

# Release Notes

ViewStation EX, ViewStation FX, and VS4000, Version 6.0.5



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Polycom is pleased to announce the version 6.0.5 software release for Polycom ViewStation® EX/FX/VS4000 systems.

## What's New in This Release?

Polycom software release 6.0.5 is available as a free software update for ViewStation EX/FX/VS4000 customers. Version 6.0.5 addresses the issues described in the [Corrected Issues](#) table and includes the following new functionality.

### New Mixed IP and Gateway Dialing

With this version, the ViewStation EX/FX/VS4000 and MGC™ gateway products operate smoothly for sites transitioning to IP only and using the MGC gateway to perform all necessary ISDN calls. In addition, the address book supports mixed gateway and IP calls.

#### IP-Only Sites

For a system to be truly IP-only, it must not have a V.35 or ISDN module connected to it. The system works differently if you simply disable ISDN as a call preference type.

#### Differences in Dialing Addresses

The difference between a gateway call and an ordinary IP call is that in a gateway call, the system attempts to prefix a number(s) to the ISDN number. When the dialing address arrives at the gateway, the gateway can use the prefix to determine what call rate to dial. With gateways you can also use E.164 addresses, which can appear to look exactly like ISDN addresses, or an IP alias. This alias can be all alphabetic characters, and the gatekeeper resolves the IP address in order to call the far site.

#### One Dial Preferences

The **Primary Call Type** can be ISDN, IP, or Manual, and the **Secondary Call Type** can be ISDN, IP, or None. These settings affect ISDN/IP rollover scenarios. ISDN/IP rollover occurs in the **Manual Dialer** when the call type is set to Auto and when dialing a single address book entry with both protocol types filled in. In these scenarios, the system uses the **One Dial Preferences** to decide what type of call to dial first based on the **Primary Call Choice**. If that fails, it will try the **Secondary Call Choice** if it is not set to None. If the **Primary Call Choice** is set to Manual, the call protocol should default to ISDN for the manually dialed calls and the user should be prompted for address book dialed calls. ISDN/IP rollover will never occur in a multipoint address book entry; however, gateway-to-ISDN rollover described in the next section will occur.

## Outbound Call Route Settings

The **Outbound Call Route** setting, Gateway or ISDN, controls gateway-to-ISDN rollover. If this setting is set to ISDN, all ISDN calls will be made over H.320. If this setting is set to Gateway, ISDN calls will first be tried over H.323 using a gateway, and if that fails, they will be tried over ISDN. Note that ISDN calls will not rollover and try the gateway.

## Multipoint Address Book Entries and Rollover Scenarios

Mixed ISDN/IP address book entries will never roll over from ISDN to IP but will roll over from gateway to ISDN if the system is configured to make gateway calls. This behavior occurs because you choose what protocol to use for dialing at the time you create the mixed address book entry.

## Gateway Calls and Speed Changes Due to Flow Control

This version uses an intelligent algorithm for deciding the dialing speed for a subsequent gateway call if the preceding call's speed was decreased significantly by the gateway flow control.

## Single Address Book Entries and Call Type Rollover

The system now always tries to roll over and call out with ISDN, if a gateway call fails for any reason. ISDN/IP rollovers occur based on the cause code.

## Multipoint Address Book Entries on IP-Only Systems

In this version, for a four-way multipoint Address Book entry containing all IP call types, the entry can be saved and the multipoint call placed at a maximum call speed of 384K on all systems.

## Disabling the H.264 Video Protocol

A new **Disable H.264** checkbox has been added to the system and resides on the System Options page. All systems which are H.264 capable, whether they require an option key or not, will have H.264 enabled by default. You can disable H.264 by selecting the checkbox and clicking **Save** before leaving the page. This option gives you the flexibility to communicate through gateways that do not have this feature fully implemented.

## API Enhancements

Telnet port 24 can now continue to accept connections if the previous connection terminated for any reason. When the first connection goes down, a second is able to reconnect to port 24. The ViewStation EX/FX/VS4000 system deems the first connection inactive and closes it after 30 seconds of no incoming data. This behavior is not designed to service two simultaneous connections to port 24, but prevents a single connection from hanging and the need for a system reboot to clear this condition.

If both connections on port 24 are active and there is no room for another incoming connection, then the ViewStation EX/FX/VS4000 system properly refuses this incoming connection with a Port Disconnect message.

## Corrected Issues

The following table lists issues corrected in version 6.0.5.

Feature	Limitation
Address Book	<p>An Address Book file left over from the ViewStation EX/FX/VS4000 release 4.2 did not use the proper speed to call. This has been corrected.</p> <p>The system address book has been updated to provide a new ISDN phone number for the Polycom Austin location. The 6.0.5 Softupdate package will automatically provide the user with the new number after the upgrade is finished.</p>
Camera	<p>When the alternate PTZ camera was used for a snapshot, it went back and forth to the home location before or after the snapshot. This has been corrected.</p>
Communication	<p>If a user registered with a gatekeeper and made the system an IP-only system by unplugging the network cable between the ViewStation EX/FX/VS4000 system and PRI module, the PRI icon and the gatekeeper icon on the main screen alternately flashed yellow. This has been corrected to show the PRI icon red and the gatekeeper icon green.</p>
Internal MCU	<p>When in a point-to-point call with VSX™ systems at call speeds of 384K or less and using the H.264 video protocol, the ViewStation EX/FX/VS4000 system had trouble negotiating video down to H.263 after adding another site and becoming an MCU. This issue has been corrected.</p>
	<p>When a ViewStation EX/FX/VS4000 system was operating as an MCU in a three-way or four-way mixed protocol conference, if the user hung up one of the H.320 systems, sometimes video would freeze at the other sites and not recover unless an action occurred in the UI to force the MCU to renegotiate caps with the other active sites. This has been corrected.</p>

Feature	Limitation
People+Content™	<p>If a user made a three-way H.323 conference with two iPower™ systems and a ViewStation EX/FX/VS4000, with one of the iPower systems serving as the MCU, and the user sent content from the non-MCU iPower, the ViewStation EX/FX/VS4000 system did stop displaying the content after a few minutes. This has been corrected.</p> <p>The ViewStation EX/FX/VS4000 system had a problem advertising custom content video capabilities to systems which could not transmit the content video properly, causing display problems. This issue has been corrected.</p>
PRI Communication	<p>Systems with PRI modules lost the B-channels when either an AT&amp;T 4ESS or Nortel DMS PRI switch performed a layer 1 hot switch-over and lost the D channel for any length of time. This has been corrected.</p>
Security	<p>If a user configured a system with an admin password and tried to add the system to Global Management System™ (GMS) with the auto discovery feature providing the admin password, GMS reported the endpoint could not be added. The system now will allow the GMS to auto discover the ViewStation FX system, provided the ViewStation EX/FX/VS4000 admin password is different than the unit's serial number.</p> <p>There was an interoperability issue with encryption and the Tandberg MXP software version F2.5, when the Tandberg system was operating as an MCU with all H.323 calls at 384K. This has been corrected.</p>
Snapshot	<p>When making a video call at speeds of 384K or less, which enables the H.264 video protocol by default in a point-to-point call, and the user sent a snapshot, the far site did not display the snapshot on the VGA monitor or on the second monitor of a dual monitor configured system. This has been corrected.</p> <p>When making a video call at speeds of 384K or less, which enables the H.264 video protocol by default in a point-to-point call, and the system was configured to use two monitors, when a user sent a snapshot to it, the system did not display the snapshot on either monitor. It would display correctly if the system was configured for one monitor. This has been corrected.</p>
Streaming	<p>A user entering a meeting password was not allowed to view a stream from the web browser. This issue has been corrected.</p>

Feature	Limitation
Telnet/API	<p>During a Telnet session with the system, the reboot command prompted the user with the "reboot, are you sure &lt;y,n&gt;" prompt. If the user entered a capital 'Y' or 'N', the system would respond with a "command not found" message. This has been corrected.</p> <p>When in an audio-only conference, the main monitor toggles between near video and the main screen to prevent the potential of burn in. You can stop this behavior by preventing the system from going to sleep. Use ftp to put a file on the system named "sleeponnear.dat" with the word "No." An alternative way to prevent the system from going to sleep is to send the API command <code>sleeponnear no</code> to set this file.</p>
User Interface	<p>When the MGC was used for a conference and one of the sites terminated its call, the other sites would see the message "Join to Conference." This has been corrected.</p>
V.35 Communication	<p>When a system was set up as a direct connect V.35 system, and the user selected <b>Display Dialing Protocol</b> on the Dialing Preferences screen then rebooted the system, the selection was no longer selected. This has been corrected.</p> <p>A V.35 Direct Connect system had a problem connecting properly and displaying video at a call speed of 1536 with a NEC system. This has been corrected.</p>
Video	<p>Video would freeze in a three-way or four-way internal multipoint conference making all H.323 calls. This has been corrected.</p>
Web Interface	<p>The user could create an address book entry with two entries on a system which was configured as an IP-only system and each entry had an IP address only with the call speed set to 384K. If the user selected this address book entry and made the call from the Web, a popup box displayed "The system is not configured to support ISDN calls." When the user clicked <b>OK</b>, the system dialed the call properly. This has been corrected.</p> <p>The system was not dialing properly when using the web interface to dial calls through a gateway on an IP-only system. This has been corrected.</p>

## Feature Limitations

The following table lists known limitations with the product.

Feature	Limitation
Content Sharing	You must have Microsoft PowerPoint installed on your computer in order to view a presentation sent by another video system.
Interoperability MGC Version 7.0 Gateway functionality only	<p>The following configuration flags must be set to NO in the MGC configuration file "system.cfg" in order for the ViewStation EX/FX/VS4000 system and MGC gateway functionality to work correctly:</p> <p>GW_EPC_H239 FECC_GW GW_H264</p> <p>Note that with these flags set to NO, H.264, people + content and far end camera control will not operate through the gateway.</p>
Interoperability Plasma Displays	<p>IR interference may exist when the ViewStation EX/FX/VS4000 is used with certain plasma displays.</p> <p>Certain plasma display monitors (televisions) emit infrared energy which interferes with the operation of the remote control. Interference may include, but may not be limited to:</p> <ul style="list-style-type: none"> <li>• Dropped characters or commands—the user presses a button on the remote control and the number does not display or the command is not received.</li> <li>• Incorrect characters or commands—the video conferencing system may receive characters or commands the user does not enter on the remote control.</li> <li>• The remote control may not work as well at long distances.</li> <li>• This type of interference may be experienced with a ViewStation EX/FX or with the PowerCam or PowerCam Plus cameras as used with the VS4000.</li> </ul> <p>Polycom recommends separating the camera from the plasma display to avoid this interference.</p>
Interoperability RadVision vialP v4.0 Gateway	To use the ViewStation EX/FX/VS4000 system's internal MCU capabilities using the gateway, disable H.264 from the System Options page before making any point-to-point gateway calls. Point-to-point calls work properly with H.264 enabled; however, there are known issues with renegotiating the video protocol to H.263 from H.264 through the gateway.

## Upgrading to 6.0.5

Refer to your *ViewStation User Guide* for instructions and information about updating the ViewStation system software.

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