

Release Notes

ViewStation EX, ViewStation FX, and VS4000 POLYCOM[®] Version 6.0.3

Polycom is pleased to announce the release of ViewStation EX, ViewStation FX, and VS4000, version 6.0.3.

The ViewStation EX, ViewStation FX, and VS4000 systems provide natural videoconferencing interaction through the most advanced video communications technology, with

- ❑ High-quality video
- ❑ Crystal-clear audio
- ❑ Enhanced security options

This document provides the latest information about version 6.0.3 software for ViewStation EX, ViewStation FX, and VS4000 systems.

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What's New in This Release?

Superior Video with Support for the H.264 Standard

- ❑ The newly supported H.264 standard provides 15 fps video at line rates below 192 Kbps and 30 fps at line rates from 192 to 384 Kbps. H.264 video is supported in both IP and ISDN calls.
- ❑ Interoperates with VSX, iPower, and MGC.
- ❑ Interoperates with other systems using H.264 standard implementations.
- ❑ Available as an option for existing systems. For information about adding the H.264 option to currently deployed systems, please contact your Polycom distributor.

AES Encryption Support

Features of the encryption option include:

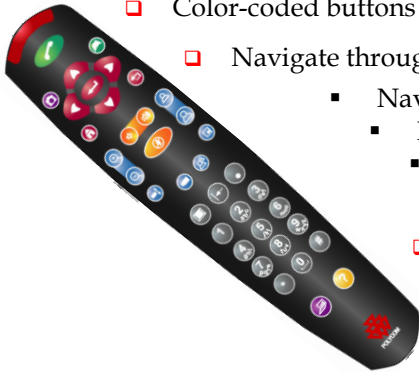
- ❑ Standards-based encryption at all speeds up to 2Mbps, in IP and ISDN calls.
- ❑ On-screen indicators show whether encryption is in use during calls.
- ❑ Support for point-to-point and multipoint calls.
- ❑ Automatic encryption of point-to-point and multipoint calls is available.
- ❑ Support for People+Content calls. Video and graphics streams are both encrypted.
- ❑ ITU standard key exchange and key management.
- ❑ Support for National Institute of Standards and Technology (NIST) approved, FIPS 197 compliant 128-bit AES encryption with extended Diffie-Hellman key distribution recommended by the H.235 (version 3) standard for IP networks and the H.233/H.234 standard for ISDN networks.
- ❑ Interoperates with VSX iPower, and MGC.
- ❑ Interoperates with other systems using the H.233/H.234/H.235 (version 3) standard encryption implementation.

For information about purchasing the encryption option, please contact your Polycom distributor.

Increased Bandwidth Support for ViewStation EX

The ViewStation EX has increased bandwidth support for IP calls. You can now place IP calls using up to 2Mbps bandwidth.

New Remote Control




- ❑ Color-coded buttons help you find related features quickly.
- ❑ Navigate through the configuration screens and place calls easily:
 - Navigate back through the menus using the Back button.
 - Return to the Home screen with one button.
 - Enter IP addresses that include dots using the dedicated Dot button.
- ❑ Use the new remote control with older ViewStation EX, ViewStation FX, and VS4000 systems.

Enhanced User Interface

- ❑ The ViewStation call screen has been enhanced for greater ease of use, following models set by the VSX systems, and the latest release of the ViewStation 7.5 software.
- ❑ On the Video Phone screen users can enter their own number to call, or select the Address Book, Speed Dial, and the Multipoint calling screen to easily access previously-saved numbers.

Improved Control of Content with Visual Concert FX

- ❑ When using the Visual Concert FX to share content with call participants, you have the option of sharing content as soon as your PC is connected to the Visual Concert FX unit, or when the user presses  Play on the VCFX unit.
- ❑ When using the Visual Concert FX, you can now display content on your system's VGA monitor without sending to the far site.
- ❑ The system now saves the VGA calibration values and sends them to the Visual Concert FX upon connection. You may need to adjust the VGA display if you connect a different PC to the Visual Concert FX.

Improved System Configuration and Management

- ❑ The new Address Book Utility is now available through the web interface. This utility allows the system administrator to
 - back up systems' address books in a central location,
 - edit address books, and
 - distribute the same address book to several systems.
- ❑ System administrators can make chair control functionality inaccessible to users remotely using the PMAC application.

- ❑ IP systems can now be configured to get the time from a time server. This allows the system to record call times accurately in the CDR if the time server is available.
- ❑ The alternate gatekeeper feature allows the ViewStation EX, ViewStation FX, or VS4000 system to dynamically update its configured gatekeeper IP address when the gatekeeper changes IP address; for example, when a system administrator redirects network traffic to a different gatekeeper during maintenance and service.
- ❑ System administrators can now set QoS values (IP precedence or DiffServ) separately for video, audio, and far-site camera control.
- ❑ Third-party applications for using and managing the systems require the same passwords as the ViewStation web interface.

API Enhancements

New and enhanced API commands provide greater control over system behaviors in installations using touch-panel controls. You can find usage information about these commands by using the **Help** command. For more information about the API commands, refer to *API Guide for ViewStation EX, ViewStation FX, and VS4000* (1725-10656-006/A).

- ❑ You can now use the **enablecontent** command to turn content sharing on or off.
- ❑ The new **dtrpulseonconnect** command lets you turn on or off dtr pulse on connect.
- ❑ You can now use the new **dtrpulseonconnectlength** to set the length of the pulse on connect.
- ❑ The new **dtrpulseondisconnectlength** command lets you set the length of the pulse on disconnect.
- ❑ The **pulse** subcommand has been added to the command **dtr**.
- ❑ The new **showdialingprotocolbutton** command allows the user to turn on and off the display of the dialing protocol button on the manual dialer.
- ❑ You can now choose whether to send the country code as part of the ISDN H.323 alias.
- ❑ The **gendialtone** command now returns **gendial** as the response.
- ❑ The new **showspeeddial** command lets you display the Speed dial screen.

Resolved Issues

The following table lists issues that have been addressed in this software release.

Category	Issue Addressed
Call connection	<ul style="list-style-type: none"> ▪ When you place an H.323 call that requires an IP address and an extension, you can now use a comma as a delimiter. ▪ A problem has been resolved that prevented some systems from making V.35 encrypted calls. ▪ In previous versions, when ViewStation EX, ViewStation FX, and VS4000 systems were configured not to answer calls automatically, incoming ISDN calls from non-Polycom systems could connect at incorrect speeds or possibly be dropped if not answered soon enough. Calls now connect at the correct speed when answered. ▪ In a previous version, when the system joined an encrypted H.261 SWCP conference through MGC, the call connected as audio only. This issue has been resolved.
Sharing content	<p>An issue has been resolved in which video could be displayed incorrectly when sharing content from a system being controlled through a touch-panel.</p>
Security	<ul style="list-style-type: none"> ▪ System security has been improved. ▪ On V.35 systems, mixed multipoint calls are only allowed when PathNavigator is both present and set to be used Always. ▪ V.35 systems configured for direct connect now answer H.323 calls automatically only when configured to answer automatically. ▪ When RS-366 dialing is selected, H.320 data detection is not used.
System configuration	<ul style="list-style-type: none"> ▪ In previous versions, the system failed to re-register itself when the gatekeeper failed for the second time. This issue has been resolved. ▪ AES encryption is disabled by default. To use AES encryption, you must enable it. ▪ The web UI now allows you to use the \ character in variables such as the system name. ▪ In previous releases, the global address book could become inaccessible if the Send Preferred Alias Only to Gatekeeper setting was set through the web interface when the system was not configured to use a gatekeeper. This setting is now available only when the system is configured to use a gatekeeper.
Interoperability	<ul style="list-style-type: none"> ▪ Placing a call to a Mirial system or receiving a call from a Mirial system no longer cause the ViewStation FX to restart. ▪ In some previous versions, calls placed through VGate gateways displayed poor video. This has been corrected. ▪ In some cases, when the system placed a call through a NAT that was not H.323-aware, the called site could display the system's IP address incorrectly. This has been resolved. ▪ In some previous versions, calls through a Cisco gatekeeper using E.164 extensions could be dropped. This has been corrected ▪ In some calls with Tandberg systems, ViewStation systems could cause the Tandberg systems to restart unexpectedly. This has been resolved.
RS-232 interface	<p>An issue has been resolved that caused the system to reboot when all of the following conditions were true:</p> <ul style="list-style-type: none"> ▪ the system was connected to another RS-232 device, ▪ the baud rates did not match, and ▪ a Telnet trace was started.

Category	Issue Addressed
Calling	<ul style="list-style-type: none">A problem was resolved that caused H.323 calls placed at 256 kbps with Visual Concert FX to send out 384 kbps of data when dual images was started.Changes to the volume setting using the volumeset command are now saved correctly.

State-of-the-Art Feature Review

Superior Video at Any Bandwidth

- ❑ The newly supported H.264 standard provides twice the video quality of H.263 at lower line rates.
- ❑ You can configure the system to use standards-based 50/60 fields video for calls at 512 Kbps and above.
- ❑ Error Concealment allows IP calls to provide high-quality audio and video even over networks experiencing heavy traffic.

Easy Software Updates and Upgrades

The ViewStation EX, ViewStation FX, and VS4000 systems include one-year hardware warranty (30-day return upon receipt at factory) and 90-day software warranty. For the first year, software updates (bug fixes and maintenance releases) and software upgrades (feature releases) are also included.

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.

Interoperability

The following table lists equipment that has been tested with the ViewStation EX, ViewStation FX, and VS4000 systems.

Manufacturer	Model	Version
H.320 Endpoint Interoperability		
iPower	600 Series	5.0, 5.3, and 6.0

Manufacturer	Model	Version
iPower	900 Series	5.0, 5.3, and 6.0.1
iPower	9000 Series	5.0, 5.3, and 6.0.1
Sony	PCS6000	5.01
Sony	PCS-1	2.01
Tandberg	1000	B7.1
Tandberg	6000	B7.1 and E3.1
Tandberg	800	B7.1
Tandberg	880	E3.1
VCON	Media Connect 8000	4.6
Aethra	Vega Star Gold	4.01
H.323 Endpoint Interoperability		
Microsoft	NetMeeting	3.0
Microsoft	NetMeeting	3.01
iPower	600 Series	5.0 and 5.3
iPower	900 Series	5.0 and 5.3
iPower	9000 Series	5.0 and 5.3
Sony	PCS6000	5.01
Sony	PCS-1	2.01
Tandberg	1000	B7.1
Tandberg	6000	B7.1 and E3.1
Tandberg	800	B7.1
Tandberg	880	E3.1
VCON	Media Connect 8000	4.6
VCON	Falcon	3.0
MCU H.320 Interoperability		
Polycom	MGC-25	5.12 and 6.0
Polycom	MGC-50	5.12 and 6.0

Manufacturer	Model	Version
Polycom	MGC-100	5.12 and 6.0
MCU H.323 Interoperability		
Polycom	MGC-25	5.12 and 6.0
Polycom	MGC-50	5.12 and 6.0
Polycom	MGC-100	5.12 and 6.0
RADVision	MCU	2.2.0.9d
RADVision	ViaIP MCU	3.2.12
Gateway/Gatekeeper/T120 Server Interoperability		
Polycom	MGC-100/gateway	6.0
Polycom	PathNavigator	5.0 and 5.2
Cisco	MCM Gatekeeper on the 3640 router	12.1 build 7
Cisco	2515 Gatekeeper	
RADVision	L2W-323BRI Gateway/Gatekeeper	2.2.3.2.5
RADVision	L2W-323PRI Gateway/Gatekeeper	2.2.3.2.5
RADVision	MCU Gatekeeper	2.2.1.0.9d
RADVision	ViaIP Gateway	2.0.1.8
RADVision	ECS/viaIP Gatekeeper	2.0.2.2
RAC	DCS Server	3.2.0.0
Firewall/NAT Interoperability		
Cisco router		12.2 build 7
Linksys		1.40.2
NetGear		3.25
SMC 7004BR		1.93s
Siemens		1.1
Cisco PIX		6.1.2

Feature Limitations

The following table lists known limitations of the ViewStation EX, ViewStation FX, and VS4000 systems.

Feature	Limitations
Sharing content	<ul style="list-style-type: none"> ▪ When using a Visual Concert FX unit at 600 x 400 resolution, the PC's VGA refresh rate cannot be changed from 75 Hz to 85 Hz. When the Visual Concert FX unit is set for 1024 x 768, the refresh rate cannot be changed from 60 Hz to 72 Hz. In these two instances, the system does not display a message to notify the user that the selected refresh rate is not supported. ▪ Snapshots do not work in calls that use H.264.
Hardware connections	<p>On a Visual Concert FX unit with two microphone pods attached, disconnecting one microphone pod may cause the other microphone pod to work improperly. If this happens, restart the system.</p>
Hardware compatibility	<ul style="list-style-type: none"> ▪ The microphone pods and cables for the ViewStation systems are not interchangeable with those designed for use with VSX systems. ▪ The power supply provided with ViewStation EX and ViewStation FX systems is not interchangeable with the power supply used for other ViewStation products. Do not use any power supply except the one provided with your system. The product warranty will be void if you use any power supply other than the one provided with the system.
Interoperability	<ul style="list-style-type: none"> ▪ In H.320 calls between a Tandberg system running the beta version of the E4.0 software and a ViewStation FX running version 6.01 software, the Tandberg system is unable to control the ViewStation FX camera. However, the ViewStation FX system is able to control the Tandberg system's camera. This is a Tandberg issue. ▪ The system is unable to place encrypted calls through the Cisco PIX firewall. ▪ The system cannot make encrypted multipoint calls through the Tandberg MCU using version 3.0 software. ▪ The system is unable to place encrypted calls through the Ezenia MCU. ▪ The system cannot place encrypted H.323 calls to Aethra VegaStar Gold systems. ▪ When placing calls through the MGC MCU, the call may be placed incorrectly if the extension is entered in the number field. The call will be dialed correctly if the extension is entered in the extension field. ▪ Video may display incorrectly in multipoint ISDN calls through a Tandberg MCU if the display is configured for discussion mode. ▪ In calls using a RADVision ECS gatekeeper running a software version before 3.5 and set for routed mode (Call setup Q.931 and Call control H245), the system may be unable to share content properly. This can be prevented by setting the RADVision ECS for direct mode.. ▪ In some low-speed calls, the system is unable to share content properly with Tandberg and Sony systems. ▪ Far site mute indications are not available in calls with Aethra VegaStar Gold systems.

Upgrade Details

To upgrade your software via the Internet:

1. From your PC, go to <http://extranet.polycom.com>, and download the appropriate software update file for your ViewStation EX, ViewStation FX, or VS4000 system in .zip format.
2. Extract the software update file.
3. Double-click **Softupdate.exe**.
4. Click **Softupdate**, then enter the IP address of the system you want to update. Enter the administrator password, if required, and click **OK** to begin the upgrade.
5. In the System Info window, click **Options**.
6. Verify that the update options are set up according to your preferences:

To complete this task...	Do this:
Clear all entries from the local address book	Select Remove Address Book entries . If you do not select this option, your address book will be preserved
Delete all system information including the Administrator password and software option key	Select Remove System Files . You will need to go through the initial system setup if you select this option. If you do not select this option, your system information will be preserved.
Allow the system to issue an IP address to a computer that you connect to it Note: Do not use this setting if the system is connected to a LAN with a DHCP server	Select Allow system to be a DHCP Server . The setting will not take effect if the system is on a LAN with an active DHCP server. If the system has previously been configured as a DHCP server, it reverts to being a DHCP client when it is connected to a LAN and restarted.
Obtain all the software options you purchased, including those you added after the initial purchase, without entering a license or software option key	<ol style="list-style-type: none"> 1. Select Upload Option Key > Obtain authorized options from server. 2. Enter your Polycom Resource Center user name and password in the appropriate fields. <p>Your system is updated with all of the options you have purchased.</p>
Obtain the software options you originally purchased, using the software option key that you received	<ol style="list-style-type: none"> 1. Select Upload Option Key > Manual option key entry. 2. Enter your software option key. If you purchased more than one software option when you purchased the system, your software option key allows you to update all the options you originally purchased.

To complete this task...	Do this:
<p>Register additional license keys with Polycom Resource Center</p> <p>Note: Software option keys are issued by Polycom Resource Center. They are not the same as license keys. You may only enter one software option key for the SoftUpdate, but you may enter several license keys.</p>	<p>To use individual license keys:</p> <ol style="list-style-type: none"> 1. Select Upload Option Key > Add new software options > Licenses. 2. In the Licenses field, enter your software license key. You may enter two or more license keys, using commas to separate them. 3. Enter your Polycom Resource Center user name and password in the appropriate fields. <p>To use a license file:</p> <ol style="list-style-type: none"> 1. Select Upload Option Key > Add new software options > License File. 2. Browse to the license file that you have created using the system's serial number and license key. This is a tab-delimited .txt file. 3. Enter your Polycom Resource Center user name and password in the appropriate fields.
Save the SoftUpdate options that you select	Select Save Options.

Note: The **Batch file** option is not available at this time.

7. Click **OK** to return to the System Info screen.
8. In the System Info screen, click **OK** to upgrade the software.

While the system is being updated during the software upgrade, the monitor display may go blank. When the software upgrade is complete, the system restarts.

Caution: Do not power off the system until the software upgrade is complete.

Where to Get the Latest Product Information

To view the latest Polycom product documentation, visit the Documentation section of our website at www.polycom.com/videodocumentation.

Warranty and Registration

The ViewStation EX, ViewStation FX, and VS4000 include one-year hardware warranty (30-day return upon receipt at factory) and 90-day software warranty. For the first year, software updates (bug fixes and maintenance releases) and software upgrades (feature releases) are also included.

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