is not available in Security Mode.
- Global Management System™ and ReadiManager™ SE200 are not compatible with VSX systems in Security Mode.
- Software images for version 8.5 and later are digitally signed by Polycom. To install an earlier version of system software, you must disable Security Mode.
- If Security Mode is not enabled, the system first attempts to use a secure protocol (such as HTTPS), but reverts to the non-secure form of the protocol if the management system does not have a secure client.
- If Security Mode is enabled, you must enter the room password to reset the system.

Password Changes

Version 8.5 provides more flexibility and added protection for accessing system Admin Settings. The admin password has been replaced by the *room password* and the *remote access password*. You can set up a room password to restrict access to the system locally. You can set up a remote access password to restrict access to the system via FTP, Telnet, SNMP, or the web interface. You can also choose to use the same password for both local room access and remote access.

H.460 NAT Firewall Traversal

You can now configure VSX systems to use standards-based H.460.18 and H.460.19 firewall traversal, which allows video systems to more easily establish IP connections across firewalls.

Integration with Microsoft Live Communications Server (LCS)

Integration with Microsoft® LCS allows you to set up a list of LCS contacts on a V500 or VSX system, see if the contacts are online, and call them without knowing their addresses. Contacts appear in the directory and can also be displayed on the home screen.

Out-of-box Monitor Configuration

When you power on your system for the first time, or after you erase the system flash memory, the out-of-box setup wizard runs to let you configure the system. Starting with version 8.5, the system displays the setup wizard on both NTSC/PAL and VGA monitors so that you can complete the setup

regardless of the type of monitor connected. The setup wizard prompts you to select your monitor configuration. At the end of the setup wizard, the system restarts with the configuration you selected.

To configure a VSX 5000 or VSX 6000A for dual monitors, you must provide a dual monitor option key.

Configurable Maximum Transmission Unit (MTU)

Different networks have different packet-handling characteristics. Some networks can handle large packets, but some networks perform better with small packets. If you have bad video or network errors because packets are too large, you should decrease the MTU. If the network is burdened with unnecessary overhead because the packets are too small, you should increase the MTU. The default value is 1260.

Previously the MTU size was a static value that you could not change. In version 8.5, you can configure the MTU for IP networks. This setting does not apply to ISDN networks.

Basic Mode UI Configuration

You can now enable Basic Mode from the system's user interface, in addition to enabling it in the web interface.

Web Navigation

The web interface in version 8.5 is enhanced to provide easier navigation.

Maximum Number of Local Directory Entries

Systems running version 8.5 can store up to 1,000 local directory entries.

Improved Interaction with Global Directory Server

Version 8.5 includes improvements to communication and data handling between the Global Directory Server and V500/VSX systems.

Save Global Directory to System is no longer enabled by default on the Global Directory Servers screen (**System > Admin Settings > Global Services > Directory Servers**). When **Save Global Directory to System** is disabled, the system can only display up to 1,000 global directory entries. If you enable **Save Global Directory to System**, the system can display up to 4,000 global directory entries by saving them to a file on your system.

You can now manually refresh the global directory on your system by clicking the Polycom logo in the top right corner of the Directory screen and selecting **Refresh**.

Improvements to Call Preferences

With version 8.5, you can allow users to place IP-to-ISDN or ISDN-to-IP calls specifically through a gateway.

Using a Non-Polycom Remote Control

With the version 8.5 software, you can configure the system to accept input from a programmable, non-Polycom remote without compatibility problems.

G.722.1 Annex C Audio

Version 8.5 uses the G.722.1 Annex C audio protocol for calls without stereo enabled. Systems will still use Siren™ 14 for stereo. G.722.1 Annex C is similar to Siren 14. You should not notice any difference except on the Call Statistics screen. The Call Statistics screen specifies which audio protocol is being used for the call.

Automatic Adjustment for Daylight Saving Time

You can now configure your system to automatically move the system clock forward and back one hour for daylight saving time. The system does not need to be connected to a time server to use this feature.

This new setting replaces the **Daylight Saving Time** setting, which manually moved the system clock forward and back.

Automatic Camera Tracking with the Polycom Vortex

You can now use automatic camera tracking when you have a Vortex® mixer connected instead of Polycom microphones.

Configurable Screen Saver Output

You can now configure whether the system sends black video or no signal to the monitor or projector when the screen saver activates.

New API Commands

The following API commands are new in version 8.5.

addressdisplayedingab

Specifies whether to make the system address public or private in the global directory.

```
addressdisplayedingab get
addressdisplayedingab private
addressdisplayedingab public
```

camerainput

Sets or gets the format for a video source.

```
camerainput {1..3} <get|s-video|composite>
```

configpresentation

Sets or gets the content presentation settings for Monitor 1 or Monitor 2.

```
configpresentation get
configpresentation <monitor1|monitor2> get
configpresentation monitor1 <near|far|content|near-or-far|
  content-or-near|content-or-far|all>
configpresentation monitor2 <near|far|content|near-or-far|
  content-or-near|content-or-far|all>
configpresentation monitor1 "value" monitor2 "value"
```

dialingentryfield

Sets or gets the configuration of the dialing entry field on the Place a Call screen.

```
dialingentryfield <get|yes|no>
```

enablefirewalltraversal

Sets or gets the **Enable NAT/Firewall Traversal** setting. This feature requires an Edgewater session border controller that supports H.460.

```
enablefirewalltraversal <get|on|off>
```

enablersvp

Sets or gets the RSVP (Resource Reservation Setup Protocol) setting on the system, which requests that routers reserve bandwidth along an IP connection path.

```
enablersvp <get|yes|no>
```

flash

Flashes the analog phone call, either an analog phone or a SoundStation VTX 1000®.

```
flash ["callid"]  
flash ["callid"] ["duration"]
```

h239enable

Sets or gets the H.239 People+Content setting.

```
h239enable get  
h239enable <yes|no>
```

monitor1screensaveroutput and monitor2screensaveroutput

Sets or gets whether to send either black video or "No Signal" to Monitor 1 or Monitor 2 when the screen saver activates.

```
monitor1screensaveroutput <get|black|no_signal>  
monitor2screensaveroutput <get|black|no_signal>
```

mtumode and mtusize

Sets or gets the MTU mode. The `mtumode` and `mtusize` commands allow you to change the Maximum Transmission Unit (MTU) size, to adjust for the best interoperability with the host network. Set `mtumode` to `specify`, then use `mtusize` to specify a value. If `mtumode` is set to `default`, the system automatically sets the MTU value to 1260.

```
mtumode <get|default|specify>  
mtusize <get|660|780|900|1020|1140|1260|1500>
```

nath323compatible

Sets or gets the **NAT is H.323 Compatible** setting.

```
nath323compatible <get|yes|no>
```

numberofrouterhops

Sets or gets the maximum number of router hops for streaming.

```
numberofrouterhops get  
numberofrouterhops set {1..127}
```

primarycallchoice

Sets or gets the primary call type for placing calls.

```
primarycallchoice <get|isdn|ip|sip|manual>
```

registerall

Alias for the `all register` command.

remotemonenable

Gets the state of remote room and call monitoring.
remotemonenable get

rs232monitor

Sets or gets the state of RS-232 serial port monitoring. When RS-232 monitoring is enabled, you can view all communication through the serial port as output to Telnet port 23.

```
rs232monitor get  
rs232monitor <on|off>
```

secondarycallchoice

Sets or gets the secondary call type for placing calls.
secondarycallchoice <get|isdn|ip|sip|none>

telnetmonitor

Sets or gets the state of Telnet session monitoring. When Telnet monitoring is enabled, you can view all communication to and from the Telnet port 24 session as output to Telnet port 23.

```
telnetmonitor get  
telnetmonitor <on|off>
```

unregisterall

Alias for the all unregister command.

useroompassword

Sets or gets the **Use Room Password for Remote Access** setting.
useroompassword get
useroompassword <no|yes>

v35broadcastmode

Sets or gets the V.35 broadcast mode. This command is only applicable if you have a V.35 network interface connected to your system.

```
v35broadcastmode <get|on|off>
```

videocallorder

Sets the video call order of the specified protocol to the specified slot.
videocallorder <isdn|h323|sip> <1|2|3>

voicecallorder

Sets the voice call order of the specified protocol to the specified slot.
voicecallorder <pots|voice|vtx> <1|2|3>

Corrected Issues in Version 8.5

The following table lists issues corrected in version 8.5.

Issue	Description
API	<p>Previously there was no way to enable VGA mode for monitor 2 through API commands. The <code>configdisplay</code> command provides this ability.</p> <p>When setting the administrator password from the API interface, you can use the # and * characters. You can now use the Alt key on the onscreen keyboard to access these characters in the embedded user interface.</p>
Cameras (VSX systems)	<p>You can calibrate a PowerCam™ Plus for auto camera tracking without disabling stereo.</p> <p>Auto Camera Tracking and Auto Camera Tracking to Presets remain enabled after a system restart.</p>
Chair Control	<p>When using chair control, it no longer takes two clicks to acquire chair control.</p> <p>PVX™ systems are listed as meeting participants during chair control.</p>
Content Statistics	<p>The Content Statistics screen displays transmit statistics for the People+Content IP application.</p>
Directory	<p>You can add a multipoint entry to a custom category.</p>
Global Management System	<p>If you received a support acknowledgement message from Global Management System, you no longer need to press the Home button on the remote to make the message go away.</p> <p>Global Management System provisioning of the Primary and Secondary Call Types is now supported.</p>
Interoperability Aethra	<p>H.239 functions properly with Aethra Vega Star Gold 6.0.30.</p>
Interoperability H.239	<p>H.239 now works with TANDBERG B10.2 (which can receive VGA and SVGA resolutions for content), MGC 7.5.0.52, Sony PCS-1 3.22, TANDBERG 6000 MXP F4.1, iPower 62.0.1208, TANDBERG E5.2.</p>
Interoperability iPower™	<p>In H.323 multipoint calls using AES encryption, with a VSX system as the MCU and iPower and PVX systems as endpoints, iPower did not transmit video if PVX was the second endpoint. This has been corrected.</p>
Interoperability MCU	<p>With MGC 7.0.0.72, far end camera control did not always work if all sites in a voice-switched conference were ISDN. This has been corrected.</p>

Issue	Description
Interoperability MGC™	The VSX system displayed the near- and far-site mute icon when it mutes during H.323 gateway calls with the MGC100 gateway, but the far end may not have been muted. This is corrected with MGC 7.5.0.52.
Interoperability RADVISION	Calls between a V500 or VSX system and a PVX system through a RADVISION ECS gatekeeper had no Far End Camera Control. This has been corrected.
Interoperability Remote Controls	Third-party remote controls did not work correctly when pressing the same button repeatedly. The user interface now provides a Use Non-Polycom Remote setting to address this.
Interoperability Sony	<p>The VSX 8000 was unable to receive content from a Sony PCS-1 in H.320 calls that used H.239, unless the VSX 8000 started and stopped sending content first. This has been corrected.</p> <p>In H.323 calls, V500 and VSX systems were sometimes unable to control the Sony PCS-1 2.40 camera.</p> <p>In H.320 2x64 calls to a Sony PCS-1, only one channel connected. This has been corrected.</p>
Interoperability TANDBERG	<p>In voice switching H.320 encrypted conferences, V500 or VSX systems may have problems transmitting video. Continuous presence conferences do not experience this problem. This does not occur with TANDBERG MXP F4.1.</p> <p>In H.323 H.239 calls with a TANDBERG 6000, the TANDBERG system's content monitor will show a blank screen when the call connects. This does not occur with TANDBERG E5.2.</p> <p>In encrypted H.323 calls at 768 kbps or above with TANDBERG B and E series systems, V500 or VSX systems may continue to display video mute messages throughout the conference. The does not occur with the TANDBERG MXP systems running F2.5 software. This does not occur in unencrypted calls or with TANDBERG E5.2.</p> <p>Encryption is not supported with the TANDBERG Gateway version 2.0 and earlier. In version 2.1, encryption is supported on the H.320 side of the call only. This does not occur with TANDBERG G3.0.</p>

Issue	Description
<p>Interoperability TANDBERG</p>	<p>The following issues were seen in H.239 calls between V500 or VSX systems and TANDBERG E series systems.</p> <ul style="list-style-type: none"> • In 128 kbps calls between a VSX 8000 system and a TANDBERG 6000E, content from the TANDBERG system were sometimes sent to the wrong display. This has been corrected. • V500 and VSX systems did not always receive content in calls with TANDBERG 880E systems. This has been corrected. <p>In calls between a V500 or VSX system and a TANDBERG 6000 B9.1 system and E4.2 with H.239 enabled, the call connected and the V500 or VSX system displayed video correctly, but the TANDBERG system displayed black video. When H.239 was disabled on either system, video was displayed on the TANDBERG system correctly. This has been corrected.</p> <p>H.239 was not supported in H.320 V500 or VSX systems multipoint calls with TANDBERG systems. This has been corrected.</p> <p>In H.320 H.239 conferences with a TANDBERG 6000 MXP MCU, a V500 or VSX system was unable to receive or transmit content. This has been corrected.</p> <p>The VSX system does not receive video in H.323 voice activated switching conferences with the TANDBERG 6000 E4.0 MCU. The does not occur in continuous presence conferences.</p> <p>H.239 functions properly with TANDBERG E5.2 and MXP F4.1.</p>
<p>People+Content</p>	<p>For best results sending and receiving content, use call rates greater than 128 kbps.</p> <p>Changing laptop resolution while sending content may result in the far site losing content. If this occurs, stop and restart sending content.</p> <p>Do not change the People+Content quality preference while sending content.</p> <p>The far site can select a camera source on the near site for content. The only way the far site can then stop this source is to start sending content itself.</p> <p>In calls to TANDBERG systems, if H.239 is enabled on the VSX system but not enabled on the TANDBERG system, content will not be sent to the TANDBERG system (though the VSX system may report that content is being sent).</p> <p>In H.261 ISDN conferences through MGC, content may not be displayed.</p>

Issue	Description
People+Content IP	When you use People+Content IP to show content on a VSX system, if a dialog box is displayed on the VSX system user interface, the People+Content IP content will continue to display on the VSX system until the dialog box is dismissed, even if "Stop" is pressed on the People+Content IP application.
SIP	You can now use the Recent Calls list to dial incoming calls.
Softupdate	<p>V.35 Calling Profile prefixes are saved when you update the system software to version 8.5.</p> <p>The VSX system is now able make V.35 calls after running Softupdate, without the need to restart.</p> <p>When reinstalling software version 7.x, you had to disable Save System Settings during the installation to prevent unpredictable behavior. Installing version 8.0 or later does not display this problem.</p> <p>Non-default call rates such as 56, 64,112 kbps, and so on had to be selected again after an update to version 8.0. Installing version 8.5 does not display this problem.</p>

Issue	Description
User Interface	<p>If you cleared all options for content display on the Monitors screen, the default settings were applied after a system restart. This has been corrected.</p> <p>The Enable Basic Mode option is now available in the user interface.</p> <p>If Stereo was enabled, and then echo canceller was enabled, stereo was disabled on the Polycom mics but no user interface message appeared to notify the user. This has been corrected.</p>
Web Interface	<p>The People+Content VGA option key on the VSX 7000e, when enabled, was not displayed as enabled in the web interface.</p> <p>In the web interface directory, when registered to Global Directory Server, the user had to wait until the applet was fully loaded. Refreshing the page killed the current session and prevented updates from occurring. This has been corrected.</p> <p>The Home Screen Settings page became inaccessible if you entered an apostrophe in the Enter Marquee Text field. The Screen Saver page became inaccessible if you entered an apostrophe in the Screen Saver Text field. This has been corrected.</p> <p>Changing some values in the web interface would reboot the system. The interface displayed a dialog noting that the system would restart. This has been corrected.</p> <p>The Directory screen in the web interface would hang while trying read Global Address Book entries if the computer did not have Sun JVM 1.2 or later installed. Microsoft Virtual Machine was not supported. This has been corrected.</p> <p>When editing directory entries in the web interface, the speed and category entries were sometimes incorrect. This has been corrected.</p> <p>The ping utility did not always function properly from the web interface. This has been corrected.</p> <p>The trace route utility could not be performed from the web interface. This has been corrected.</p> <p>The Allow Directory Changes field did not get updated if configured from the web interface. This has been corrected.</p>

Issue	Description
Web Interface	<p>On a VSX 6000, the web interface sometimes listed Pro-Motion™ video even though it was not valid for the VSX 6000. This has been corrected.</p> <p>An Internet Explorer web browser sometimes needed to be restarted if it was being used to monitor a VSX system while call preferences were changed between H.323 and SIP from the embedded interface. This has been corrected.</p> <p>If you toggled between H.323 and SIP enabled from the web interface, the change was not implemented the first time (both were disabled). You had to make the change a second time for the new setting to be activated. This has been corrected.</p> <p>When you changed the ISDN Switch Protocol from the system's web interface and then clicked Update, only the first line was shown. If you waited 5-10 seconds and pressed refresh, all four lines were shown again. This has been corrected.</p> <p>After you created a multi-site entry in the directory via the web interface and then tried to create another multi-site entry, the participants you entered for the previous entry appeared in the participants window. This has been corrected.</p> <p>When browsing certain pages in the web interface using Internet Explorer with the Sun Java plug-in installed, you may have been asked to enter the admin user ID and password. This has been corrected.</p>

Feature Limitations

The feature limitations for version 8.5 are listed in the following table. If a workaround is available, it is noted in the table.

Feature	Limitation
AES Encryption	You cannot activate encryption during a call.
Analog Phone	Incoming POTS (analog phone) calls will not be reported in the Recent Calls list.
API	<p>The <code>prilinebuildout set</code> command does not work for values <code>-7.5</code> and <code>-22.5</code>.</p> <p>Some color scheme modes may not be selectable using API commands.</p> <p>The <code>vcstream register</code> command does not work from the API interface.</p> <p>The <code>remotecontrol enable all</code> command is not working. So if remote control is disabled from the API interface, you must restart the system to enable it again.</p> <p>The <code>notify sysalerts</code> command does not return status information on Auto Answer settings.</p> <p>The <code>gatewayprefix set</code> and <code>gatewaysuffix set</code> API commands accept special symbols as value parameters. Entering another <code>gatewayprefix set</code> or <code>gatewaysuffix set</code> command with any value parameter forces the system to restart.</p> <p>The <code>chaircontrol set_password</code> command does not work.</p> <p>The <code>notify vidsourcechanges</code> command does not notify about selecting a content source.</p> <p>Currently API interfaces do not report when the system restarts.</p> <p>Use the command <code>callinfo all</code> instead of <code>display call</code>.</p> <p>If rollover dialing occurs (e.g. the system automatically redials a number as ISDN if it fails to connect when dialed as IP), the system will report an "ended" event for each failed attempt.</p>

Feature	Limitation
API	<p>If the control application issues a <code>vbutton play</code> command when a system that had been playing content is in the process of stopping content, the system may return the error "vbutton [play stop] command ignored due to current processing". If this occurs, restart the system to restore <code>vbutton [play stop]</code> functionality.</p> <p>If the VSX system does not have an active LAN connection and a resolved IP address when it boots, it will not report system events on its serial port. It will resume reporting events after the LAN is connected. To work around this issue in an environment that does not have LAN connectivity, configure a static IP address and use an RJ-45 loopback connector to simulate an active LAN.</p> <p>If you send a command to change a setting on a user interface screen while viewing that screen on the monitor, you might have to leave the screen and return to it to see the change take effect.</p>
Audio	<p>Playback volume is not adjustable on the start-up language selection screen.</p> <p>A VSX system with version 8.0 configured for fixed audio output mode may have higher output gain than in previous releases.</p> <p>When one VCR or DVD player is connected to a VSX 6000 or VSX 7000 to play content into the call, and another is connected to record the call, audio from the VCR or DVD player content is not recorded.</p>
Calling	<p>When you call a cell phone using voice over ISDN, set the call quality to ISDN Phone. Setting the call quality to Auto may result in unexpected behavior.</p> <p>When two systems with dynamic bandwidth enabled connect in a high line rate H.323 call (768 kbps or higher) over a DSL or cable line, the system reports the line rate as the rate at which the call was dialed. However, the call's actual bandwidth is likely much lower, due to the DSL or cable line's restricted uplink speed. The actual transmit bandwidth being used in the call is displayed on page 2 of the Call Statistics screen. Note that it is recommended that system administrators set the Maximum Transmit Bandwidth setting in System > Admin Settings > Network > IP > Quality of Service > Bandwidth to match their DSL or cable line's uplink speed, as this will prevent the system from trying to transmit at rates higher than the DSL or cable line can accommodate.</p> <p>On a VSX 8000, if you make a POTS call to an analog or cell phone and then try to call the number again from the Recent Calls list, the call is dialed as voice over ISDN if ISDN Voice is listed ahead of Analog Phone in the Call Preference dialing order. To work around this behavior, set Analog Phone ahead of ISDN Voice in the Call Preference list.</p>

Feature	Limitation
Cameras (VSX systems)	<p>There is no way for a user to get camera control for a camera that is set to the content channel.</p> <p>The Camera Calibration screen will always be displayed for the VSX 7000e and VSX 8000, even though automatic camera tracking only works with a PowerCam Plus camera.</p> <p>To avoid a “keystone effect” in which the video image appears tilted, make sure that the VSX 5000 camera is pointed perpendicular to the subject.</p>
Chair Control	<p>VSX 3000 systems may lose chair control ability, especially in multipoint calls with all ISDN endpoints.</p> <p>Selecting Acquire Chair on a VSX 7000 MCU may disable Discussion mode view.</p>
Closed Captions	<p>Closed captions cannot be sent through a gateway.</p>
Conference on Demand	<p>Conference on Demand calls to ISDN endpoints may fail when dialed from an H.323-only system. To work around this issue, provide the full international number, including country code, for ISDN endpoints.</p>
Configuration	<p>Do not change the VSX system monitor setting while sending content.</p> <p>VSX 5000 factory camera presets do not work.</p>
Contact List	<p>If you enable the contact list home screen and want to install a system software version earlier than 8.5, disable the contact list before doing so. Either disable it in the user interface before you run Softupdate, or disable the option to save system settings when you run Softupdate.</p>
Directory	<p>System names with Chinese hieroglyphs cannot be edited in the directory using the system’s embedded interface.</p> <p>New directory entries created in a new local category may not be visible when you try to view them the first time, until you move around in the screen.</p> <p>Pressing Select on the remote control twice when selecting a directory entry may lead to connection errors.</p>
Far End Camera Control	<p>Far End Camera Control does not work reliably with non-VSX system endpoints.</p>
Gateway Calls	<p>In calls through a gateway, selecting a far-site camera source that is not being used shows frozen video from the previous camera source, instead of a blue screen.</p>
Global Directory	<p>When dialing calls from the global directory, VSX systems set the call speed based on the local call quality setting, rather than the directory’s setting.</p>

Feature	Limitation
Global Management System	<p>VSX 3000A systems cannot be provisioned using Global Management System 7.0.1.212 or 7.0.4.</p> <p>The GMS Call Statistics screen shows up to only three endpoints in an internal multipoint conference, even if there are more than three endpoints connected.</p> <p>If you receive a support acknowledgement message from Global Management System, press the Home button on the remote to make the message go away.</p> <p>Global Management System provisioning of the Primary and Secondary Call Types is not supported.</p> <p>Global Management System does not display H.320 information for V500 systems.</p> <p>Starting with version 8.5, VSX systems provide two passwords: a room password for local access via the system user interface and a remote access password for access via the web interface, etc. Setting the admin password in Global Management System and SE200 will update the remote access password. Currently, Global Management System and SE200 do not provide a separate command to set the room password. To work around this issue, select use "Use Room Password for Remote Access" to set both passwords to the same value, or use the web interface to set the room password.</p>
H.264	<p>The following conditions apply to H.264:</p> <ul style="list-style-type: none"> • On VSX systems other than a VSX 8000 using TV monitors, H.264 is supported in point-to-point calls up to 768 kbps. On systems that use an interlaced camera, the transmit preference at 768 kbps is H.263 Pro-Motion. • On VSX systems other than a VSX 8000 using single-monitor VGA, H.264 is supported in point-to-point calls up to 512 kbps. • H.264 Pro-Motion is supported in point-to-point calls between VSX 8000 systems up to 1.4 Mbps. • On VSX 8000 systems, H.264 is supported in calls with up to four sites.
H.331	<p>When broadcast mode is enabled on a V.35 system and the audio protocol is set to G.711U, the far site might hear a pop when the call is disconnected.</p> <p>In an H.331 call between two VSX systems with H.264 video configured and with People+Content turned off, neither site can send content to the other site. To resolve this problem, the site sending content should enable People+Content.</p> <p>When you enable People+Content in the H.331 configuration of a V.35 system, you must also enable H.239 to send content.</p>
Interoperability ADTRAN TSU 100	<p>With V.35 systems, VSX systems can crash when in a call at 1280 kbps.</p>

Feature	Limitation
Interoperability Aethra	In H.323 calls between a VSX 8000 system and some Aethra systems, content is sent from the Aethra system as a single stream and no far-site video is displayed on the VSX 8000, even though the VSX 8000 displays the dual stream icon.
Interoperability Avaya	<p>AES Encryption is not supported while registered to the Avaya Communication Manager (ACM).</p> <p>When a V500 or VSX system attempts to call another V500 or VSX system through Avaya Communication Manager, the near-site system continues to ring if the far site rejects the call.</p> <p>NAT is not supported for systems registered to the Avaya Communication Manager.</p> <p>While connected to the ACM, telephony features are not supported to systems behind a neighboring gatekeeper.</p> <p>H.320 calls in a Multipoint scenario with other systems registered to the Avaya Communication Manager (ACM) are not supported.</p> <p>The Avaya Communication Manager (ACM) does not support wideband audio over trunk calls in this release. Wideband audio is not supported in this case. V500 and VSX systems will connect with G.711 audio.</p> <p>Cisco PIX does not pass through Annex H which is required by the Avaya Communication Manager (ACM). V500 and VSX systems will not connect calls across a Firewall that does not pass Annex H.</p> <p>Call forward busy/Don't Answer does not work with a multipoint VSX system set to forward (registered to the ACM).</p>

Feature	Limitation
<p>Interoperability Avaya</p>	<p>Avaya's IP Softphone (IPSP) with video set to manual will not negotiate video with endpoints registered to a neighboring gatekeeper.</p> <p>In calls placed from a V500 or VSX system, the far-site system name may show a neighboring gatekeeper, such as "PathNavigator," instead of the actual system name.</p> <p>G728 k and G722.1-16 k audio codecs are not available when registered to the Avaya Communication Manager (ACM).</p> <p>While registered to the ACM, VSX multipoint systems are limited to four sites (internal multipoint + three far sites) in a multipoint call.</p> <p>When V500 and VSX systems that are registered to the ACM call a ViewStation FX system registered to PathNavigator™, the call connects with no remote video on the ViewStation system.</p> <p>Internal MCU calls from an iPower system to an Avaya IP Softphone (IPSP), V500, or VSX system do not connect.</p> <p>ACM Telephony features and IPSP video mute are not supported with V500, VSX, iPower, or ViewStation® FX systems behind PathNavigator.</p> <p>iPower IMCU calls to VSX systems using Avaya do not connect.</p>
<p>Interoperability Check Point</p>	<p>Calls through a Check Point firewall configured for H.323 may have no audio or video. To work around this, disable the H.323 traffic only protocol on Check Point and create new rules on the Check Point for TCP1720, TCP3230-3237, UDP 3230-3253.</p>
<p>Interoperability Cisco PIX</p>	<p>In an H.323 multipoint conference using a VSX system MCU located behind a Cisco PIX 6.3.4 firewall among systems with H.239 enabled, the V500 or VSX system outside of the firewall may not receive video when other sites connect. To avoid this, disable H.239 on all sites.</p> <p>V500/VSX systems with AES encryption enabled cannot connect using H.460 with Cisco PIX 506.</p>
<p>Interoperability EdgeMarc</p>	<p>When using PathNavigator in conjunction with an EdgeMarc E-30, do not configure PathNavigator with an alternate gatekeeper.</p> <p>If a VSX system is registered with an EdgeMarc E-30 that uses PathNavigator, the VSX system still appears to be registered even if it loses connectivity with the EdgeMarc.</p> <p>SIP calls through an EdgeMarc E-30 are not supported.</p> <p>Only Polycom PathNavigator gateways are supported when connecting calls through an EdgeMarc E-30.</p>

Feature	Limitation
Interoperability Fortinet	Systems behind Fortinet firewalls configured to use their H.323 service will not connect if the caller is configured to use AES encryption.
Interoperability France Telecom	No content can be sent or received when the V500 or VSX system is connected to France Telecom eConf. The V500 or VSX system is unable to connect to France Telecom eConf 3.5 when H.239 is enabled.
Interoperability H.239	H.239 works with TANDBERG MXP systems, but H.239 interoperability with other systems is not supported.
Interoperability H.460	H.460 does not work correctly with a Check Point firewall. Systems may have no video when calling out from behind a Fortinet firewall to a provider endpoint.
Interoperability iPower	In H.323 multipoint calls using AES encryption, with a VSX system as the MCU and iPower and PVX systems as endpoints, iPower will not transmit video if PVX is the second endpoint. To avoid this issue, call the PVX system first. When an iPower dials into a VSX 7000e MCU and another VSX system joins the call, the iPower will disconnect. To work around this issue, connect the iPower as the second or later participant in the conference.
Interoperability Linksys	Systems behind Linksys BEFSR41 will not receive calls. Use of the V500 or VSX system with a wireless network bridge behind a Linksys WRT54G wireless broadband router may be problematic and has not been qualified. If connectivity problems arise, ensure that the WRT54G has the latest available firmware installed on it. Linksys RV082 does not work in H.460 calls with VSX systems and V ² IU™. Linksys BEFSX41 routers may reboot in calls that use H.460. VSX systems running version 8.5 in UPnP setups with Linksys (and maybe other) NAT boxes cause video calls to stop connecting.

Feature	Limitation
Interoperability MGC	<p>H.320 calls to an MGC continuous presence, H.329 IVR conference transmit H.263 video instead of H.264.</p> <p>H.320 conferences with MGC configured for Pro-Motion connect in secondary (audio-only) mode. To work around this issue, call using H.323 or configure the MGC to not use Pro-Motion.</p> <p>Some ISDN endpoints may fail to connect when blast-dialing from MGC. Redial any sites that fail to connect manually.</p> <p>In MGC H.239 conferences with G.711 forced, the VSX 8000 may reboot.</p> <p>When the MGC dials out to the VSX system in H.323 Pro-Motion, it connects H.263 (no annexes) at 30 fps. This is due to a difference in the way the MGC and VSX system set rates in their video caps and how they use the caps to determine the call rate. The result is that a 768 kbps call looks to the VSX system like a 704 kbps call, so Pro-Motion is not selected as the transmit video mode. The workaround for this is to set the VSX system to do Pro-Motion at 512 kbps and above.</p> <p>When a VSX system joins an encrypted People+Content/H.239 continuous presence MGC multipoint call, the VSX system does not support far end camera control.</p>
Interoperability Microsoft	<p>V500 and VSX systems can make but not receive calls when behind a Microsoft MN-500 UPnP device.</p> <p>In a Live Communication Server (LCS) environment, an endpoint that places a SIP call into a multipoint conference hosted by a VSX system and subsequently hangs up may appear to still be in the conference, with no audio and frozen video. If this occurs, hang up the site from the host VSX system to restore normal operation.</p>
Interoperability Polycom ViewStation 128	<p>In calls with ViewStation 128 systems, Far End Camera Control might not work for the first 3 minutes or so.</p>
Interoperability RADVISION	<p>When a VSX system places a H.320 to H.323 gateway call through a RADVISION vialP gateway, it cannot send or receive H.239 content.</p> <p>Calls between H.323 VSX 8000 systems and H.320 iPower 9000 systems made through a RADVISION vialP gateway may cause the iPower system to restart on hang-up.</p>
Interoperability Sony	<p>VSX 8000 systems with a Sony BRC300 camera may not correctly move to camera presets.</p> <p>In H.320 calls where a VSX system is MCU, systems may not receive content.</p>

Feature	Limitation
<p>Interoperability SoundStation VTX 1000</p>	<p>Pressing the CALL button on the SoundStation VTX 1000 conference phone when the VSX system is idle causes the VSX system to play a brief announcement tone and display full-screen local video. Continue to dial the call normally using the VTX 1000 phone's keypad.</p> <p>When a SoundStation VTX 1000 connected to a VSX system calls another SoundStation VTX 1000 connected to a VSX system, the analog icon is displayed in the near screen along with the VTX 1000 icon and encryption status.</p> <p>On a VSX system connected to a SoundStation VTX 1000, when you use the VSX system to place a VTX 1000 call to another phone, the SoundStation VTX 1000 (POTS) call is not shown on the Recent Calls list.</p> <p>When you place a H.323 call from a VSX system connected to a SoundStation VTX 1000 and then use the SoundStation VTX 1000 to add an audio call, muting the VSX system's microphones blocks the audio endpoint from hearing audio.</p> <p>When a SoundStation VTX 1000 attempts to add video when connected to a V.35 system and ISDN call speed is set to 384 kbps, the call speed is ignored and the SoundStation VTX 1000 dials 128 kbps.</p> <p>On a VSX 6000 with a SoundStation VTX 1000 attached, the Call Type choice is disabled when you use the Web Director to place a call.</p> <p>If you place a call from a VSX 8000 with a SoundStation VTX 1000 running firmware revision 1.4 attached to another video endpoint, and then use the SoundStation VTX 1000 to call another SoundStation VTX 1000, the audio from the SoundStation VTX 1000 has much more bass and slightly less volume than the audio received from the other video endpoint. This is resolved by installing VTX 1000 firmware revision 1.5.</p> <p>When the far site hangs up a call to a SoundStation VTX 1000, you also need to hang up the SoundStation VTX 1000, just like a regular phone.</p> <p>Turning off the Console Mics from the SoundStation VTX 1000 menu has no effect when the phone is used with a VSX system. To disable the phone microphones in this case, disable the Enable Polycom Microphones option on the VSX system.</p> <p>For SoundStation VTX 1000 calls, call statistics are not displayed on the VSX system.</p>
<p>Interoperability Switches</p>	<p>Some ISDN switches will add the area code to numbers when calling from the Recent Calls list (especially if you dial a number that had dialed into the system previously). In such cases, the call will not connect. The system will have to be set to dial local numbers without an area code.</p>

Feature	Limitation
Interoperability TANDBERG	<p>You may see the following issues in H.239 calls between V500 or VSX systems and TANDBERG E series systems. TANDBERG MXP systems handle these issues correctly.</p> <ul style="list-style-type: none"> TANDBERG E series systems do not receive H.264 video sent by V500 or VSX systems. With encryption enabled, the TANDBERG 880 displays tiling on its content monitor when a PAL V500 or VSX system sends content to it. <p>The VSX 8000 does not maintain 60 frames per second when sending content to the TANDBERG 6000 MXP in 1920 kbps H.323 calls.</p> <p>SIP calls placed from VSX systems to TANDBERG MXP 4.0 systems at 128 kbps may experience audio and video problems. Calls to TANDBERG MXP 4.1 systems do not experience these issues.</p> <p>In calls with the TANDBERG 880E ver 5.0 that use H.239, VSX systems may transmit H.263 video rather than H.264.</p> <p>VSX systems are unable to connect to the TANDBERG 6000 MXP F3.2 system in SIP calls.</p> <p>MGC voice-switched conferences with TANDBERG and VSX system may end up in secondary (audio-only) mode when one endpoint sends content. To work around this, set up the conference as continuous presence (transcoding).</p>
Interoperability ViewStation	<p>When sending content from V500 or VSX systems to a ViewStation SP128 system, content may go beyond the edges of the ViewStation monitor.</p> <p>In some multipoint conferences with V500 or VSX systems running 8.0 as the MCU and a ViewStation 512 as one endpoint, the ViewStation may sometimes get distorted content from the MCU.</p> <p>When a V500 or VSX system is sending content to a ViewStation FX, the ViewStation FX should not take a snapshot. Instead, the V500 or VSX system should first stop sending content before the ViewStation FX sends a snapshot.</p>
Interoperability VoIP	<p>When a V500 or VSX system MCU calls both another VSX system and an audio-only IP endpoint (like a SoundStation® IP 300), the call rate for the V500 or VSX system will be limited to 64 kbps if you call the audio-only endpoint first. To work around this problem, always call all video endpoints first prior to calling audio-only IP endpoints.</p>
Interoperability VSX systems	<p>VSX systems running 7.0.x report the wrong version number to the far site in H.320 calls.</p>
Languages	<p>If the selected language is Russian, the call scheduler entries may be deleted after a system restart.</p>

Feature	Limitation
Localization	<p>While Softupdate is running, the message “Your system is in the process of being updated.” shown on the Polycom system is always in English, even on international systems.</p> <p>On the Location screen, country names are listed in English for all languages.</p> <p>For certain languages, a new entry created in the Call Scheduler displays the date in a non-standard format.</p>
MGC	<p>In 128 kbps video switched Conference on Demand calls, H.323 sites may connect with audio only.</p>
Monitors	<p>If you have a system configured for a PAL/NTSC main monitor and a VGA secondary monitor and subsequently configure the system to use a single PAL/NTSC monitor and no second monitor, you may have trouble displaying content on the main monitor. To work around this issue, set content for "VGA out" and then set content for monitor 1.</p>

Feature	Limitation
Multipoint	<p>On a VSX system in a multipoint chair control call, all far site systems see frozen video if you disconnect the endpoint that is the broadcaster. To restore video, select one of the remaining endpoints as the broadcaster.</p> <p>When a conference has a meeting password set and another system dials in, the video from the system dialing in can be viewed by the conference sites even before it enters the password. The conference video and audio is not available at the system dialing in until it actually joins the conference.</p> <p>Only a VSX 8000 system as MCU supports H.264 in multipoint calls, and it is limited to 3 video + 1 local conference site. If the conference size increases, the protocol negotiated is H.263. Once it drops back to a 4-way call or lower, H.264 is not re-negotiated.</p> <p>Discussion mode is turned off in cascaded MCU calls.</p> <p>Things to note about multipoint calling:</p> <ul style="list-style-type: none"> • Dual Monitor Emulation is disabled in multipoint calls on VSX 3000, VSX 7000, VSX7000s, and VSX7000e systems. These systems can support AES Encryption or StereoSurround™, but not both. If AES Encryption is enabled, the system automatically turns off StereoSurround. • In multipoint calls on VSX 8000 systems, only one of the following features is supported: Dual Monitor Emulation, StereoSurround, or AES Encryption. If you have more than one of these enabled, the system turns off all but one. The system gives highest priority to AES Encryption, if it is enabled. If AES Encryption is not enabled, the system gives higher priority to Dual Monitor Emulation, and turns off StereoSurround. • In VSX 8000 multipoint calls with two or more far sites, Dual Monitor Emulation is not supported. • In VSX 8000 multipoint calls with three or more far sites, Dual Monitor Emulation, StereoSurround, and AES Encryption are not supported.
Network	<p>When a system behind a non-H.323 compatible NAT makes a call to an endpoint outside the NAT, the far site is unable to control the camera of the system behind the NAT.</p>

Feature	Limitation
<p>People+Content</p>	<p>VSX systems treat content audio sources as mono, even if the system is configured for stereo.</p> <p>You may experience problems sending a content source using Web Director if the system is already sending content selected with the remote control.</p> <p>When viewing content on the VSX system, some anomalies may be perceived. The way Polycom has chosen to display the image is to show the content building on the screen. This means that the first image seen does not have full content resolution and the viewer will see it build to full resolution. This build time is dependent on the bandwidth of the call and the content sharing bandwidth allocation setting located at System > Admin Settings > Monitors > Graphics VGA: Quality Preference.</p> <p>When a call is active, the local view is the same as the far site, both in resolution and frame rate. All sites will then see the same image at about the same time and the same resolution, making it easier to discuss the image as the local parties see the same image as the far site.</p> <p>When viewing the content locally, the image will build and display in the same way as when a call is active.</p> <p>When using a system with a Visual Concert™ connected, the image at the Visual Concert output will not show as many anomalies as when connected to the output at the VSX system.</p>
<p>People+Content IP</p>	<p>If you use People+Content IP with the Windows firewall enabled, be sure to configure the firewall to allow the application to proceed. If you continue to have problems, disable the Microsoft firewall when using People+Content IP.</p> <p>On a computer with multiple monitors, you must either launch People+Content IP on monitor 1 or set all monitors to the same output resolution.</p> <p>On some computers, video clips running in Windows Media Player cannot sent to VSX using People+Content IP. To work around this issue, configure Windows Media so that it does not use overlays: In Windows Media Player, select Tools > Options > Performance > Advanced. Uncheck “Use overlays”.</p> <p>People+Content IP works in Security Mode, but the link between the computer and the VSX system is not encrypted/secure.</p>

Feature	Limitation
Pro-Motion H.264	<p>Pro-Motion H.264 is supported only in point-to-point calls between VSX 8000 systems up to 1.4 Mbps.</p> <p>Pro-Motion H.264 video turns off in the following situations:</p> <ul style="list-style-type: none"> • Setting the camera to Sharpness instead of Motion prevents sending Pro-Motion H.264 video. • Streaming prevents sending Pro-Motion H.264 video. • Content sharing turns off Pro-Motion H.264 in both directions until content is stopped. • Multipoint calling turns off Pro-Motion H.264 in all directions for the duration of the call.
Product Activation	<p>When activating licenses on the Polycom Resource Center, use uppercase characters for any letters in the serial numbers or licenses.</p>
Profiles	<p>Profiles provide a limited backup capability but do not save the entire configuration of a system. Refer to the Administrator's Guide for more information.</p>
Security	<p>When you set the Web Access Port on the web interface Security page, specify a port number of 1025 or greater, and make sure that the port is not already in use.</p> <p>If you set the Meeting Password using the web interface, use a password that includes only characters that can be entered using the remote control or onscreen keyboard. If you use characters that cannot be entered using the remote control or onscreen keyboard (such as "!"), users will not be able to log in to a meeting from the video conferencing system.</p> <p>In an encrypted H.320 call, adding a voice over ISDN call causes the VSX system to show that the call is not encrypted. This indication represents that the voice call is not encrypted; encryption remains in use on the H.320 video call.</p> <p>Global Management System cannot set the room password for a VSX system.</p>
Security Mode	<p>Do not load a profile taken from a VSX system in Security Mode onto a system that is not in Security Mode. Similarly, do not load a profile taken from a system that was not in Security Mode on a system that is in Security Mode.</p> <p>VSX systems with Security Mode enabled cannot be added to a GMS server.</p> <p>While in Security Mode, your browser may display warning messages stating that the security certificate for the web site "Polycom" cannot be verified. Click "Yes, I want to accept the certificate" to continue normal operation.</p> <p>To help ensure the security of the system, VSX systems require that you provide new passwords when switching into Security Mode. Enter a new password when prompted by the system.</p>

Feature	Limitation
<p>Single-Monitor VGA</p>	<p>Single-monitor VGA has the following limitations:</p> <ul style="list-style-type: none"> • Only the steel gray color scheme is supported. • The system switches from dual monitor emulation to full-screen mode when sending or receiving content. • On systems other than a VSX 8000, the H.264 maximum call speed is reduced to 512 kbps if stereo audio is enabled with a VGA main monitor. • On VSX 5000, VSX7000s, and VSX7000e systems configured for single-monitor VGA: <p>Dual Monitor Emulation is disabled in multipoint calls. The system can support AES Encryption or StereoSurround, but not both. If AES Encryption is enabled, the system automatically turns off StereoSurround.</p> <p>In point-to-point calls, only one of the following features is supported: Dual Monitor Emulation, StereoSurround, or AES Encryption. If you have more than one of these enabled, the system turns off all but one. The system gives highest priority to AES Encryption, if it is enabled. If AES Encryption is not enabled, the system gives higher priority to Dual Monitor Emulation, and turns off StereoSurround.</p> <p>Dual Monitor Emulation is automatically disabled at call rates greater than 512 kbps.</p> <ul style="list-style-type: none"> • On VSX 8000 systems configured for single-monitor VGA: <p>In multipoint calls, only one of the following features is supported: Dual Monitor Emulation, StereoSurround, or AES Encryption. If you have more than one of these enabled, the system turns off all but one. The system gives highest priority to AES Encryption, if it is enabled. If AES Encryption is not enabled, the system gives higher priority to Dual Monitor Emulation, and turns off StereoSurround.</p> <p>In VSX 8000 multipoint calls with two or more far sites, Dual Monitor Emulation is not supported.</p> <p>In VSX 8000 multipoint calls with three or more far sites, Dual Monitor Emulation, StereoSurround, and AES Encryption are not supported.</p> <p>Dual Monitor Emulation is automatically disabled at call rates greater than 1 Mbps.</p>

Feature	Limitation
SIP	<p>V500 and VSX systems do not support firewall or NAT traversal in SIP calls.</p> <p>The MGC does not support Far End Camera Control in a SIP conference.</p> <p>The MGC does not support content sharing in a SIP conference.</p> <p>When Transport Protocol on the SIP Settings screen is set to Both (TCP and UDP), the roll-over may cause a delay.</p> <p>H.264 SIP calls do not support content sharing.</p> <p>In SIP calls between a VSX system running 7.5.2 and a VSX system running 8.0, the system running 8.0 cannot use Far End Camera Control.</p> <p>SIP transfers always report back successful, even if they fail to transfer successfully.</p> <p>SIP registrar server status is not displayed on the System Status page on the web interface. The status is displayed correctly on the system's user interface.</p> <p>SIP calls may fail about 5% of the time when registered to a Nortel server.</p> <p>When a system is registered to Global Directory Server/Global Address Book and SIP is enabled instead of H.323, a non-ISDN system may show an incorrect alert message for Global Directory Server/Global Address Book registration.</p> <p>In 64 kbps SIP calls between a VSX system and Windows Messenger, Windows Messenger may not receive video.</p> <p>When packet loss occurs, SIP calls may hang up automatically.</p> <p>When a Polycom SIP phone IP601 1.6 calls into a VSX system, the IP phone does not receive audio from the VSX system.</p> <p>SIP calls do not work reliably between systems running software version 8.0 and systems running version 7.x.</p> <p>Do not transfer either end of a SIP call that is connected to a VSX system.</p> <p>In SIP multipoint calls with VSX systems running 7.5.x, the 7.5.x systems may crash.</p>

Feature	Limitation
SIP	<p>This release does not support dialing SIP calls using a DNS name, such as VSX.austin.polycom.com. Other address forms, such as email (for example, any@host.austin.polycom.com) work.</p> <p>The following features are not available when the SIP protocol is in use:</p> <ul style="list-style-type: none"> • Polycom Video and Audio Error Concealment • Encryption • People and Content (H.239 and Polycom People+Content) • H.263 Pro-Motion <p>V500 or VSX systems cannot send content in a SIP call that uses H.264 for people video.</p>
Snapshots	V500 or VSX systems do not support receiving H.261 Annex D snapshots.
SNMP	<p>Current SNMP implementation is only used for alerts and does not support any remote management.</p> <p>By default, SNMP consoles return trap numbers. To get the equivalent trap messages in text, the polycom.mib file must be compiled in the flash memory of the system.</p>
Softupdate	<p>The PRC (extranet.polycom.com) currently does not support logging in via Softupdate. This means that the command-line switches -ku, -kp and the "No I need to get a key" options won't work.</p> <p>The previous settings under "Appearance" for screen saver and color scheme will not be retained after running Softupdate.</p>
Touch-Screen Controls	When using the touch screen control panel, not all PIP windows can be controlled.

Feature	Limitation
User Interface	<p>During the out-of-box setup, if you select SIP instead of H.323, the system will restart before configuration is complete. After the restart, the system will return to the LAN Properties page, allowing you to complete system configuration.</p> <p>A VSX 8000 system set up for single-monitor VGA displays a black border around the user interface screens.</p> <p>If you set Line Input to Audio Mixer and check Enable Polycom StereoSurround, a message is displayed that Polycom microphones will be disabled. The microphones are actually disabled in this case, even though the System Status screen shows them as active.</p> <p>Incoming POTS calls are not recorded in the Recent Calls list. Outgoing POTS calls are listed correctly.</p> <p>Systems that are configured to use a UPnP NAT and are registered with a gatekeeper do not display the E.164 extension on the Place a Call screen.</p> <p>When you disable the Polycom microphones through Admin Settings > Audio > Audio Settings, the microphone status does not indicate the disabled status on the Diagnostics > System screen, showing the normal green arrow.</p>
V.35	<p>In H.320 calls from a V.35 VSX system with encryption enabled, the far-site system does not recover from a momentary loss of data.</p> <p>V.35 profiles are not localized. They appear in English.</p> <p>When you place a V.35 Direct Connect call from a VSX 7000 to a ViewStation EX running release 6.0.1 software, the call may not connect. When the call fails to connect, the VSX system's user interface displays the dialing screen and the ViewStation EX system's user interface does not appear to be receiving a call. Disconnecting the call and reconnecting should clear the problem.</p>
VGA Resolution	<p>The VGA resolution setting is only effective when the attached monitor is not capable of DDC (Plug-N-Play). If the monitor is capable of DDC, then the best resolution for the incoming VGA source is selected.</p>

Feature	Limitation
Video	<p>VSX systems do not support Pro-Motion in internal multipoint calls.</p> <p>When Polycom Video and Audio Error Concealment engages or disengages in a call, the monitor switches briefly from far-site video to near-site video, then back.</p> <p>VSX systems send video in low frame rates when using a camera set to Sharpness.</p> <p>Pro-Motion provides superior video quality by transmitting video in a format similar to that used by the camera and should only be used in calls between endpoints that use the same camera format (both PAL or both NTSC). VSX systems improperly activate Pro-Motion H.264 in calls between a PAL VSX 8000 and an NTSC VSX 8000. This can result in video artifacts in scenes with high motion. To work around this issue, disable Pro-Motion in calls between a PAL VSX 8000 and an NTSC VSX 8000.</p>
Web Interface	<p>SIP registration status is not displayed in the web interface, but it does show up on the system interface.</p> <p>For security reasons, the web interface does not include some of the configuration options available in the system's user interface.</p> <p>Web Director on VSX Web does not give the remote administrator any way to start or stop Polycom People+Content IP.</p> <p>When completing the out-of-box setup through the web interface, the administrator is presented with the option to select H.323 or SIP. Polycom recommends selecting H.323 at this point. The SIP selection can be enabled after the configuration is completed.</p> <p>Note: Making changes between these two selections causes the system to restart before the changes can take effect.</p> <p>The web interface does not give access to the following utilities: Calendar and Call Scheduler.</p> <p>The web interface Call Summary page (Diagnostics > System Status > Call Summary) does not include a Serial Calls section listing V.35 calls. The calls are included in the total call number. To see a listing of V.35 calls, refer to the system user interface.</p>

Feature	Limitation
Web Interface	<p>The Recent Calls page is not translated, so date and other information appears in English.</p> <p>If time server settings are changed from the web interface while the system is in a call, the system may try to disconnect the call.</p> <p>If you use the web interface to join a conference with a meeting password, the meeting password you enter is also set as the meeting password for your system. This does not happen if you enter the password using the remote control and the user interface.</p> <p>If you use the web interface shortly before upgrading a system to 8.5, the web interface will be temporarily unusable after the upgrade. To work around this issue, clear your browser's cache or wait an hour so the system will automatically clear the obsolete pages from the earlier VSX version.</p> <p>When Security Mode is enabled, the remote control in the web interface is disabled.</p> <p>When you search for a directory entry in the web interface, the entry is highlighted but its information is not displayed. This only happens if you used search to find the entry.</p> <p>To ensure the security of the system, VSX systems require that you provide a new password when entering Security Mode. If you configure Security Mode via the web interface, your browser's pop-up blocker may prevent you from receiving the pop-up used to update the password and enter Security Mode. To work around this issue, disable your pop-up blocker before starting the password change, or temporarily bypass it by holding down the CTRL key while pressing OK to the "Any changes made to this setting will cause your system to restart" message.</p>
Web Streaming	Web streaming does not work with RealPlayer.

Interoperability

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

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

V500 and VSX systems are tested extensively with a wide range of products. The following list is not a complete inventory of compatible equipment; it simply indicates the products that have been tested for compatibility with the 8.5 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	Check Point FireWall-1, Nokia IP130	NG R55 build 127
	Cisco Router (QoS and NAT)	12.3
	Cisco PIX	6.3.4
	Fortinet FortiGate-800 fixup on (V ² IU testing only)	2.8,build 456,050704
	Fortinet FortiGate-60	2.8,build 456,051027
	D-Link DI-604	3.51 11/22/2004
	WatchGuard Firebox SOHO 6tc	6.4.1. 03/2005 Bld 15
	Linksys BEFSR41 v2 UPnP	1.44.2 Dec 13 2002
	Linksys BEFSR41 v3 (not recommended)	1.0.4.8

Type	Product	Version
NAT/Firewall	Linksys RV082 (V ² IU does not recommend)	1.1.6.14
	Linksys BEFVP41 v2 (V ² IU testing only)	1.01.04 03/08/2005
	Linksys BEFSX41 v2 (not recommended)	1.50.18
	NETGEAR RP614 v2	5.20-RC3NA 04/2004
	NETGEAR FR114P (V ² IU testing only)	v1.5-14 09/06/2005
	Microsoft MN-500 UPnP	1.11.017
	SMC7004BR	193r
	SMC7004ABR (V ² IU testing only)	1.42.012
	Symantec 100	V1 Rel 63
	Edgewater V ² IU 5300 S Series	5.11.0Beta4.msm.h460.13
Gatekeeper, Gateways	Cisco 7960 phone	P00306000400
	Cisco gatekeeper	12.3 (6B)
	GMS	7.0.4.217
	MGC 25 gateway	7.5.0.49
	MGC 100 / 50 gateway	7.5.0.49
	PathNavigator	7.00.02.0189, 7.00.03.0204
	Polycom SE200	1.00.00.ER029
	RADVISION vialP gateway	4.0.0.40
	RADVISION ECS gatekeeper	3.6.0.5
	TANDBERG gateway	G3.0
	VCON MCM Gatekeeper	3.10.M12.D11.Y02
External MCU, Bridges, Call Managers	Cisco Call Manager	4.01
	MGC 25	7.5.0.49
	MGC 100	7.0.2.6, 7.5.0.xy, 7.0.3.2
	RADVISION vialP MCU	3.6.17, 4.0.31
	TANDBERG MPS	J2.3
Endpoints	Aethra AVC 8400 rack mount	6.00.0022, 6.00.0030
	Aethra Vega Star Gold	6.00.0022, 6.00.0030
	Concorde 6.70.01/6.50.02/6.30	6.70.01, 6.50.02
	France Telecom eConf	4.0.0.0.1.102

Type	Product	Version
Endpoints	iPower 9000	6.2.1.921, 6.2.0.1208
	Sony PCS-G70	02.10, 2.21
	Sony PCS1	3.1.4, 3.20, 3.21
	SoundPoint® IP 500	15.2.0054
	SoundPoint IP 600	1.6.3.0067
	SoundStation IP 3000	2.8V
	SoundStation IP 4000	1.6.3.0071
	TANDBERG 6000 B	10.0
	TANDBERG 6000 E	E5.0
	TANDBERG 6000 F MXP	F3.1,F3.2
	TANDBERG 880 E	E5.0
	TANDBERG 880 F MXP	F3.1,F3.2
	V500	8.0.3
	VCON HD 3000	0206.M03.D13.H12 // 0250.m08.d16.h16
	VCON HD 5000	3.5.6.1
	VCON HD vPoint	6.50.0064
	VCON ViGO	5.10.00085
	Venue	1.4.05
	ViaVideo® 2 V6.X	6.0.2.1359
	ViaVideo PVX	8.0.0.0.522 / 8.0.1.0669
	ViewStation 512	7.5.2, 7.5.4
	ViewStation FX	6.0.5.4
	ViewStation SP128	7.5.4 SP
	ViewStation SP384	7.5.4 SP
	VSX 3000	8.0.3
	VSX 3000A	Beta 8.5 0203.1246
	VSX 7000	8.0.3
VSX 8000	8.0.3	

Cisco PIX Firewall

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

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

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

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

Polycom V500 and VSX systems will work properly; however, with Cisco PIX setup in this manner you will be required to disable AES to connect endpoints through the Firewall. Also, H.239 will not work properly in this configuration.

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

In an H.323 multipoint conference using a VSX system MCU located behind a Cisco PIX 6.3.4 and 7.0.1 firewall among systems with H.239 enabled, the V500 and VSX systems outside of the firewall may not receive video when other sites connect. To avoid this, disable H.239 on all sites.

V500 and VSX systems are unable to control the far end camera when it is located behind a Cisco PIX 6.3.4 and 7.0.1 firewall.

➤ **Configure Conduits or Access List Assignments for the following ports:**

TCP 1720

TCP 3230 - 3235

TCP 3603

TCP 389

UDP 3230-3253

UDP 1718-1719

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

Polycom V500 and VSX systems and all features will work properly.

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

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

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

TCP 1720

TCP 3230 - 3235

TCP 3603

TCP 389

UDP 3230-3253

UDP 1718-1719

For inside interface, open all IP per video device.

Use the following command to configure conduits or access points:

```
conduit permit tcp host 255.255.255.255
```

```
eq port any
```

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

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

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

Hardware and Software Requirements

To access the web interface, use Microsoft Internet Explorer 6.0 or later as your web browser and make sure that you have Java 1.2 or later installed.

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

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

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

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

- iPower 6.0.0.315 or later
- ViewStation FX version 6.0 or later
- ViewStation version 7.0 or later
- PVX version 8.0 or later

- PathNavigator version 7.00.02.0189 or later, routed mode
- Global Management System version 7.0.1.212 or later
- V500 and VSX systems version 8.0.3 or later

Warranty and Registration

The V500 and VSX series products include a one-year hardware warranty (30-day return upon receipt at factory) and 90-day software warranty.

Complete the one-time product registration form on the Polycom Resource Center website at <http://extranet.polycom.com> to access software downloads. Using the information provided as part of product registration, Polycom will make every effort to send you electronic notification of software releases as and when available.

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