

Release Notes

Polycom HDX Systems, Version 2.0.0J



This document provides the latest information about version 2.0.0J software for Polycom® HDX 9000™ series systems. Version 2.0.0J includes all of the new features and enhancements of version 2.0. This version also adds features that meet U.S. Department of Defense network requirements for listing on the DSN Approved Products List (APL), as maintained by the Joint Interoperability Test Command (JITC).

Installing Version 2.0.0J

If you are upgrading from version 1.0.x to 2.0.0J, you must have a software key. If you are upgrading from 2.0.x, you do not need a software key. To install version 2.0.0J, use the restore button and the USB port on the system.

To install version 2.0.0J:

1. Download the appropriate software package.
2. Save one software package (. pup) file and one key code (. txt) file (if you are upgrading from version 1.0.x) to the root of a USB storage device.
3. Power off the system.
4. While the system is powered off, connect the USB storage device to the USB port on the system.
5. While holding down the restore button, press the power button once.
6. Keep holding the restore button for 5 more seconds, then release it.

Location of restore button



Do not power off the system or remove the USB device during the software upgrade process. If the upgrade is interrupted, the system may become unusable.

What's New in Version 2.0.0J


Security Enhancements

Polycom HDX software version 2.0.0J includes security enhancements that apply to all systems, whether Security Mode is enabled or disabled.

Customizable Security Banner

In version 2.0.0J, you can enable a security banner that appears each time you navigate to the home screen or from an unprotected screen to a screen that requires the room password for access. When the security banner appears, you must acknowledge the banner before you can continue.

To configure your system to use a security banner:

1. Go to **System > Admin Settings > General Settings > Security > Security Settings**.
2. Select  twice.
3. Configure these settings on the Security Settings screen:

Setting	Description
Enable Security Banner	Specifies the type of security banner to use. <ul style="list-style-type: none">• Off — Disables the security banner.• Custom — Allows you to enter text to use for the banner. You can enter up to ten lines of text, each of which can contain up to 128 single-byte characters.• DoD — Specifies that the system displays a default U.S. Department of Defense security banner.

Expanded Password Creation Requirements

- You can configure password policies for room, meeting, and remote access passwords. Password policy configuration is available only in the system's local user interface and includes the following:
 - Minimum length
 - Maximum and minimum password age
 - Requirements for including letters, numbers, or special characters in passwords
 - Ability to exclude the User ID or the reverse of the User ID in passwords
 - Ability to limit reuse of previous passwords

- All passwords now appear as a series of asterisks as you type them in a configuration screen or login box.
- All passwords can now contain up to 40 characters.
- If you attempt to create or change a password to a value that is invalid, the system displays a message that lists the password criteria that need to be met.
- If you set a remote access password, you must enter both the User ID and the remote access password to access Admin Settings through the Polycom HDX web interface.
- When you change the room password or remote password, you are prompted to re-enter the room password before you can save your change.

To set up a room, meeting, or remote access password policy:




Similar configuration settings are available for room, meeting, and remote access passwords. Each type of password is configured on a separate screen. When **Use Room Password for Remote Access** is enabled, the room password policy is applied to both room and remote access passwords.

1. Go to **System > Admin Settings > General Settings > Security > Password Settings**.
2. Choose the type of password to configure:
 - **Room**
 - **Meeting**
 - **Remote Access**
3. Configure these settings:

Setting	Description
Minimum Length	Specifies the minimum number of characters required for a valid password.
Can Contain or Reverse User ID	Specifies whether a valid password can contain the User ID or the reverse of the User ID. For example, if this setting is enabled on a system with the User ID “admin”, passwords such as “admin” and “nimda” are allowed.
Require Lower Case Letters	Specifies whether a valid password must contain one or more lower-case letters.
Require Upper Case Letters	Specifies whether a valid password must contain one or more upper-case letters.

Setting	Description
Require Numbers	Specifies whether a valid password must contain one or more numbers.
Require Special Characters	Specifies whether a valid password must contain one or more special characters. Supported characters include: @ - _ ! ; \$, \ / & .

4. Select  and configure these settings:

Setting	Description
Do Not Allow Previous Passwords	Specifies the number of most recently used passwords that cannot be reused. If this setting is set to Off , the password history is not saved.
Minimum Password Age in Days	Specifies the minimum number of days that must elapse before you can change the password.
Maximum Password Age in Days	Specifies the maximum number of days that can elapse before you must change the password.
Password Expiration Warning in Days	If you set a maximum password age, specifies how far in advance the system should warn that the password will soon expire.
Minimum Changed Characters	Specifies the number of characters in a new password that must be different from the current password. This example shows valid and invalid passwords for a system where the minimum changed characters is 3: Old password: 123xyz Valid new password: 123abc or 123zxy Invalid new password: 123xyx or 123zyx
Maximum Consecutive Repeated Characters	Specifies the maximum number of consecutive repeated characters that a valid password can contain. For example, if you set this setting to 3 , aaa123 and ababab are valid, but aaaa123 is not valid.

Configurable User ID

You can now customize the administrator's account to have a User ID other than **admin**. When you set a custom User ID, you are prompted to enter the User ID along with the room password when you:

- Access protected settings
- Perform a USB software update
- Reset the system

To configure your system to use a custom User ID:

1. Go to **System > Admin Settings > General Settings > Security > Security Settings**.
2. Enter a new User ID.

Screen Saver Enhancement

You can now configure the screen saver wait time to be 10 or 20 minutes, in addition to the previously available settings.

Enhancement to ISDN Support

National ISDN 1 (NI-1) support has been extended to include support for National ISDN 2 (NI-2).

Ability to Disable Serial Ports

You can now set each serial port to “Off”.

Meeting Password Status Indicator

The System Status screen now shows a Meeting Password indicator that shows the following conditions:

- Gray box: no meeting password is configured
- Green arrow: a valid meeting password is configured
- Yellow arrow: a valid meeting password is configured but will expire within the configured expiration timeframe
- Red arrow: a valid meeting password is configured but has expired

Security Mode Enhancements

In Polycom HDX software version 2.0.0J, enabling Security Mode provides additional security features.

New Security Mode Password Functionality

When you navigate from an unprotected screen to a protected screen on a system on which the security banner is enabled, you must select **Continue** on the banner to continue. The system then displays the date and time of the last successful login, as well as the total number of unsuccessful login attempts since the last successful login.

Actions that Require Reentering the Room Password

You must reenter the room password to:

- Change the room password
- Enable or disable **Security Mode**
- Enable or disable the **Use Room Password as Remote Access** setting

Security Mode Default Configuration

When you enable Security Mode, the following system settings are configured for you:

Setting	Default Configuration	Configurable?
AES Encryption	Enabled	Yes
Enable Remote Access: Telnet	Ports 23 and 24: Disabled	No
Enable Remote Access: SNMP	Disabled	No
Web Access Port	Port 80: Disabled with no redirect to port 443 Port 443: Available for HTTPS	No
Allow Web Monitoring	Disabled	Yes
Auto Answer Settings	Auto Answer Point-to-Point: Disabled Auto Answer Multipoint Video: Disabled	Yes
User Settings	Auto Answer Multipoint Video: Hidden Mute Auto-Answer Calls: Hidden Allow Video Display on Web: Hidden Far Control of Near Camera: Hidden	No
Minimum Password Length	Minimum length that can be configured is 1	Yes

Enhanced Log Management

Polycom HDX software version 2.0.0J includes the following log management enhancements in the system's local user interface:

- You can now transfer the log to an external USB storage device manually or automatically based on a configurable percent-filled threshold. The log consists of the following information:
 - System logs
 - Call Detail Report (CDR)
 - Configuration profile

For information about each of these components, refer to the *Administrator's Guide for Polycom HDX Systems*.

- You can now specify the log’s percent-filled threshold. When the log fills up past the threshold, the following actions are triggered:
 - Creates a log entry indicating that the threshold has been reached
 - Displays an alert on the Place a Call screen
 - Displays an indicator on the System Status screen
- The System Status screen now shows a Log Threshold indicator that shows the following conditions:
 - Green arrow: log is below the threshold and the USB device has sufficient space for a log transfer
 - Yellow arrow: log is above the threshold and the USB device has insufficient space or is not available
 - Red arrow: log is full



When the Log Threshold indicator is yellow or red, automatic log transfers cannot be completed, and data may be lost.

To configure log management:

1. Go to **System > Admin Settings > General Settings > Security > Log Management**.
2. Configure these settings on the Log Management screen:

Setting	Description
Current Percent Filled	Displays the percentage of the log file that is currently filled.
Percent Filled Threshold	Specifies how full the log must be to trigger an alarm, an entry in the log, an indicator on the System Status screen, and, optionally, an automatic log transfer.
Folder Name	Specifies the name to give the log folder. The log folder contains log files for all messages, the system profile, and the Call Detail Report (CDR). Choose one of these folder names: <ul style="list-style-type: none"> • System Name and Timestamp — System name and the date and time in the format specified on the Location screen. For example, if the system name is “Marketing”, the folder name could be <code>marketing_MMddyyyymmssSSS</code>. • Timestamp — Date and time in the format specified on the Location screen. For example, the folder name could be <code>yyyymmddhhmmssSSS</code>. • Custom — Optional folder name for manual log transfers.

Setting	Description
Storage Type	Specifies the type of storage device connected. Currently, only USB devices are supported.
Transfer Frequency	Specifies whether the transfer occurs automatically or manually: <ul style="list-style-type: none">• Manually — The transfer starts when you click the Start Log Transfer button. If the log fills before being transferred, new events overwrite the oldest events.• Auto at Threshold — The transfer starts automatically when the log reaches the specified percentage filled.

To transfer the log manually:

1. Go to **System > Admin Settings > General Settings > Security > Log Management**.
2. Specify a Folder Name.
3. Click **Start Log Transfer**.

If the specified folder name already exists, the system prompts you to specify a new folder name.

Feature Limitations

The following table lists the known feature limitations for the version 2.0 release. If a workaround is available, it is noted in the table.

Feature	Limitation
Analog Phone	<p>Do not use the analog phone connector if you are using the Polycom HDX system in Hong Kong or South Africa.</p> <p>For information about whether you need to use the telephone adapter in your area, refer to the telephone adapter setup sheet that came with the Polycom HDX system.</p>
API	The <code>dir</code> command is not supported.
	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.
	The <code>sysinfo get</code> command does not return information as stated in the <i>Integrator's Reference Manual for Polycom HDX Systems</i> . Instead, it returns <code>sysinfo registered</code> or <code>sysinfo unregistered</code> .
	<p>API sessions that are registered for call state notifications using the <code>callstate register</code> command will receive a notification with word BONDING for IP calls. The panel code should ignore it as that state will be dropped in the next release. Example from 1.0.2 API session:</p> <pre>-> dial manual 512 172.26.48.42 h323 dialing manual cs: call[38] chan[0] dialstr[172.26.48.42] state[ALLOCATED] cs: call[38] chan[0] dialstr[172.26.48.42] state[RINGING] cs: call[38] chan[0] dialstr[172.26.48.42] state[BONDING] 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>
	The <code>gatekeeperip get</code> command feedback may include extraneous data after the IP address.
Audio	If you establish multiple calls between the same two systems, you may experience audio feedback. Hang up one of the calls.
	Incoming voice calls do not work in a password-protected conference.

Feature	Limitation
Calling	Calls dialed using analog voice lines will not roll over to other call types if the call is busy or otherwise fails.
	Do not mix unrestricted (speeds that are a multiple of 64 kbps) and restricted (multiple of 56 kbps) participants in an internal multipoint conference.
	Calls placed at 7x64 from a QBRI HDX system to a PRI HDX system connect at 2x64.
Cameras	Polycom HDX 9000 series systems support 1280 x 720 VGA sources that provide SMPTE timing. They do not support 1280 x 720 VGA sources that use other timing.
	You may see a few seconds of blue video while the Polycom HDX camera wakes up. The camera may also take a few seconds to focus after waking up.
	If you downgrade the software from version 2.0 to an earlier version, you may need to disconnect and reconnect a Polycom EagleEye HD camera to restore the white balance.
	Polycom HDX 8000 HD systems do not support 1280 x 720 on camera 4.
	The Polycom EagleEye HD camera might not always return to its programmed preset position when the system wakes up. If this occurs, manually select camera preset 0.
	When you use a serial port for camera control, the system will automatically determine the correct parity setting.
Closed Captions	When providing closed captions over a serial connection, you must manually go to near video before entering text.
	Closed captioning (sent via either the serial port or the web interface) is limited to 31 characters per line.

Feature	Limitation
Content	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 in ports 4 and 5. Please consult your equipment manuals to find out the behavior of the HPD pin.
	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.
	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.
	If content is sent using People+Content IP but is not received, stop and start sending content again.
	If you see black or frozen content on a Polycom HDX 8000 HD system, stop and restart content.
Directory	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.
	When creating a multiple site entry in the directory, existing numbers in that entry may disappear as you add new numbers.
	When navigating through entries in the directory, you may see both a solid yellow highlight and an outlined yellow highlight.
	Directory entries do not successfully connect calls to sites dialed over ISDN voice. Add voice sites manually.
Gatekeepers	Registering to a gatekeeper may change the dialing order configured on the system.
Global Management System	Global Management System shows Polycom HDX systems as being active even if they are powered off.
	The Netstats page on Global Management System reports the wrong call type for Polycom HDX systems.
	Account Validation does not work.
Interoperability Aethra	Polycom HDX systems are not able to send HD video to the Aethra X7 M11.1.4 HD unit.

Feature	Limitation
Interoperability Avaya	<p>AES Encryption is not supported while registered to the Avaya Communication Manager.</p> <p>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.</p> <p>NAT is not supported for systems registered to the Avaya Communication Manager.</p> <p>While connected to the Avaya Communication Manager, telephony features are not supported to systems behind a neighboring gatekeeper.</p> <p>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 PathNavigator.</p> <p>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.</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 Polycom HDX 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.</p> <p>Internal MCU calls from an iPower system to an Avaya IP Softphone (IPSP) or Polycom HDX system do not connect.</p> <p>Avaya Communication Manager Telephony features and IPSP video mute are not supported with Polycom HDX, V500, VSX, iPower, or ViewStation FX systems behind PathNavigator.</p> <p>iPower IMCU calls to Polycom HDX systems using Avaya do not connect.</p> <p>The Avaya Communication Manager does not support Siren™ 22 audio or Siren 22 stereo.</p>
Interoperability Cisco PIX	Cisco PIX does not support H.239. Disable H.239 on the endpoints.
Interoperability iPower™	Polycom HDX systems transmit and receive H.263 content rather than H.264 content in calls with iPower 9000 systems running 6.2.0.

Feature	Limitation
Interoperability LifeSize	In SIP calls between Polycom HDX and LifeSize 2.6 systems, Polycom HDX systems do not receive 720HD.
	In SIP calls between Polycom HDX and LifeSize 2.6 systems, neither system has far-site camera control.
	In SIP calls between Polycom HDX and LifeSize systems, Polycom HDX systems send 711u audio.
	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.
Interoperability Microsoft	Do not send content to Microsoft Office Communicator from a Polycom HDX 8000 HD system.
Interoperability PathNavigator™	When registered to Polycom PathNavigator, directory entries with Speed set to Auto will fail.
	Set Use PathNavigator for Multipoint Calls to Always if you want to automatically use PathNavigator Conference on Demand to place multipoint calls.
	When using PathNavigator Conference on Demand to place multipoint calls to VSX systems using ISDN, the conference may connect with audio only. MGC 9.0 resolves this issue.
Interoperability PVX™	When H.239 is disabled, Polycom HDX systems transmit and receive H.263 content (instead of H.264 content) in calls with PVX. To resolve this issue, enable H.239.
Interoperability RADVISION	In calls using a RADVISION vialP gateway, Polycom HDX 9004 H.323 systems report packet loss on the transmit side, even though there might not be any packet loss.
	Polycom HDX 9004 systems cannot send dual streams to a Polycom HDX 9001 system in IP-to-ISDN calls made through the RADVISION vialP gateway.
Interoperability ReadiManager® SE200	SE200 administrators can manually add Polycom HDX 8000 HD systems using SE200 version 3.0, but not version 2.0. With version 2.0, administrators can add those systems by registering to the gatekeeper or Global Directory Server.
Interoperability RSS™ 2000	RSS 2000 supports a maximum call speed of 1024 kbps. To record a conference in HD using RSS 2000, make sure that the Polycom HDX is configured for sharpness.
	Polycom HDX systems display blocky, gray video for a few seconds after leaving the RSS 2000 menu.
	In calls using an RSS 2000, audio is transmitted using G.722.1 Annex C.

Feature	Limitation
Interoperability Sony	H.323 encrypted calls between a Polycom HDX system and Sony PCS-1 produce a constant audio screeching. To work around this issue, disable AES Encryption.
	Sony PCS-G50 systems do not receive content from Polycom HDX systems in H.320 calls if one side has encryption configured on and the other has encryption configured off. To address this issue, configure encryption the same on both systems.
	Polycom HDX systems are not able to receive video in an AES HD call from HG90.
	Content sent from Sony PCS-1 or PCS-G50 systems to Polycom HDX systems may display video artifacts.
Interoperability TANDBERG	Polycom HDX systems are not able to send HD video to TANDBERG 6000 MXP systems.
	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.
	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.
	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.
	Polycom HDX 9004 systems transmit H.263 video to TANDBERG 6000 MXP systems in 4 Mbps H.323 calls if either system has H.239 disabled. To work around this issue, make sure H.239 is enabled on both systems.
Interoperability VCON	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.
	VCON HD3000 systems may display poor video in calls with a Polycom HDX system.
Interoperability ViewStation	In calls between Polycom HDX systems and ViewStation systems with Basic Mode enabled, the ViewStation system does not receive video. To address this issue, turn off Basic Mode.

Feature	Limitation
Interoperability ViewStation	ViewStation EX/FX v6.0.5 does not support People+Content™ in calls with Polycom HDX systems. ViewStation EX/FX version 6.0.5.20 addresses this issue.
	Polycom HDX systems do not receive graphics from ViewStation systems.
	In 4-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.
	ISDN internal MCU calls from Polycom HDX systems to ViewStation FX systems that experience downspeeding may result in the ViewStation FX system not receiving video. To work around this issue, place calls at the final conference rate.
Interoperability VSX Systems	VSX version 8.5.1 will not activate PVEC (Polycom Video Error Concealment) in a call with a Polycom HDX system that experiences network errors. VSX version 8.5.2 addresses this issue.
	Calls from a VSX system version 8.7 do not connect when using the UDP transport protocol.
Interoperability Westinghouse	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.
ISDN	<p>If you enable “Calling Endpoint Uses the Original ISDN Number” on a Polycom HDX system with a PRI network interface module installed, and then install a QBRI network interface module in the system, the setting remains in effect, even though it applies only to PRI. This causes incoming calls to connect at 64 kbps.</p> <p>To avoid this problem, disable “Calling Endpoint Uses the Original ISDN Number” before you remove the PRI network module. If you see this problem after the QBRI module is installed, reinstall the PRI module and disable the setting. Then install the QBRI module.</p> <p>This issue will be addressed automatically in a future release.</p>

Feature	Limitation
Localization	Polycom HDX systems accept 21 double-byte characters for Localized System Name. Polycom recommends limiting a Localized System Name to 15 double-byte characters so that it is displayed properly in the user interface.
	A long text string entered in the Enter Marquee Text field is truncated to 21 double-byte characters with a backslash appended. Polycom recommends limiting these fields to 21 double-byte characters. If you enter more than 21 double-byte characters, the Home Screen Settings page of the web interface might become inaccessible. To work around this issue, remove the string on the Home Screen Settings screen of the local user interface.
	Long text strings entered in the Screen Saver Text or Logo Screen Text fields are truncated to 21 double-byte characters per line with a backslash appended. Polycom recommends limiting these fields to 21 double-byte characters.
	Polycom HDX systems accept 25 double-byte characters for Localized Name. Polycom recommends limiting a Localized Name to 16 double-byte characters so that it is displayed properly in the user interface.
	Polycom HDX systems accept 25 double-byte characters for Localized Meeting Name. Polycom recommends limiting a Localized Meeting Name to 16 double-byte characters so that it is displayed properly in the user interface.
Log Transfer	If the folder name is set to System Name and Timestamp on the Log Management screen and the system name contains a slash character, log transfers will fail. If the system name contains a forward slash, use either the Timestamp or Custom folder name option.

Feature	Limitation
MGC	Polycom HDX systems in high-speed, video-switched conferences with Pro-Motion™ on MGC may experience video artifacts when sending content. MGC 8.0.0.26 resolves this issue.
	Polycom HDX 9004 systems connect as audio only in H.320 Pro-Motion conferences on MGC-100 v7.5.1.6.
	Configure Polycom HDX system video content sources for motion when connecting with a video-switched sharpness conference on MGC v7.5.
	Enable H.239 on Polycom HDX systems when connecting into an MGC conference configured for H.239.
	If you are using Conference on Demand with a Polycom HDX system, configure this feature to use Continuous Presence or Transcoding instead of Video Switched.
	When People Video Adjustment is set to zoom, Polycom HDX systems may crop some messages sent by MGC.
	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 MGC version 9.0.1.5. To address this issue, enable H.239 on the Polycom HDX system.
	Polycom HDX systems with H.239 and encryption enabled cannot connect to H.261 conferences via H.320. To work around this issue, disable H.239 on the Polycom HDX system.

Feature	Limitation
Monitors	You may observe user interface distortion if you attempt to configure a monitor with a 4:3 aspect ratio for a resolution of 1280 x 720.
	You may observe distorted video in a multipoint call between PAL and NTSC systems if Zoom People Video to Fit Screen is enabled.
	Borders are clipped when using Discussion mode in a multipoint call with a DVI monitor set to 1280 x 720 resolution.
	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.
	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.
	If Monitor 1 is connected to the system using a different format than what is configured in the user interface, you may get a blank screen. To work around this issue, press and hold the Display button on the remote control, then select the appropriate format in the remote control window. Or if you know the system's IP address, you can change the monitor format using the web interface.
	On PAL Polycom HDX 8000 HD systems, disable Monitor 2 if you want to activate Monitor 3.
	On Polycom HDX 8000 HD systems, you may need to restart the system after changing between composite and S-Video before the changes take effect.
Network	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.
	When you configure a Polycom HDX 9001 system to use a static IP address, the system restarts as soon as you change one of the IP-related settings.
Profiles	Profiles do not save Monitor 2 settings.
	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. To work around this issue, manually register with the other servers.

Feature	Limitation
Remote Control	When the Display button is held down, the Polycom HDX remote control displays some video output formats that are not available for Polycom HDX 8000 HD systems.
Security	The Security page in both the local and web interface does not correctly report Telnet, SNMP and Web connections.
	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.
	Polycom HDX systems do not issue an SNMP alert for failed or successful attempts to log in via Telnet.
	Polycom HDX systems cannot accept incoming calls while displaying the Security Banner. You must first select OK to acknowledge the Security Banner, and then the call can connect.
SIP	SIP conferences do not support a meeting password. Do not configure a meeting password if you are using SIP.
SNMP	The Main Camera Up trap is not sent when a Polycom HDX system starts up.

Feature	Limitation
Software Update	Polycom HDX systems do not time out in software update mode if they are waiting for user response.
	When running a software update, you may see video artifacts on secondary monitors. The primary monitor will display the Software Update status screen.
	Use the local user interface or web interface to change monitor settings rather than the configuration screens provided with Software Update.
	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.
	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.
	If the Software Update page does not load after a few seconds, click the browser's Refresh button.
	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 preceding normally.
	Disable security mode before downgrading the system software from 2.0 to 1.0.x
	If a USB storage device connected to the system contains an invalid software update file, the system may lock up and then restart.
	If a USB storage device is removed during a software update, the update may not complete. Restart the system if this happens, and leave the storage device connected to avoid this problem.

Feature	Limitation
User Interface	When the trace route diagnostic screen lists more than one line in the results, you must use the Back button on the remote control to exit the screen.
	No warning appears in the user interface when changing the settings for content display in the web interface.
	Although the user interface allows you to set the audio Input Type to Line Input or Microphone, Polycom HDX 8000 HD systems support only Line Input.
	On the Call Statistics screen, the video rate used may appear to exceed the negotiated video rate. This is only a statistics issue and does not reflect what is actually happening on the network.
	If you do not configure Polycom HDX 8000 HD systems to use a time server, you will have to reset the time manually whenever the system restarts.
	When a system is configured for basic mode, it does not report far-site information correctly.
V.35	Polycom HDX 9004 systems allow IP calls when in a V.35 direct call.

Feature	Limitation
Web Interface	If an incorrect logo file type is loaded via the web interface, the logo does not show up and no error message is displayed.
	Logs cannot be downloaded from the web interface while in a call.
	When multipoint directory entries are edited in the web interface, the Call Quality changes to Auto. You can manually change the entry back to the desired speed.
	Entering single quotes in the Enter Marquee Text field of the Home Screen Settings page causes the web page to stop displaying correctly. To work around this issue, remove the quotes using the system's embedded user interface.
	The web interface prompts you to confirm a change to the video format, even when a change is not possible.
	Maximum Transmit Bandwidth and Maximum Receive Bandwidth (QoS) settings incorrectly display 4096 kbps as a choice when the 4 Mbps software option is not installed.
	The web interface allows duplicate Directory groups to be created without displaying a warning.
	Accessing the Directory page in the web interface using https causes the interface to freeze.
	In the web interface, call statistics may not always be displayed during multipoint 4096 kbps calls. To work around this issue, click the refresh button in your browser.
	If you do not know the system's IP address due to a software update or some other reason, you can access the web interface using the Host Name. For example, you would enter something like <code>http://systemhostname</code> in the web browser. To access the web interface before a Host Name is configured (such as during initial setup), use the default Host Name, which is "hdx" plus the serial number. For example, you would enter something like <code>http://hdx82071908B008CH</code> in the web browser.
	Although the web interface allows you to set the audio Input Type to Line Input or Microphone, Polycom HDX 8000 HD systems support only Line Input.
	The web interface shows sample sites even after they are removed through a software update process. To work around this issue, close your browser and open a new browser session.
When moving a camera to a different preset from the web interface, the Web Director progress bar may hang.	

Feature	Limitation
Web Interface	Web Director and remote monitoring do not display video when connected to a system that has Monitor 2 set to a resolution of 1024x768 and Monitor 3 enabled.
	When setting up the system's initial configuration using the web interface, the Security Mode checkbox might not be displayed. Refresh the web page to work around this issue.
	Entering single quotes in the SIP User Name field of the IP Network page causes the Directory Servers web page to stop displaying correctly.

Hardware and Software Requirements

To use the web interface, you need Microsoft Internet Explorer 6.0 or later.

Interoperability

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

- Polycom EagleEye HD
- Polycom PowerCam™ Plus
- Polycom PowerCam
- Sony EVI-D30/31
- Sony EVI-D70/Vaddio WallVIEW 70
- Sony EVI-D100/Vaddio WallVIEW 100
- Sony BRC-300/Vaddio WallVIEW 300
- Elmo PTC-100S/110R/150S/160R
- Canon VC-C50i/Vaddio WallVIEW 50i (requires VISCA shoe)
- 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 2.0 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	Cisco PIX 515	7.2.1
	Cisco Router QoS	12.3
	Fortinet FortiWifi-60A	2.8
	Linksys BEFVP41	1.01.04
	NETGEAR FR114P	1.5 Release 14
	SMC7004ABR	1.42.012
	Polycom V ² IU™ 5300 E/S	7.2.2
	Polycom V ² IU 4350	7.2.2
Management Systems and Recorders	Polycom Global Management System	7.1.003, 7.1.1.107
	Polycom RSS 2000	2.0
	Polycom VMC1000	1.0-b001
Gatekeeper, Gateways, External MCU, Bridges, Call Managers	Cisco CallManager	4.5
	Cisco Multimedia Conference Manager	12.4
	Microsoft Office Live Communications Server 2005	SP1 standard on Windows 2003
	Polycom ReadManager SE200	2.0 ER29
	Polycom PathNavigator	7.00.03
	Polycom RMX 2000	2.0.0.56
	Polycom MGC	8.0.0.27, 9.0.1.8
	RADVISION ECS	4.1.0.0
	TANDBERG Gateway	G3.2
	TANDBERG MPS	J3.2

Type	Product	Version
Endpoints	Aethra VegaStar Gold	6.0.49
	Cisco Unified Video Advantage	2.02
	DSTMedia Broad5	2.0.0
	DSTMedia K60	2.0.1
	LifeSize Room	3.0
	Polycom HDX 8000 series	2.0
	Polycom HDX 9001	2.0
	Polycom HDX 9004	2.0
	Polycom iPower 9000	6.2.0.1208
	Polycom PVX	8.0.2.4
	Polycom V500™	8.7
	Polycom ViewStation 512	7.5.4.10
	Polycom ViewStation FX	6.0.5.17
	Polycom SoundPoint® IP 601	2.2
	Polycom SoundPoint IP 650	2.2
	Polycom VSX 3000, VSX 5000, VSX 6000, VSX 7000, VSX 7000e, VSX 8000	8.7
	Sony PCS-G70	02.41
TANDBERG 6000 MXP	F6.1	

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