



iPower System Software Release Bulletin and Installation Instructions

Version 6.2.0

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iPower System Software Release Bulletin and Installation Instructions

Version 6.2.0

This Polycom® iPower™ multimedia conferencing system software release bulletin provides information about software Version 6.2.0. This document includes the following topics:

- [Product Description](#)
- [Enhancements in This Release](#)
- [Compatible Communications Products](#)
- [Restrictions and Recommendations](#)
- [Additional Information](#)
- [Installing Version 6.2 Software on the iPower Systems](#)

Product Description

The iPower system is a state-of-the-art multimedia conferencing system incorporating the Polycom iPower architecture. This architecture offers unique capabilities that simplify the inclusion of information in a meeting and make it easier to manage both the system and the network it runs on. The iPower system performs as a multi-purpose conferencing system that can be used both on and off a call. For more information, go to www.polycom.com.

Enhancements in Version 6.2

Version 6.2 enhancements include:

- H.264 Video Error Concealment enhances your video experience by diminishing freezing video. The encoder enhancements implemented on the iPower systems:
 - Minimize the chance that the display will freeze
 - Conceal errors
 - Reduce full-frame refreshes
- IP calls dialed from a Global Address Book on a Global Management System will now select the E.164 address of the far site system.
- A call rate of 1152 kbps is now available for IP calls.
- The maximum number of digits allowed for ISDN dialing has been increased to 30 to ensure compatibility with all international dialing requirements.
- Far-end camera control is now available on calls through a RADVISION L2W-323 Gateway.
- Internal Multipoint calls can now be placed when the system is behind certain NAT environments.

Enhancements also include Closed Captioning capabilities:

- The iPower system can now display captions sent from another iPower or Viewstation site as part of a video conference. Users can specify whether to display captions for a video conference, and they can also specify which monitor to use for displaying the captions. The Closed Captioning feature is compatible with the ITU-T T.140 standard.
- The Closed Captioning option lets you receive captions from a captioning service provider and send captions to other sites in a conference. For more information about this option, go to:
http://www.polycom.com/products_services/0,,pw-35-6032,00%2Ben-USS_01DBC.html.
- Viewers of streamed video via the People+Content Streaming feature are now able to view captions.

Enhancements in Version 6.0

Version 6.0 enhancements include:

- Standards-based H.264 and Polycom H.264* are now available on all iPower platforms. Support for H.264 meets the ITU-T specification. The iPower systems interoperate over IP and ISDN with ViewStationFX, ViewStationEX, Viewstation4000, VSX, and with other H.264 standard compliant systems.
- Optional standards-based AES encryption is now available for point-to-point calls over IP networks. iPower provides AES encryption as

specified in H.235v3. Activating encryption does not affect the call speeds that iPower systems support — encrypted calls work at all the rates that unencrypted calls do. AES encryption is not supported for internal multipoint calls or ISDN calls. If you acquired your system before January 1, 2004, you must purchase a license key in order to use the AES Encryption option. See below for more information.

- People video can now be displayed at resolutions of 4CIF/4SIF. You see crisper images with resolutions equivalent to PAL/NTSC, though frame rates are lower.
- Content video can now be displayed with H.264 compression up to XGA resolution. In point-to-point calls between iPower systems, you can display Content with crisp resolution more quickly and with a higher frame rate than is possible when using H.263. This feature includes patent-pending technology.
- You can now choose to transmit VCR and Document Camera inputs as People video. Use AdminTools to configure these sources.

AES Encryption

In IP calls that do not use the internal multipoint option, iPower supports AES encryption as specified in H.235v3. AES encryption is not supported for internal multipoint calls or ISDN calls.

When configured for encryption, iPower will encrypt audio, People video, Content video and H.224 data (used for far end camera control), provided that the far end supports this. iPower does not encrypt T.120 data or streamed media.

iPower offers three modes for encryption:

- **Disabled:** The system will not encrypt calls, even if the far end supports encryption.
- **When Available:** The system will encrypt calls if the far-end system supports encryption; unencrypted calls will still connect successfully. Note that integrated T.120 data sharing is disabled when you choose this setting.

When you chose this setting, iPower will allow internal multipoint and ISDN calls, but will first warn the user that these calls are not encrypted. The system will also allow streaming, but it will warn the user that the streamed media is not encrypted.

- **Required:** The system does not complete unencrypted calls. If you make a call and the far-end system does not support encryption, the call does not connect. Note that integrated T.120 data sharing and internal multipoint calls are disabled when you choose this setting. When you chose this setting, iPower will allow ISDN calls, but will first warn the user that these calls are not encrypted. The system will also allow streaming but it will warn the user that the streamed media is not encrypted.

iPower considers a call successfully encrypted if all transmit and receive audio, video and H.224 channels are encrypted. In any of these channels

are not encrypted, iPower does not consider the overall call encrypted. In a successfully encrypted call, iPower displays a lock icon on the status bar; if the call did not fully encrypt (or if encryption was not configured) iPower will not display any encryption-related icons. In all calls, Conference Statistics and Operating Statistics will report the overall encryption status and the encryption status of each audio, video and H.224 channel.

When troubleshooting encryption related problems, keep in mind that equipment between the two endpoints of the call such as gatekeepers that use "routed signaling", gateways and MCUs also need to support encryption.

The iPower system's encryption messages refer only to the encryption provided by the iPower system. The system cannot detect external encryption.

Compatible Communications Products

The iPower multimedia conferencing system is 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 this release.

Note: Visual collaboration 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 algorithms it considers best for a particular call. At times, different products make different (though reasonable) choices. This process should not affect the quality of the call.

Compatible Conferencing Equipment

- Aethra Vegastar Gold 4.01.0016
- Intel TeamStation™ Version 5.0a
- iPower 600/900/9000 Collaboration System Version 5.3.0, 6.0, 6.1
- Microsoft NetMeeting Version 3.01
 - Under most circumstances, the system will negotiate to QCIF for calls to NetMeeting systems.
- Polycom PathNavigator Versions 5.1.0, 5.2.0
- Polycom MGC-25™ version 5.5
- Polycom MGC-25™, MGC-50™ and MGC-100™ Multipoint Conferencing Unit (MCU) Versions 6.02.4
 - Do not configure MGC conferences that include iPower endpoints for

"dynamic FECC".

- The Polycom Version 4.0 MGC-50 and MGC-100 MCUs do not support far-end camera control or browsing.
- *DO NOT* attempt to run versions of the Polycom MGC-100 MCU *lower than 2.2* with iPower Multimedia conferencing systems.
- You may experience poor quality when sending Content in a LAN call using a Polycom MGC-50 or MGC-100 MCU running Version 4.00 or lower. To address this issue, use version 4.01 of the Polycom MGC-50 or MGC-100 MCU.
- You may experience problems with application sharing in a conference using a Polycom MGC-50 or MGC-100 MCU running Version 4.00 or lower. To address this issue, use version 4.01 of the Polycom MGC-50 or MGC-100 MCU.
- When you use iPower Control Protocol to make calls from a LAN system to an ISDN system:
 - All prefixes and suffixes required by the gateway must be configured through AdminTools
 - The iCP Command must set the Calltype to Gateway
- Polycom PVX Version 6.0.1
- Polycom V500 Version 7.0.1
- Polycom ViaVideo™ Version 5.1, 6.0.1
- Polycom ViewStation 4000/EX/FX Version 6.0
- Polycom ViewStation MP/SP Version 7.5.2
- Polycom VSX 3000 Version 7.0.1
- Polycom VSX 7000 Version 5.1.1, 7.0.1
- Polycom VSX 8000 Version 7.0.1
- RADVISION VialP ECS Gatekeeper Version 3.2
 - RADVISION gatekeepers configured for H.245 gatekeeper-routed signaling do not support calls from iPower systems. The gatekeeper must be configured for direct signaling or for gatekeeper-routed Q.931 signaling.
- RADVISION BRI/PRI On-LAN L2W-323 Gateway Revision 2.2.3.25
 - Calls through a RADVISION gateway at 2x64 kbps must include an asterisk (*) suffix to the number dialed. Without this suffix, the call connects to the far end at 1x64 kbps.
- RADVISION MCU-323/20 Version 2.2.1.0
- Sony 6000 5.01
 - T120 does not work in H.320 calls with Sony PCS 6000.
- Sony PCS1 2.01
 - iPower may received poor quality video in H.323 calls with Sony PCS-1 that use H.263+. To work around this issue, configure the Sony system for H.263 or H.264.
- Tandberg 880 Versions E3.0 and E3.1

- Tandberg supports H.264 at CIF resolution. Calls with Tandberg that use H.264 will down-scale Content sources (such as the Windows desktop) to CIF resolution, with a resulting loss of video quality and sharpness. To work around this issue, configure the iPower system to use H.263+ video.
- Tandberg 6000 Version E3.0
- Vcon Media Connect 8000 4.6
- Vtel Galaxy version 2.2.0.70

Internal Multipoint Option Compatible Products

Internal Multipoint compatibility has been tested and found to be interoperable with the following products:

- iPower 600/900/9000 Collaboration System Version 5.3.0, 6.1.0
- Polycom PathNavigator Version 5.1.0, 5.2.0
- Polycom PVX Version 6.0.1
- Polycom ViaVideo™ Version 5.1, 6.0.1
- Polycom ViewStation 512 Version 7.2
- Polycom ViewStation 4000/EX/FX Version 6.0
- Polycom ViewStation MP/SP Version 7.5.2
- Polycom VSX 3000 Version 7.0.1
- Polycom VSX 7000 Version 5.1.1, 7.0.1
- Polycom VSX 8000 Version 7.0.1
- RADVISION ViaIP ECS Gatekeeper Version 3.2

Compatible Network Interface Equipment

This section contains information on terminal adapter compatibility. The following products are compatible with this release of the iPower multimedia conferencing system:

- Lucent/Ascend VSX Version +4.5Cp15+
- Promptus/DICA Hotlink Version 1.50V4
- Madge 20™ Version 5.20.1.17

Restrictions and Recommendations

This section lists the current restrictions in the following areas:

- [General](#)
- [Security](#)
- [Global Management System](#)
- [PathNavigator Call Processing Server](#)
- [Software Configuration](#)
- [Logging On and Logging Off](#)
- [Audio](#)
- [Video](#)
- [Recording](#)
- [Calling](#)
- [Internal Multipoint Option](#)
- [WebRemote](#)
- [Hardware](#)
- [iPower Applications](#)
- [Third-Party Applications](#)
- [Localization](#)
- [Data Collaboration](#)

General

- iPower cannot receive a snapshot (still image graphic) in a call that supports People and Content.
- The iPower 9000 system does not support Windows Standby mode, even though it is listed as an option in the Windows Shutdown menu.
- Use the Shutdown menu to power off the iPower 9000 system. Do not press the front panel power button to perform a shutdown.
- If you set a password for accessing a streamed conference and then click the **Set** button to view or alter conference settings, the password is deleted. Users can then access the stream without supplying a password. To avoid this, be sure to reset the password after you open the Stream to Web dialog box.
- Names for streamed conferences cannot include special characters other than @, ! or _ (underscore). If you use special characters in a streamed conference's name, remote users who use a web browser to view the conference see the embedded media player with no video.
- Recorded streams can quickly take up large amounts of hard disk space. When you record streams to the system's C drive, monitor the available hard disk space to ensure that the system has adequate free disk space for proper operation.

- If you change the screen resolution while the iPower application is running, the system experiences a “blue screen” crash.

Security

- Starting in version 5.0, only Integrated Windows Authentication is enabled on the WebRemote web server by default. Basic Authentication is not enabled in the default configuration. Note that this is a change from previous software versions, which enabled both Basic Authentication and Integrated Authentication security levels by default. Using Windows Integrated Windows Authentication alone provides greater security, but it also prevents browsers other than Internet Explorer from using WebRemote. Using Integrated Windows Authentication alone also causes problems in environments that do not fully support it. For more information on configuring WebRemote's security options, see *Configuring Web Remote Security*, available in the Security Center at www.polycom.com.
- You should ensure the security of your system by taking the following precautions:
 - Make sure that all accounts use effective passwords, especially those with administrative privileges.
 - Install, update, and use anti-virus software.
 - Install the latest security updates for Windows and for any applications you install.
 - Activate auditing for Windows events and monitor the audit log.
 - Restrict anonymous logins.
 - Conduct periodic reviews of your system. The Microsoft Baseline Security Analyzer (available free at <http://www.microsoft.com/technet/Security/tools/default.msp>) can aid you in this review.
 - Check with your network administrator for security procedures.
- Based on the Windows 2000 features used by the iPower software, Polycom strongly recommends that you install the following service packs
 - Windows 2000 Professional Service Pack 3
 - Internet Explorer 6 Service Pack 1 or Internet Explorer 5.5 Service Pack 2

- In addition, Polycom strongly recommends that you install the following security patches:

This bulletin:	Available at:	Fixes this problem:	Factory-installed on these systems:				
			4.2.0	5.0.0	5.2.0	6.0.0	6.2.0
MS01-029	http://www.microsoft.com/technet/security/bulletin/MS01-029.asp	Windows Media Player .ASX Processor Contains Unchecked Buffer	Yes	Yes	Yes	Yes	Yes
MS02-008	http://www.microsoft.com/technet/security/bulletin/MS02-008.asp	XMLHTTP Control Can Allow Access to Local Files	Yes	Yes	Yes	Yes	Yes
MS02-032	http://www.microsoft.com/technet/security/bulletin/MS02-032.asp	26 June 2002 Cumulative Patch for Windows Media Player (Q320920)	Yes	Yes	Yes	Yes	Yes
MS02-042	http://www.microsoft.com/technet/security/bulletin/MS02-042.asp	Flaw in Network Connection Manager Could Enable Privilege Elevation (Q326886)	Yes	Yes	Yes	Yes	Yes
MS02-045	http://www.microsoft.com/technet/security/bulletin/MS02-045.asp	Unchecked Buffer in Network Share Provider Can Lead to Denial of Service (Q326830)	Yes	Yes	Yes	Yes	Yes
MS02-048	http://www.microsoft.com/technet/security/bulletin/MS02-048.asp	Flaw in Certificate Enrollment Control Could Allow Deletion of Digital Certificates (Q323172)	Yes	Yes	Yes	Yes	Yes
MS02-050	http://www.microsoft.com/technet/security/bulletin/MS02-050.asp	Certificate Validation Flaw Could Enable Identity Spoofing (Q328145)	Yes	Yes	Yes	Yes	Yes
MS02-055	http://www.microsoft.com/technet/security/bulletin/MS02-055.asp	Unchecked Buffer in Windows Help Facility Could Enable Code Execution (Q323255)	No	Yes	Yes	Yes	Yes
MS02-062	http://www.microsoft.com/technet/security/bulletin/MS02-062.asp	Cumulative Patch for Internet Information Service (Q327696)	No	Yes	Yes	Yes	Yes
MS02-063	http://www.microsoft.com/technet/security/bulletin/MS02-063.asp	Unchecked Buffer in PPTP Implementation Could Enable Denial of Service Attacks (Q329834)	No	No	Yes	Yes	Yes
MS02-065	http://www.microsoft.com/technet/security/bulletin/MS02-065.asp	Buffer Overrun in Microsoft Data Access Components Could Lead to Code Execution (Q329414)	No	Yes	Yes	Yes	Yes
MS02-070	http://www.microsoft.com/technet/security/bulletin/MS02-070.asp	Flaw in SMB Signing Could Enable Group Policy to be Modified (309376)	No	Yes	Yes	Yes	Yes
MS03-008	http://www.microsoft.com/technet/security/bulletin/MS03-008.asp	Flaw in Windows Script Engine Could Allow Code Execution (814078)	No	No	Yes	Yes	Yes
MS03-010	http://www.microsoft.com/technet/security/bulletin/MS03-010.asp	Flaw in RPC Endpoint Mapper Could Allow Denial of Service Attacks (331953)	No	No	Yes	Yes	Yes
MS03-011	http://www.microsoft.com/technet/security/bulletin/MS03-011.asp	Flaw in Microsoft VM Could Enable System Compromise (816093)	No	No	Yes	Yes	Yes
MS03-013	http://www.microsoft.com/technet/security/bulletin/MS03-013.asp	Buffer Overrun in Windows Kernel Message Handling could Lead to Elevated Privileges (811493)	No	No	Yes	Yes	Yes
MS03-017	http://www.microsoft.com/technet/se	Flaw in Windows Media Player Skins	No	No	Yes	Yes	Yes

This bulletin:	Available at:	Fixes this problem:	Factory-installed on these systems:				
			4.2.0	5.0.0	5.2.0	6.0.0	6.2.0
	http://www.microsoft.com/technet/security/bulletin/MS03-017.asp	Downloading could allow Code Execution (817787)					
MS03-023	http://www.microsoft.com/technet/security/bulletin/MS03-023.asp	Buffer Overrun In HTML Converter Could Allow Code Execution (823559)	No	No	Yes	Yes	Yes
MS03-024	http://www.microsoft.com/technet/security/bulletin/MS03-024.asp	Buffer Overrun in Windows Could Lead to Data Corruption (817606)	No	No	Yes	Yes	Yes
MS03-025	http://www.microsoft.com/technet/security/bulletin/MS03-025.asp	Flaw in Windows Message Handling through Utility Manager Could Enable Privilege Elevation (822679)	No	No	Yes	Yes	Yes
MS03-030	http://www.microsoft.com/technet/security/bulletin/MS03-030.asp	Unchecked Buffer in DirectX Could Enable System Compromise (819696)	No	No	Yes	Yes	Yes
MS03-039	http://www.microsoft.com/technet/security/Bulletin/MS03-039.asp	Buffer Overrun In RPCSS Service Could Allow Code Execution (824146)	No	No	No	Yes	Yes
MS03-041	http://www.microsoft.com/technet/security/Bulletin/MS03-041.asp	Vulnerability in Authenticode Verification Could Allow Remote Code Execution (823182)	No	No	No	Yes	Yes
MS03-042	http://www.microsoft.com/technet/security/Bulletin/MS03-042.asp	Buffer Overflow in Windows Troubleshooter ActiveX Control Could Allow Code Execution (826232)	No	No	No	Yes	Yes
MS03-044	http://www.microsoft.com/technet/security/Bulletin/MS03-044.asp	Buffer Overrun in Windows Help and Support Center Could Lead to System Compromise (825119)	No	No	No	Yes	Yes
MS03-045	http://www.microsoft.com/technet/security/Bulletin/MS03-045.asp	Buffer Overrun in the ListBox and in the ComboBox Control Could Allow Code Execution (824141)	No	No	No	Yes	Yes
MS03-049	http://www.microsoft.com/technet/security/Bulletin/MS03-049.asp	Buffer Overrun in the Workstation Service Could Allow Code Execution (828749)	No	No	No	Yes	Yes
MS04-003	http://www.microsoft.com/technet/security/Bulletin/MS04-003.msp	Buffer Overrun in MDAC Function Could Allow Code Execution (832483)	No	No	No	Yes	Yes
MS04-004	http://www.microsoft.com/technet/security/Bulletin/MS04-004.msp	Cumulative Security Update for Internet Explorer (832894)	No	No	No	Yes	Yes
MS04-007	http://www.microsoft.com/technet/security/Bulletin/MS04-007.msp	ASN.1 Vulnerability Could Allow Code Execution (828028)	No	No	No	Yes	Yes
MS04-011	http://www.microsoft.com/technet/security/Bulletin/MS04-011.msp	Security Update for Microsoft Windows (835732)	No	No	No	Yes	No
MS04-012	http://www.microsoft.com/technet/security/Bulletin/MS04-012.msp	Cumulative Update for Microsoft RPC/DCOM (828741)	No	No	No	Yes	No
MS04-016	http://www.microsoft.com/technet/security/Bulletin/MS04-016.msp	Vulnerability in DirectPlay Could Allow Denial of Service (839643)	No	No	No	Yes	No
MS04-019	http://www.microsoft.com/technet/security/Bulletin/MS04-019.msp	Vulnerability in Utility Manager Could Allow Code Execution (842526)	No	No	No	Yes	No

This bulletin:	Available at:	Fixes this problem:	Factory-installed on these systems:				
			4.2.0	5.0.0	5.2.0	6.0.0	6.2.0
MS04-020	http://www.microsoft.com/technet/security/Bulletin/MS04-020.msp	Vulnerability in POSIX Could Allow Code Execution (841872)	No	No	No	Yes	No
MS04-022	http://www.microsoft.com/technet/security/Bulletin/MS04-022.msp	Vulnerability in Task Scheduler Could Allow Code Execution (841873)	No	No	No	Yes	No
MS04-023	http://www.microsoft.com/technet/security/Bulletin/MS04-023.msp	Vulnerability in HTML Help Could Allow Code Execution (840315)	No	No	No	Yes	No
MS04-024	http://www.microsoft.com/technet/security/Bulletin/MS04-024.msp	Vulnerability in Windows Shell Could Allow Remote Code Execution (839645)	No	No	No	Yes	No
MS04-025	http://www.microsoft.com/technet/security/Bulletin/MS04-025.msp	Cumulative Security Update for Internet Explorer (867801)	No	No	No	Yes	No
MS04-028	http://www.microsoft.com/technet/security/Bulletin/MS04-028.msp	Buffer Overrun in JPEG Processing (GDI+) Could Allow Code Execution (833987)	No	No	No	Yes	No
MS04-030	http://www.microsoft.com/technet/security/Bulletin/MS04-030.msp	Vulnerability in WebDAV XML Message Handler Could Lead to a Denial of Service (824151)	No	No	No	Yes	No
MS04-031	http://www.microsoft.com/technet/security/Bulletin/MS04-031.msp	Vulnerability in NetDDE Could Allow Remote Code Execution (841533)	No	No	No	Yes	No
MS04-032	http://www.microsoft.com/technet/security/Bulletin/MS04-032.msp	Security Update for Microsoft Windows (840987)	No	No	No	Yes	No
MS04-037	http://www.microsoft.com/technet/security/Bulletin/MS04-037.msp	Vulnerability in Windows Shell Could Allow Remote Code Execution (841356)	No	No	No	Yes	No
MS04-038	http://www.microsoft.com/technet/security/Bulletin/MS04-038.msp	Cumulative Security Update for Internet Explorer (834707)	No	No	No	Yes	No

Note: iPower systems use the multi-language version of Windows 2000 Professional. When you download language-specific Microsoft patches, always use the English-language version even if you run your system in another language.

For up-to-date information about security issues that affect iPower products, go to the Polycom Security Center at www.polycom.com.

Global Management System

The Global Management System uses the serial number as a unique key to identify the system. When iPower systems are managed by a Global Management System, their serial numbers must be properly configured.

- Make sure that no two systems are configured to use the same serial number. The serial number is printed on the back of the iPower system

computer unit. Enter the serial number in the Setup Wizard as indicated during the installation process.

- You must restart the iPower system if you change the serial number (for example, if you originally entered an invalid serial number). Otherwise, you cannot use the Page System Administrator feature, and the Call Status indicator does not display on the Global Management System server.
- Users of Norton AntiVirus software must temporarily disable NAV script blocking prior to registering iPower systems with GMS. Failure to do so will activate a GMS error message, "Manager URL Not Set", and will prevent the GMS address from saving in the GMS Station field.

To register NAV systems with GMS, do the following:


1. Disable script blocking in Norton AntiVirus.
2. Reboot the iPower system.
3. Launch the iPower Collaboration software.
4. Use AdminTools to register the system with GMS.
5. Once the system is successfully registered you may re-enable NAV script blocking.

PathNavigator Call Processing Server

- If you make a configuration change on PathNavigator (such as enabling Conference on Demand), you must restart the iPower system for the new setting to take effect.
- The default profile as defined in PathNavigator Conference on Demand includes the line rate, the T.120 rate, and video session information. In this release, you cannot modify this information.

Configuring the iPower system to use PathNavigator Conference on Demand

To configure PathNavigator Conference on Demand, do the following:

1. Start AdminTools and click  LAN.
2. Click the Gatekeeper Setup tab.
3. Check the **Use a gatekeeper** check box.
4. In the **Gatekeeper DNS name** or **IP address field**, enter the PathNavigator gatekeeper DNS name or IP address.
5. Enter the video call alias and voice call alias in the appropriate fields, and click **Apply**.

Note that the video call and voice call aliases must be unique.

6. The **Use ISDN to initiate multipoint calls from this system** check box appears.

Check this box if you want to enable ISDN Callback. This feature allows the system initiating the Conference on Demand call to connect to the

conference using ISDN.

7. Click **OK**.
8. Configure PathNavigator for Conference on Demand. For details, see the PathNavigator documentation.

Placing a call using PathNavigator Conference on Demand

To place a call using PathNavigator Conference on Demand, do the following:

1. From the iPower collaboration application, click the **Make a Call** button and then click **Directory**.
2. Check the box next to each number that you want to dial.
The numbers appear in the Selected names field at the bottom of the screen. You can select as many numbers as your bridge supports.
3. Click **OK** to place the call.

If you are placing a multipoint call and have enabled ISDN Callback, you receive a message from the system indicating that the current call will be disconnected. Click **OK** when you receive this message. The system then places calls to all of the designated conference participants (including yourself). Answer this call to start the multipoint videoconference.

If you have not enabled ISDN Callback, the call connects as a regular multipoint call, based on the configuration settings. For more information, refer to the iPower collaboration application online help.

Software Configuration

- If the Port Ranges are set incorrectly, the iPower system will crash. For information on setting the Port Ranges, start AdminTools and access the online help topic *Configuring the Adaptor/NAT/Port Range*.
- If QoS is enabled, calls through a D-Link NAT (model DI-704P) may not work.
- If the system is configured with an incorrect NAT address, LAN calls have no video.
- RSVP is not supported on iPower systems using the Windows XP operating system.
- If you have upgraded to iPower version 5.0 software from a previous release, you must install Microsoft's QoS Packet Scheduler in order for the iPower system's QoS features to work properly. Note that the QoS Packet Scheduler has already been installed on systems pre-installed with version 5.0 or 6.0 software.

To install QoS Packet Scheduler:

1. Click Start and then choose Settings > Network and Dial-up Connections > Local Area Connection.
2. Click **Properties**.


3. Select Internet Protocol (TCP/IP) and click **Install**.

4. Select Service and click **Install**.

5. Select QoS Packet Scheduler, and click **OK**.

- When you use AdminTools to configure the system for a Maximum Bandwidth, the setting does not take effect until the system is restarted.
- When you create a WebOffice, your first attempt to log on will be unsuccessful. You should be able to log on successfully with subsequent attempts.
- When an iPower system configured to run on an asymmetric network is then reconfigured not to run on an asymmetric network, the maximum incoming bandwidths are changed. Reconfigure these items to values appropriate for your environment.
- After you exit the iPower collaboration application, either wait several seconds before starting AdminTools (in order to allow the application time to complete its shutdown procedure), or launch AdminTools while the application is still running. (AdminTools automatically coordinates shutdown of the iPower collaboration application.)
- In AdminTools, changes to incoming call bandwidth can cause the iPower system to lose its gatekeeper settings.

To address this issue, do the following:

1. Start AdminTools and click  LAN.
 2. Click the LAN Bandwidth tab.
 3. Change the incoming call bandwidth, and click Apply.
 4. To force AdminTools to save the change, click the Gatekeeper Setup tab, and then click the LAN Bandwidth tab.
 5. Click OK.
- Do not enable Internet Connection Sharing in the Windows Network and Dial-up Connection settings.
 - The default audio algorithm for Internal Multipoint calls is G.722. Since calls to endpoints that do not support G.722 fail, you must change the audio algorithm to G.711 if there are NetMeeting or ProShare[®] systems on the network. Change the audio algorithm for Internal Multipoint calls in AdminTools>Internal Multipoint.
 - You cannot change the community string for SNMP to a blank value. If you do, the previous value is restored when you restart the system.
 - The iPower system registers properly with an ILS server running Windows NT, but does not register with an ILS server running Windows 2000.
 - To disable RAS on an ISDN line previously configured for RAS, first uncheck the **Use this line for network management via RAS** check box in the ISDN Bandwidth tab in AdminTools, and then select None. If you do not do this first, RAS remains enabled even though the field is grayed out. The system may continue to reserve the line for RAS and it

will not be available for video calls.


- When you register the system to a RADVISION gatekeeper, you may receive a message that says "Failed to Ping the gatekeeper." Ignore this message.
- This release supports the Auto ISDN feature for systems in North America. Since not all network equipment supports Auto ISDN, you should manually configure your system if Auto ISDN cannot determine the network configuration.
- If the system is configured to allow users to redial numbers, it retains the last number dialed until you log off. If you do not want to save the last number dialed, use AdminTools to disable this feature.
- You must restart the system after you change the IMUX call mode using AdminTools.
- Systems configured for V.35/RS-449 do not publish their information to the Central Directory. The system administrator must add this information manually.
- iPower and TeamStation systems use different formats for their local directories. You cannot copy a directory file from a TeamStation to an iPower system or from an iPower system to a TeamStation.

Logging On and Logging Off

- iPower 900 systems running Windows XP operating systems may periodically require user intervention upon system shutdown. Should the system stall at the point where it would normally display the message, "It is now safe to turn off your computer", you may safely power off the system by pressing the power button to the OFF position.
- iPower Collaboration software supports users who are members of the following Windows groups: Users, Power Users or Administrators. Users logged in as "Guest" may be restricted from accessing certain iPower menu options.
- You may experience problems if you change the Auto Logon user information on a system that is already set up for Auto Logon. To modify Auto Logon user information, configure the system to use Standard Windows Logon. Then, configure the system to use Auto Logon again.
- Make sure you allow the iPower system time to complete its normal shutdown procedure. Do not click the End Now button on the Ending Application dialog box while the application is still running.

Audio

- The mixer panel for the virtual audio driver on iPower 9000 systems does not include a master volume control. You must enable the master volume control on the mixer panel. Do the following:

1. Click the  Speaker icon in the System Tray and select Open Volume Controls.

2. Select Options > Properties.
 3. Select the Playback option.
 4. Check the **Volume Control** check box. The Master Volume Control appears in the mixer panel.
- For best results, always use **Automatic** as the preferred Audio Algorithm.

Video

- iPower 900 systems running Windows Media Player version 9.0B may experience system crashes when playing .AVI files. If this happens, follow these steps:
 1. From Windows Media Player, choose Tools > Options and then click the **Performance** tab.
 2. Move the **Video Acceleration** slider to the None position.
- Avoid changing laptop screen resolution while it is the active Content source.
- For best results, always use **Automatic** as the preferred Video Algorithm.
- When you change the video display resolution, shut down the iPower collaboration application, change the resolution setting, and then restart the iPower system.
- The supported resolutions for main display of the iPower system are 800x600 and 1024x768 pixels. The maximum supported refresh rate is 75 Hz.
- To use the 32-inch XGA monitor at 1024x768 pixels, set the display to 60 Hz.
- When using a laptop or PC as a Content source, the following modes display valid video if the laptop or PC conforms to VESA standards:

640x480, 60 Hz	800x600, 56 Hz	800x600, 75 Hz
640x480, 72 Hz	800x600, 60 Hz	1024x768, 60 Hz
640x480, 75 Hz	800x600, 72 Hz	1024x768, 75 Hz

If the setting does not conform to VESA standards, the image may not display. Note that some unsupported modes may display on the laptop thumbnail if they approximate a supported VESA standard.

Recording

- When you record a meeting:
 - All audio is recorded.
 - On systems using a single monitor, everything on the monitor is recorded (both People and Content).
 - On systems using dual monitors, if a Content source is being shown, it is recorded. If no Content is being shown, far-end video is recorded.
- The system may not display VCR video while fast-forwarding a tape.

- Some VCRs may not appear on the People and Content list unless they are playing a tape. You can use AdminTools to configure the system to include the VCR on the People and Content list, even if no signal is detected.
- When using the Digital Conference Recording feature on iPower systems with Windows XP, a "Browse for Folder" error message may appear when attempting to select the folder destination for the recorded stream. If this happens, click OK in the error message window, and select a new folder location from the screen that follows.

Calling

- When the iPower system is showing Content in a non-Dual Images call, the iPower system cannot adjust its People camera. The iPower system can only control a camera that is displaying video.
- In this software version, you cannot make 2x64 non-dialed (DCE-signaled or DCE-dedicated) calls. To address this issue, place 1x128 calls instead.
- In a multipoint call that includes the ViewStation FX, the iPower system cannot control the presenter's camera
- During a call, you may experience substantial delays in T.120 activities when the far end takes control.
- To make a loopback call, select a rate less than or equal to the number of ISDN lines connected.
- When you are in a loopback call, the system does not allow you to select the Content source.
- Conference Statistics and Operating Statistics may report a video error when you add or remove Content from a videoconference. This does not affect the quality of the call.
- The iPower system does not transmit video in an H.263 ISDN QCIF call to a PictureTel Concorde•4500. To address this issue, set the resolution on the Concorde to CIF.
- If an iPower system receives a still-image graphic from another type of system, the iPower system displays the graphic until the end of the call.
- If an iPower system receives a still-image graphic from another type of system and you switch the image from the main video window to the PIP, the PIP displays a black screen.
- Use a voice alias or E.164 address when placing Voice over IP (VoIP) calls. Encourage callers to do the same. Otherwise, the system may treat an incoming or outgoing call as a video call (for example, it may automatically answer the call if you configured auto-answer for video calls).
- If a call is sent through a gateway or MCU that does not support People and Content, the Content video quality is reduced, even if both endpoints support People and Content.
- Configure a gatekeeper before attempting to make gateway calls.

- In a PathNavigator Conference on Demand call, only the local system is included in the Conference Sites list. To include all sites, enable Chair Control on the MCU.
- Conferences hosted by an Avaya MCU do not support the Browse function. If you select Remote Control > Far-End Camera and turn off Picture-in-Picture (PIP) from the iPower collaboration application Options menu, you are unable to switch to near-end camera control.
- When using an Ezenia! H.323 MCU, the call does not connect when dialed with an E.164 address that starts with the digit "1".
- When you use the on-screen Camera Controls, you cannot use the on-screen cursor for functions outside of the Camera Controls, such as muting. You can use the buttons on the remote control or a keyboard shortcut.
- A call must be at least 112 kbps to send Content. The system does not send Content in a 56 kbps or 64 kbps call.
- If you attach V.35/RS-449 cables to the system when it is powered on, the system may interpret any signal changes as an incoming call. To address this issue, power off the system before connecting the cables.
- In a V.35 DCE-Signal call to a Concorde•4500 system, the iPower system may hang up the call and not reconnect. To address this issue, configure the iPower system for DCE-Dedicated calls when placing or receiving non- dialed calls from a Concorde system.
- In V.35 DCE-Signal calls, a Montage system does not disconnect properly from the iPower system. To address this issue, configure the iPower system for DCE-Dedicated calls.
- Use the following encryption type settings with the call modes listed below. All other settings are invalid:

Encryption Type	Call Mode
KG-194	DCE-Signal DCE-Dedicated
KIV-7	Dialed
None	Dialed DCE-Signal DCE-Dedicated

- If you are using encryption in a DCE-Dedicated call, the call may take up to one minute to completely disconnect from the system.
- iPower does not support these types of 2x64 calls:
 - 2x64 calls where both channels are dialed simultaneously
 - Non-dialed (DCE-signaled or DCE-dedicated) 2x64 calls
- Dialed V.35/RS-449 2x64 calls may take up to 20 seconds to receive remote video.
- On 900 or 9000 systems (V.35 or RS-449) using a Lucent/Ascend IMUX in Dialed mode, the IMUX may sometimes get into a state where it cannot place or receive 2x64 kbps or 2x56 kbps calls. If this occurs,

access the IMUX through its console and force it to disconnect its second port. For information on how to do this, refer to the IMUX documentation.

- Note the following when using a PT-235 adapter:
 - A V.35/RS-449 system operating with a PT-235 adapter that is configured for KIV-7 compatibility may experience delays or problems when disconnecting from a call. Configure the PT-235 adapter to hang up the call if it loses synchronization for a specified time period. Refer to the PT-235 documentation for information.
 - The iPower system does not support restricted call rates when using a PT-235 adapter.
 - The iPower system does not support constant-carrier V.35/RS-449 (DCE-Dedicated) calls to Montage when using a PT-235 adapter.
 - The iPower system does not support connecting a Quad-BRI to both a PT-235 adapter and a network/PBX ISDN line. For this reason, you cannot use the fourth ISDN BRI line when the system is connected to a PT-235 adapter.
 - If you are placing a call through a PT-235 adapter, perform the following steps to ensure that the call profile matches the call profile in the IMUX.
 1. From the iPower collaboration application, click Make a Call.
 2. Enter the appropriate setting for your IMUX type:

IMUX	Setting	Example
Promptus	#Call Profile**Video Number	#60**95551731 (384 kbps call with a call profile of 60)
Lucent	#Call Profile Video Number	#01095556789 (384 kbps call with a call profile of 010)

3. If you need to select the call rate, click **Advanced**.

- The iPower system is pre-configured with IMUX call modes that are used to dial common rates with the Lucent Multiband IMUX or the DICA Oasis IMUX. If you request a rate that is not configured, the system dials the next lowest rate. To dial at a rate that is not pre-configured, you can either provide the information when you dial the call, or set the IMUX type to Other in AdminTools, then configure the rates to support.
- When you use iPower Control Protocol to dial a call, attempting to dial more sites than your license allows causes black video.
- The iPower Control Protocol EncoderSourceChange and EncoderActiveChange events do not work correctly in this version of the iPower software.
- Using the iPower Control Protocol commands SDPd and SDPv to select a Document Camera or VCR does not display the correct video.


- When you use iPower Control Protocol to make calls from a LAN system to an ISDN system:
 - All prefixes and suffixes required by the gateway must be configured through AdminTools
 - The iCP Command must set the Calltype to Gateway.

Internal Multipoint Option

- The Internal Multipoint option uses several features that most gateways do not implement, such as flow control. As a result, Internal Multipoint calls through a gateway may fail to connect or may experience various problems, such as black video.

Note: Internal Multipoint calls through gateways do not support Continuous Presence.

- All participants in an Internal Multipoint conference must support G.722. If any do not, you must change this algorithm to G.711 using AdminTools. Do the following:

1. Start AdminTools and click  **Internal Multipoint**.
2. In the **Audio Algorithm** field, select G.711.

- You must restart the system after you activate the 12-site Internal Multipoint option.
- You cannot make an Internal Multipoint call using ISDN. If you try to do so, you receive an error message. To place an ISDN call, make sure the Allow additional video sites check box is unchecked.
- When a site that does not support People and Content joins or leaves a call, other sites that support People and Content may briefly receive black video while People and Content is being enabled or disabled.
- The Polycom ViewStation briefly displays distorted video when an iPower system leaves a videoconference.
- On occasion, one may see the "Allow additional video sites" checkbox grayed-out after configuration changed related to Internal Multipoint. To work around this issue, restart the system.

Using a RADVISION Gatekeeper on an iPower System with Internal Multipoint

In order to use a RADVISION gatekeeper on an iPower system with Internal Multipoint, you must register the iPower system with the gatekeeper. Do the following:

1. Use AdminTools to register the iPower system with the gatekeeper.
2. On the gatekeeper, use the following configuration tools to locate the entry for the iPower system:
 - Use OnLAN on the L2W-323.

- o Use the web browser on the ECS to access the administrator page.
3. On the gatekeeper, specify that the iPower system is Predefined, and save your change.
 4. Add a predefined endpoint on the gatekeeper with the following properties:

Set this property:	To this value:
Type	MCU
Registration IP	IP address of the iPower system
Forward to	Leave blank
Port	1701
Type	Use the default setting
Alias	Conference@name of the iPower system
Alias Type	Name
Allowed Services	All services allowed

Note: After registering the system with the gatekeeper, wait several minutes before making calls with the iPower system.

WebRemote

- You cannot use WebRemote to place an Internal Multipoint call.
- When you use AdminTools to disable WebRemote and then re-enable WebRemote, you must restart the system before you can use WebRemote.
- After making changes to the Network Management settings, you must either restart the iPower system or uncheck and check the Allow management via SNMP check box to force the system to save the changes immediately.
- To display WebRemote statistics charts, configure SNMP with a community string of public.
- If you are using WebRemote, you will not see any changes made to the system configuration using AdminTools during your WebRemote session. You must exit and restart WebRemote to see the changes.
- If you use WebRemote on a Chinese or Japanese system, and you select a language other than Chinese, Japanese, or English, some WebRemote pages (such as those with accented characters) may not display properly.
- Use Internet Explorer 5.0 (or higher) or Netscape® Navigator 4.06 (or higher) when using WebRemote.
- To view the Alarms and Statistics pages, you must configure your web browser to use Microsoft Java runtime. Perform the following steps:

1. From the web browser, select Tools > Internet Options and click Advanced.
2. Uncheck the check boxes for any other Java plug-ins.

Note: Netscape Navigator 6.0 does not display the Alarms and Statistics pages.

- You cannot save system configuration changes made using WebRemote if Auto Logon is enabled and the Auto Logon password is blank. You must change the Auto Logon name and enter a password.

Hardware

The iPower system is tested extensively with the hardware configuration supplied as standard with this system. Polycom cannot warrant the operation of the system if you replace or add your own hardware. Unless a separate maintenance contract is in place, our technical support personnel may request that you replace the original hardware to be able to effectively isolate any problem. Please note that the software supplied to install the operating system and the iPower collaboration software will not reflect any user-installed hardware.

- In some environments, the drivers for iPower 9000 system's Network Interface Card may spontaneously uninstall. If this occurs, download the new version of this the driver from Intel's web site.
- If the Low Cost BRI card is replaced with another Low Cost BRI Card, the ISDN Bandwidth settings are automatically set to 64K and all calls are restricted to 64K. To make higher bandwidth calls, manually reset the standard and premium bandwidths to a higher setting.
- When you power on an iPower 9000 system with an iPower 70 camera, the camera may take a few minutes to fully initialize. During this time, you may see a camera readiness message. You do not need to take any action. After the start-up period, the message disappears and the system is ready to use.
- The DVD drive in the iPower 9000 system reads CDs and data DVDs, but it does not play video DVDs. If you try to install the software required to play video DVDs, it may conflict with the iPower system's video drivers. To address this issue, connect an external DVD player to the iPower 9000 system just as you would connect a VCR.
- On the iPower 9000 system, the VGA monitor connector labeled Monitor 3 (the second VGA output) is not supported.
- When using a Hitachi™ CMP307XU or other native XGA display device, change the resolution of the iPower system to 1024x768 for better display quality.
- If you are using any USB device, you must obtain and install the latest Windows 2000 drivers from the manufacturer's web site.

- If you ordered the iPower system with PN 370-1214-02 V.35/RS-449 board, make sure that you use the correct jumper settings and the appropriate cable.
 - This board supports both V.35 and RS-449, depending on how you set the J3 jumper.

If you use:	Set jumper J3 to:	Use this cable:
V.35	Pins 2 and 3	180-0339-01
RS-449	Pins 1 and 2	180-0340-02

- This board also ships with support for the KG-194 encryption device enabled. To enable support for the KIV-7 encryption device, set the J2 jumper setting as shown in the table below.

If you use:	Set jumper J2 to:
KG-194 encryption	Pins 1 and 2
KIV-7 encryption	Pins 2 and 3

- The new iPower 9000 remote control and keyboard use infrared (IR) signals that operate at a frequency of 38.4 kHz and a wavelength of 940 nm. The iPower 600/900 remote control uses IR signals that operate at a frequency of 38 kHz, 880 nm. The older iPower 600/900 keyboard and trackball use IR signals that operate at 56 kHz, 950 nm. On rare occasions, room lighting may interfere with these signals, which could reduce the range of the devices or render them inoperable. If you encounter this situation, do one or more of the following:
 - Decrease the room lighting.
 - Change lighting and ballasts to a frequency outside of the range used for the Polycom devices.
 - Use a hard-wired or radio-frequency (RF) keyboard.

iPower Applications

- The following objects in the iPower SNMP MIB do not implement the Write operation, even though the MIB specifies them as Read-Write:
 - ptConfSysDescription
 - ptConfSysNotificationMode
 - ptConfSysName
 - ptConfSYSOID
 - ptConfSysUpTime
 - Objects in the Advanced Configuration

Write operations against these objects appear to complete successfully but do not actually change anything.

In addition, the MIB-II object ptConfSysName does not implement the Write operation. Write operations against it appear to complete successfully but do not actually change anything.

- After you restart the system, you may see an error message the first time you access the iPower collaboration application online help. Click Yes to continue.
- You must restart the iPower system after running the Hardware Diagnostics application.

Third-Party Applications

The iPower system is tested extensively with third-party software. Polycom attempts to address compatibility issues with all third-party applications for which the operating system, CPU, and memory are appropriate. However, incompatibilities may arise due to the complex nature of a multimedia collaboration system. In the event that an incompatibility issue arises, Polycom technical support may request that you uninstall a third-party application in order to isolate the problem.

The following applications are pre-installed on the iPower system:

- Microsoft Internet Explorer (IE) Version 6.0 with Service Pack 1
- Microsoft Word Viewer 97
- Microsoft Excel Viewer 97 Version 8.0
- Microsoft PowerPoint Viewer 97 Version 8.0
- Microsoft NetMeeting Version 3.01
- Adobe Acrobat Reader Version 5.0

The iPower system has been tested and found compatible with the following third-party applications.

- Microsoft Office XP
- McAfee VirusScan Version 4.5.1
- PCAnywhere Version 10 (configured for Legacy video mode)
- WinZip Version 8
- Adobe Acrobat Version 5.0

Note: This list is not a complete inventory of compatible applications; it simply indicates the applications that have been tested for compatibility.

Be aware of the following application-related restrictions in this release:

- Do not use Windows Update to update the drivers for the Savage video chipset. Polycom provides a customized video driver. Replacing the Polycom video driver may cause problems with iPower system video.
- If you use NetMeeting Chat to send a message in a T.120 call, the NetMeeting Chat window does not pop up on the system receiving the message. You must maximize the window manually.
- You must close the iPower collaboration application when running applications that utilize DirectDraw resources (for example, certain screen savers and video applications such as streaming viewers).

- Internet Explorer users running Windows XP Service Pack 2 may encounter a “content blocking” security warning when attempting to view a live or recorded video stream in a browser window. If this occurs, continue to the next screen as prompted in the warning message window and select “Allow Blocked Content” to view the stream.

Localization

The translation for the [Near/Far] button on the Japanese-language versions of the iPower 9000 remote control and keyboard is inaccurate. The translation should read [こちら側/相手側], instead of [拡大/縮小]. This will be corrected in future versions of the remote control and keyboard.

For information about the availability of the Japanese-language versions of the iPower 9000 remote control and keyboard, contact your Polycom service provider. For information about using the Near/Far button, see the iPower System help.

日本語版 iPower 9000 のワイヤレスキーボードとリモコンに印刷されている翻訳に間違いがあるのでご注意ください。現バージョンのキーボードとリモコンの [拡大/縮小] ボタンは、[こちら側/相手側] ボタンの間違いです。この問題は、今後発売されるキーボード/リモコンバージョンで訂正される予定です。

日本語版 iPower 9000 のワイヤレスキーボードとリモコンの在庫情報および入手については、Polycom 製品をお買い上げになった販売店にお問い合わせください。また、[こちら側/相手側] ボタンの使い方について詳しくは、iPower システムのヘルプを参照してください。

Data Collaboration

- When sharing applications in an iPower conference, annotations from the SMART Board™ interactive whiteboard can be written from both sites. From the remote site, these annotations can take several seconds to update back to the host site. This differential depends on the speed of your data connection. To address this issue, SMART Technologies Inc. implemented a Remote Local Update feature in the SMART Board driver. Remote Local Update allows remote sites to annotate and see the annotations instantly on their boards. Although these annotations are seen instantly at the remote sites, it actually takes them a few seconds to appear at the host site. The benefit of this feature is that the remote-site annotations appear to be updated instantly.
- Calls placed with an Avaya, PictureTel Montage, or Ezenia! H.320 MCU do not support T.120.
- T.120 is not supported in ISDN multipoint calls using PathNavigator Conference on Demand.

- Data sharing is not available for calls made through a gateway to a PictureTel 330 MCU.
- T.120 may not function properly in calls made through a gateway from a LAN system to an ISDN system.
- Application sharing is significantly slower in ISDN calls than in LAN calls. If you do not need to allow the far-end to modify your document, you can address this issue by sharing your document as video using the ImageShare device, or by sharing the iPower system Windows Desktop.
- An iPower system running software lower than Version 3.0 (or any other system that uses NetMeeting Version 2.11 as its data collaboration engine) cannot collaborate on applications that are shared by an iPower system running Version 3.0 software or higher.
- When a far-end site stops sharing an application via T.120, the sharing window may remain on the screen and hide the far-end window. To address this issue, minimize the application-sharing window to bring the iPower collaboration application and video to the foreground.
- Sharing an Adobe® Acrobat® file may cause the system to freeze if the far end tries to take control. To address this issue, hang up the call and redial.
- To ensure that all participants see the same region of a shared application, set up all systems with the same resolution whenever possible.
- If you change the system's configuration to allow T.120 calling, you must reboot the system before the change takes affect before you can make calls to a ViewStation or ViewStation FX.

Additional Information

If you need further assistance with your system, you can refer to these resources:

- For help with ordering ISDN or with setting up your LAN for collaboration, see *Preparing Your Network for Collaboration*, available on the iPower Documentation CD or from the Polycom web site at www.polycom.com.
- For help with administrator tasks, see the AdminTools online help or refer to the *iPower Collaboration System Tips and Troubleshooting Guide*, available on the iPower Documentation CD or from the Polycom web site at www.polycom.com.
- For the latest information and updates, use your web browser to go to www.polycom.com.
- When sending error log files to Polycom, compress them with the WinZip application. To download the most current evaluation copy of this software, go to www.winzip.com. You may also order a full copy of WinZip at this site.

Installing Version 6.2 Software on the iPower Systems

This section describes how to upgrade the 6.2 software on the iPower 600, 900, and 9000 systems. This section also describes how to reinstall the 6.0 software on iPower 9000 systems.

After upgrading 6.2 software, Polycom recommends that you go to extranet.polycom.com for any 6.2.x maintenance updates.

Installing Version 6.2 Software on the iPower 600 System

For iPower Release 6.2, you can upgrade the iPower 600 system software by downloading iPower_6_2_0_Update.exe from the Polycom Web site (extranet.polycom.com).

You can apply iPower Version 6.2 software to your system only if it is running software Version 5.x or higher. If your system is running an earlier version, upgrade it to 5.x before you begin.

Before You Upgrade the iPower Software

Before you upgrade the iPower software to Version 6.2, make sure you do the following:

1. Log on to the system with an account that has administrative rights. If your system is set up for Auto Logon, use AdminTools to configure the system to use Standard Windows® Logon, and restart the system. See the *iPower Collaboration System Tips and Troubleshooting Guide* for details.
2. Download the software from the Polycom Web site (extranet.polycom.com) to your local drive. On an iPower 600 system, you must download the software to the D: drive.
3. Ensure that you have at least 195 MB of free space on both the C: and D: drives.

To free up space on these drives, consider the following measures:

- Delete Temporary Internet Files:
 - o To display these files, from Windows Explorer, choose Tools>Folder Options. Click the View tab and select Show Hidden Files and Folders.
 - o To delete these files, start Internet Explorer and select Tools>Internet Options. In the Temporary Internet Files section, click Delete Files. You can delete these files for each system user. The files are stored in C:\Documents and

Settings\\Local Settings\Temporary Internet Files.

- Delete files in the C:\Documents and Settings\\Local Settings\Temp directories.
 - If you have installed any Win2K service packs, do the following:
 - o From Windows Explorer, choose Tools>Folder Options. Click the View tab and select Show Hidden Files and Folders.
 - o Delete or move to the D: drive any folders under C:\WINNT that have a name starting with \$NtUninstall followed by several additional characters. This could free up 7 to 8 MB.
 - Delete any large .dmp files from C:\Documents and Settings\All Users\Documents\DrWatson\.
 - Reduce the size of the paging file on the C: drive. To do this:
 - o From the Windows Desktop, right-click My Computer, then click Properties.
 - o Click the Advanced tab.
 - o Click Performance Options.
 - o Click Change...
 - o For the C: drive, set the initial and maximum size to 8 MB.
 - o Click OK until the computer reboots.
 - If any of these files are large, you can delete them to free significant space:
 - o C:\iPower_install.txt
 - o C:\iPower_install.log
 - o C:\sapi_install_log.txt
 - o C:\DpProcessor0.txt, C:\DpProcessor1.txt, C:\DpProcessor2.txt, C:\DpProcessor3.txt
 - o "C:\winnt\Windows Update Setup Files" and all files and subfolders
 - Empty the Recycle Bin.
4. Close all Windows applications, including any anti-virus software.

Upgrading the iPower 600 System Software

This section contains information about upgrading your iPower 600 system software to Version 6.2.

1. Double-click iPower_6_2_0_Update.exe to start the upgrade, and then follow the instructions on the screen.
2. Restart the system to complete the upgrade.
3. Polycom recommends that you go to extranet.polycom.com to check for any 6.2.x maintenance updates.

Installing Version 6.2 Software on the iPower 900 or iPower 9000 System

For iPower Release 6.2, you can upgrade the iPower 900 or 9000 system software by downloading iPower_6_2_0_Update.exe from the Polycom Web site (extranet.polycom.com).

Note: You can upgrade to iPower Version 6.2 software only if your system is running software Version 5.x or higher. If your system is running version 3.x or 4.x, you must first upgrade to version 5.x and then upgrade to 6.2. If you have version 2.x or earlier (which uses Windows NT as its operating system), you must reinstall the iPower software since Version 5.0 uses Windows 2000 as its operating system. See the section "Reinstalling the iPower 900 or 9000 System Software" for more information.

- To reinstall the iPower 900 system software to version 5.0, use the boot floppy and the two-CD set with part numbers 5151-50783-001/A and 5151-50784-001/A (model number 2200-51032-001). After doing this, you will still need to upgrade to 6.2.
- To reinstall the iPower 9000 system software to version 6.0, use the two-CD set with part numbers 2151-50356-003/A and 2151-50357-003/A (model number 2200-51033-001).

Before You Upgrade the iPower Software

Before you upgrade the iPower software to Version 6.2, make sure you do the following:

1. Log on to the system with an account that has administrative rights.
If your system is set up for Auto Logon, use AdminTools to configure the system to use Standard Windows Logon, and restart the system. See the *iPower Collaboration System Tips and Troubleshooting Guide* for details.
2. Download the software from the Polycom Web site (extranet.polycom.com) to your local drive.
3. Ensure that you have at least 195 MB of free space on the C: drive.
4. Close all Windows applications, including any anti-virus software.

Upgrading the iPower 900 or 9000 System Software

This section contains information about upgrading your iPower 9000 or 900 system software to Version 6.2.

To upgrade iPower 900 or 9000 system software

1. Double-click iPower_6_2_0_Update.exe to start the upgrade, and then follow the instructions on the screen.

2. Restart the system to complete the upgrade.
3. Polycom recommends that you go to extranet.polycom.com to check for any 6.2.x maintenance updates.

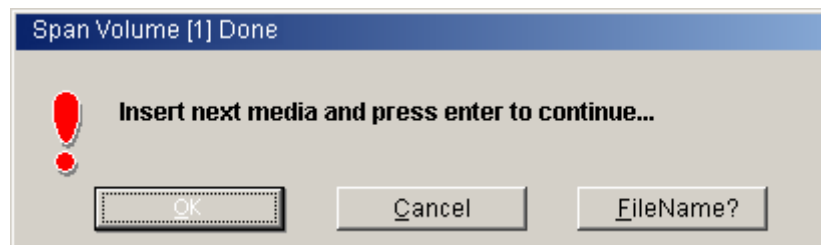
Note: After upgrading an iPower 9000 system to version 5.3.0 or later software from 5.1.0 or earlier software, you are prompted to reboot the system again. Be sure to perform the requested reboot. You will need to do this for locally-applied updates as well as for updates performed via WebRemote or the Global Management Server.

This "extra" reboot occurs the first time a system updates from 5.1.0 or earlier software to 5.3.0 or later software; it will not be required for future updates.

Reinstalling the iPower 9000 System Software Version 6.0

When you reinstall the iPower Version 6.0 system software, all of your system settings, Directory entries, and other user files are overwritten.

1. Back up local directory data.
Save your Local Directory data by copying
C:\Program Files\PictureTel\vc\tsdir.ini to external media.
2. Record configuration settings.
Make a record of your configuration settings by running the Polycom Operating Statistics utility. On the Configuration Summary page, click **Save As** to save the iPowerSysConfigLog.txt file to external media. You can use this information to help reconfigure the system after the upgrade.
3. Make sure you have the iPower 9000 system serial number and your LAN and ISDN settings.
4. Insert the CD marked Disk 1 of 2 into the CD-ROM drive, and then power on the system.
A warning screen appears. Press **Enter** to continue.
5. Insert the CD marked Disk 2 of 2 when you see this dialog box:



Press Enter after you insert the second CD.

6. Follow the instructions on the screen, and restart the system to complete the upgrade.

If the system does not restart automatically after completing the upgrade, you must restart it manually.

During installation, a "0x0B Read Default" error message may appear, along with **Abort** and **Retry** buttons. Since the mouse is inactive at this point, press **Enter** to continue the installation process.

7. After installing 6.0 software, check extranet.polycom.com for any 6.x maintenance updates.