

Release Notes

VSX Series, Version 8.0.3



Polycom® is pleased to announce the release of version 8.0.3 software for the VSX™ series. Polycom software release 8.0.3 is available as a software update for customers with current service agreements or any customer currently running 8.0.

To update system software or add system options, use the SoftUpdate application available on the Polycom web site.

For more information about upgrading software and enabling system options, please refer to *Upgrading Polycom Video Software*, available at the Polycom Resource Center.

What's New in the 8.0.3 Release?

Version 8.0.3 includes all of the new features and enhancements of version 8.0. Minor issues involving the user interface, monitor support, and ISDN/V.35 call scenarios have been addressed. For more information, see the [Corrected Issues in Version 8.0.3](#) table later in this document.

Version 8.0.3 also includes support for Avaya products and environments.

Polycom recommends that you update all VSX systems running 8.0 to version 8.0.3.

Integrated Connectivity with Avaya Networks

VSX systems with an Avaya option key can operate over an Avaya telephony network. The following telephony features are supported:

- Call forwarding (all, busy, no answer)—Configured by the Avaya Communications Manager (ACM) administrator and implemented by the user
- Call coverage—Configured by the ACM administrator
- Transfer—Implemented via flash hook and dialing digits
- Audio conference—Implemented via flash hook and dialing digits
- Call park
- Answer back
- DTMF tones for Avaya functions

Refer to the Avaya documentation for information about these features.


Configuring the System for Use with Avaya

To configure a VSX system for use with Avaya, you must enable the Avaya option key on the system, register with the Avaya Communication Manager, and enable H.239 for content.

To enable the Avaya option key:

1. Obtain a license number from Avaya, then enter that online at the Polycom Resource Center, along with your system serial number, to obtain a key code for the Avaya option.
2. On the VSX system go to **System > Admin Settings > General Settings > Options**.
3. Enter the Avaya option key.

To register with the Avaya Communication Manager (ACM):

1. Obtain an E.164 extension and PIN from the ACM administrator.
2. On the VSX system go to **System > Admin Settings > Network > IP > H.323 Settings**.
3. Select  and configure these settings:

Setting	Description
Use Gatekeeper	Set to Specify with PIN .
H.323 Extension (E.164)	Enter the H.323 Extension (E.164) provided by the ACM administrator.
Gatekeeper IP Address	Enter the ACM IP address.
Authentication PIN	Enter the password PIN provided by the ACM administrator, to use for authentication with the Avaya Communications Manager.

To enable H.239 for content:

The ACM will only allow content if H.239 is enabled on the VSX system.

1. On the VSX system go to **System > Admin Settings > Network > Call Preferences**.
2. Select **Enable H.239**.

Using Telephony Features with the Avaya Option

Call coverage is configured by the ACM administrator, but **Auto-Answer** settings must be disabled on the VSX system to use call coverage. Go to **System > Admin Settings > General Settings > System Settings > Call Settings** and make sure **Auto-Answer Point to Point** and **Auto-Answer Multipoint** are set to **No**.

Users can activate call forwarding from a VSX system. When a VSX system is in a call, users can transfer the call to another video system or add another site in an audio-only conference.

To activate call forwarding:

1. Make sure that the VSX system is not in a call.
2. From the VSX system Place a Call screen, dial the Feature Access Code provided by the ACM administrator, followed by the E.164 extension of the system to which you want to forward the calls. For example, dial *22016 if *2 is the Feature Access Code and 2016 is the system E.164.
3. Wait for confirmation beeps.

To deactivate call forwarding:

1. From the VSX system Place a Call screen, dial the Feature Access Code provided by the ACM administrator. For example, #2 if #2 is the Feature Access Code for disabling call forwarding.
2. Wait for confirmation beeps.

Transferring a call:

1. While in a call, press * on the near-site VSX system remote control to access the tone pad.
2. Press **Dot** on the remote to activate flash hook. The first far-site system is placed on hold.
3. Wait for a dial tone, then dial the extension of the far-site system to which you want to transfer the call. The call connects both audio and video between the local system and the second far-site system. The first far-site system is still on hold.
4. Hang up the near-site system. The two far-site systems are now connected in a call with audio and video, if the capabilities are present.

To add a system to a call:

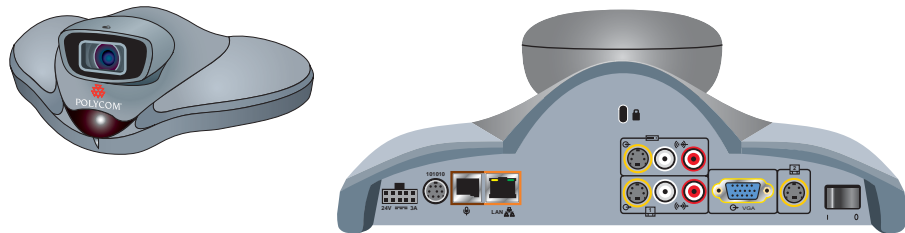
1. While in a call, press * on the VSX system remote control to access the tone pad.
2. Press **Dot** on the remote to activate flash hook. The far-site system is put on hold.
3. Wait for a dial tone, then dial the extension of the system that you want to add to the call.
4. Press **Dot** on the remote again. The call becomes an audio-only conference with all of the systems. If the system that dialed the flash hook hangs up, the other systems will be connected in a call with audio and video, if the capabilities are present.

What's New in the 8.0 Release?

Three New Hardware Platforms

VSX 5000

Polycom is pleased to announce the new VSX 5000 compact, entry-level system with an all-electronic camera.



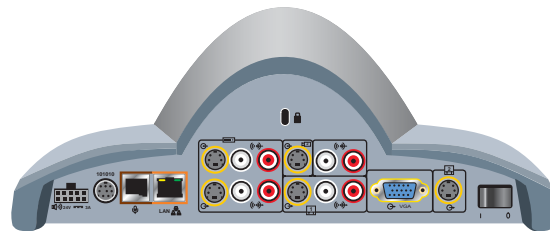
Features of the new VSX 5000 system include:

- Integrated set-top system with built-in camera
- All-electronic camera completely remote controlled
- Ready for high resolution displays (XGA or TV grade)
- Excellent call quality using H.264 and Polycom StereoSurround™
 - H.264 video – 30 fps
 - Siren™14 kHz audio
 - Send and receive StereoSurround with optional speakers
 - Send and view content with VSX content options

- Easy to use, with flexible configurations for small meeting rooms
 - Polycom graphical user environment
 - Dual monitor emulation
- Network flexibility and security
 - Supports IP up to 768 kbps
 - Optional ISDN up to 512 kbps
 - Single RS-232 port available for peripheral control
 - Integrated AES encryption
- Available options
 - People+Content™ IP
 - Visual Concert™ VSX
 - ISDN module
 - SoundStation VTX 1000® integration as system microphone
 - Polycom ceiling microphone
 - Dual monitor

VSX 7000s

Polycom is pleased to announce the new VSX 7000s advanced system.



Features of the VSX 7000s system include:

- Integrated ultra-quiet, ultra-fast action PTZ camera
- Connections for two TV monitors or one TV monitor and one SVGA/XGA monitor
- Integrated audio system including mid-range speaker and external sub woofer.
- Excellent call quality using H.264 and Polycom StereoSurround
 - H.264 video - 30 fps
 - Polycom Pro-Motion™
 - Siren14 kHz audio

- Send and receive StereoSurround (speakers optional)
- Send and view content with VSX content options
- Easy to use, with flexible configurations for small meeting rooms
 - Polycom graphical user environment
 - Dual monitor emulation
 - Ports for multiple devices, cameras and peripherals
 - Dual monitor option
 - Supports Single XGA displays
- Network flexibility and security
 - Supports IP up to 2Mbps
 - Optional QBRI (up to 512 kbps)/PRI/Serial up to 2Mbps
 - Single RS-232 port available for peripheral control
 - Integrated AES encryption
- Available options
 - People+Content IP
 - Visual Concert VSX
 - Internal multipoint
 - QBRI, PRI, serial (V.35, RS-449 and RS-530) options
 - SoundStation VTX 1000 integration as system microphone
 - Additional Polycom microphone or ceiling microphone
 - Stereo speaker kit
 - Security locking cable



The VSX 7000s appears as “VSX 7000A” on the system information screen.

VSX 7000e

Polycom is pleased to announce the new VSX 7000e video component system for medium-sized conference rooms.



Features of the VSX 7000e include:

- Flexible configuration with camera options, display options, and software options

- Supported cameras
 - Polycom PowerCam™ and PowerCam Plus
 - S-Video connections for document camera and other auxiliary cameras
- Excellent call quality using H.264 and Polycom StereoSurround
 - H.264 video – 30 fps
 - Polycom Pro-Motion
 - Siren14 kHz audio
 - Send and receive StereoSurround (speakers optional)
 - Send and view content with VSX content options
- Easy to use and versatile
 - Polycom graphical user environment
 - Dual monitor emulation
 - Ports for multiple devices, cameras and peripherals
 - Dual monitor option
 - Supports Single XGA displays
- Network flexibility and security
 - Supports IP up to 2Mbps
 - Optional QBRI (up to 512 kbps)/PRI/Serial up to 2Mbps
 - Dual RS-232 port available for peripheral control
 - POTS port on board
 - Integrated AES encryption
- Available options
 - Content input via direct XGA connections, referred to as the encoder key
 - People+Content IP
 - ImageShare™ II
 - Internal multipoint
 - QBRI, PRI, serial (V.35, RS-449 and RS-530) options
 - SoundStation VTX 1000 integration as system microphone
 - Additional Polycom microphones or ceiling microphone
 - Stereo speaker kit

Configurable Quality Preference for People and Content

You can now select from three approximate bandwidth splits for people and content video. By default, the quality preference is set to **Both** (50% content, 50% people). You can change the setting to **Content** (90% content, 10% people) or **People** (10% content, 90% people).

The setting stays in effect until you change it, and you can change it during a call.



The MCU setting, not the system sending the content, determines the people and content video rates in a multipoint call.

Increased Audio Level Gain

For audio inputs that have configurable gain settings (0 to 10), the gain steps for levels 6 through 10 have been increased from 2 db to 3 db.



Because of this change, you might need to adjust your audio gains after upgrading to version 8.0.

New Content Statistics Screen

A new Content Statistics screen shows statistics for content shared during a call. This screen does not display transmit statistics for People+Content IP.

Pro-Motion H.264 Video for the VSX 8000

Pro-Motion H.264 video, also known as 2SIF/2CIF, is a video format with a higher field rate that improves the quality of video with a lot of motion. Two VSX 8000 systems in a point-to-point call can send and receive Pro-Motion H.264 video in calls up to 1.5 Mbps.

Pro-Motion H.264 video is used in H.323, H.320, or SIP calls when the call meets the minimum call speed specified by the **Pro-Motion Video** setting. When the VSX 8000 system is using Pro-Motion H.264 video in a call, the **Video Format** shown on the Call Statistics screen is **2SIF/2CIF**.

Refer to the [Feature Limitations](#) table in this document for information about Pro-Motion H.264 restrictions.

Version 8.0 adds two new options for the **Pro-Motion Video** setting, which apply to Pro-Motion H.264: 256 kbps and above, and 384 kbps and above.

Higher Call Speed Support for H.264

This release supports H.264 at call speeds up to 768 kbps.

Refer to the [Feature Limitations](#) table in this document for information about H.264 conditions.

Automatic People Tracking for PowerCam Plus Cameras

This release allows VSX systems with a PowerCam Plus camera to automatically aim the camera at the person who is talking. A calibration screen allows you to calibrate the system to track to people or to camera presets.

Enhanced Wide-Screen Video Support

You can now choose **16:9** as the aspect ratio for **Monitor 2** on the Monitors screen. If you select **16:9** for Monitor 2, set the monitor 's configuration to use the display mode that uniformly stretches the video from side to side – usually called Full, Wide-Screen, or 16x9.

The new **Zoom Video to Fit Screen** setting on the Monitors screen specifies whether the video image is displayed full screen on a wide-screen monitor. If this setting is enabled, video is shown full screen with a portion of the top and bottom clipped off. If this setting is disabled, video is centered with black margins on each side. This setting applies to either Monitor 1 or Monitor 2, if they are set to **16:9**.

Configurable Video Source for Monitors

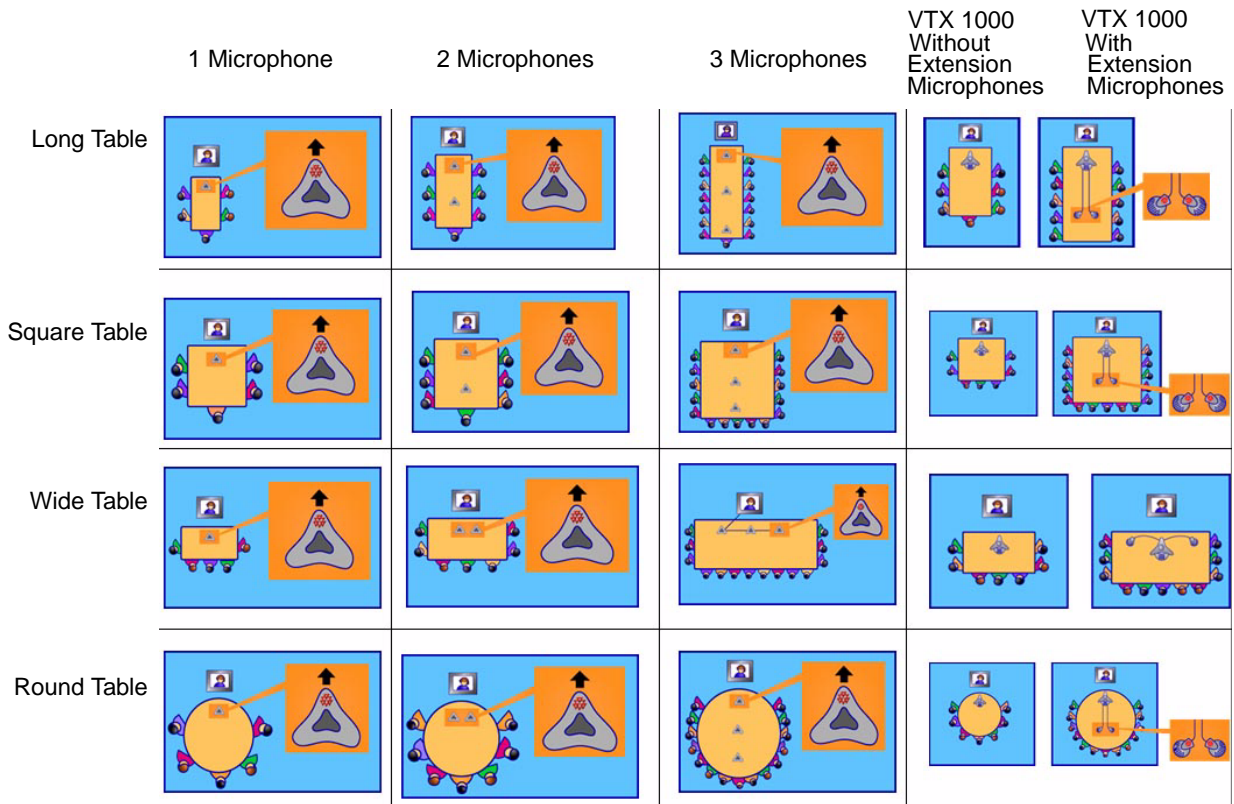
A new monitor configuration screen allows you to specify the video for each display: Monitor 1, Monitor 2, VGA Out, and VCR Record Source.



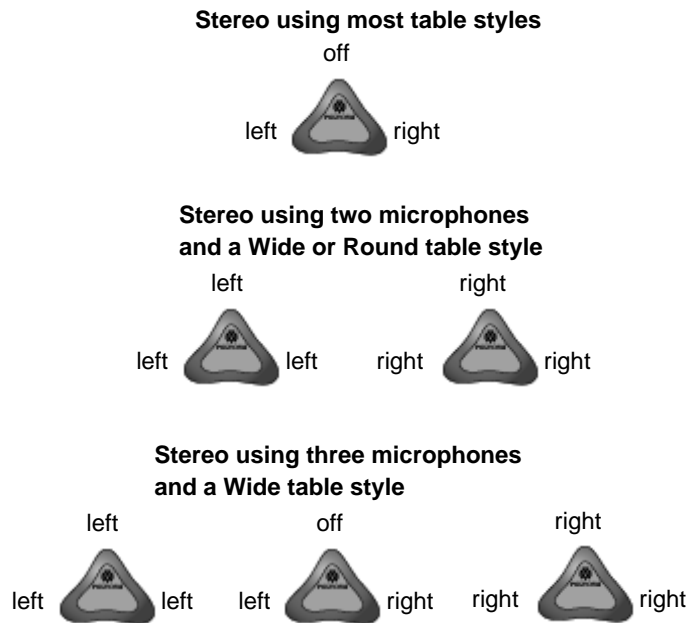
The **Graphics Content Display** setting has been replaced by the new **Content** checkboxes. If you are upgrading from a previous version, your **Graphics Content Display** setting is used to set the **Content** checkboxes. For API backwards compatibility, the `graphicsmonitor` command can still be used to modify the content display.

Enhanced StereoSurround Capabilities

VSX systems with external Polycom microphones can now send stereo audio using three microphones, not just one or two microphones. You can also send stereo using the SoundStation VTX 1000 conference phone, with or without extension microphones. Configure the Mic Placement so that the system sends the best stereo audio for your setup.



The VSX system configures the microphones to match the **Table Style** you choose, as shown in the following illustration.



Additional Support for Single Monitor VGA

In addition to the VSX 8000, you can now also connect a VGA monitor as the main monitor for the VSX 5000, VSX 7000s, and VSX 7000e, with the following conditions:

- When activating the system for the first time to perform initial configuration using single monitor VGA, hold down the asterisk button on the remote control while you power on the VSX system to get display on the VGA monitor. Do not do this if you are using a PAL or NTSC television monitor.
- The supported video resolutions are SVGA (800x600) and XGA (1024x768).
- When a VGA monitor is used as the main monitor, the composite and S-Video connectors for monitor 1 no longer provide video output.
- If you plan to have a simultaneous voice and video calls on a VSX 5000 or VSX7000s, you should disable StereoSurround and AES Encryption.

Refer to the [Feature Limitations](#) table in this document for information about restrictions when using single-monitor VGA.

Adjustable VGA Input Settings

For VSX systems that have built-in VGA capture capability or that use a Visual Concert for VGA capture, you can adjust the horizontal position, vertical position, and phase used for VGA input.



The VSX system default settings for VGA input work for a wide range of sources. Adjusting the VGA input for one particular source, rather than using the default settings, might make video inputs for other sources work more poorly.

Content Streaming for Video Sources

You can configure secondary video sources (such as VCRs, DVD players, and document cameras) as content cameras. When you select a configured content source during a call, it sends a content stream using either H.239 or the Polycom People+Content protocol. In a dual monitor configuration, the speaker is on one monitor and the document camera or content image is on the second monitor.

New Directory Status Indication

This release allows systems registered with the Polycom Global Directory Server to see when other systems in the Directory are powered on, registered with Polycom Global Directory Server, and available to take calls. When you are registered to the Polycom Global Directory Server, the Polycom logo in the top-right corner of the Directory screen is red.



New Basic Mode

Basic Mode is a limited operating mode that uses H.261 for video and G.711 for audio. You can enable it via the web interface or API. It provides administrators with a workaround for interoperability issues that cannot be solved using other methods. The Basic Mode setting stays in effect until you change it.

Serial Data Pass Through for H.323

You can now send data from a serial RS-232 device to the far site in an IP call, with the following conditions:

- No more than two VSX systems are in the call.
- The far-site and near-site systems are configured to use the same baud rate.
- The call cannot have a mix of ISDN and IP connections.
- The computer's COM port and the VSX system's RS-232 serial port speed must match.

New RSVP Support for IP Bandwidth Reservations

The Resource Reservation Setup Protocol (RSVP) is an Internet Engineering Task Force (IETF) standard used to request that routers reserve bandwidth along an IP connection path. Both the near site and far site must support RSVP in order for reservation requests to be made to routers on the connection path. By default, VSX systems are configured to use RSVP.

Enhanced SIP Connectivity

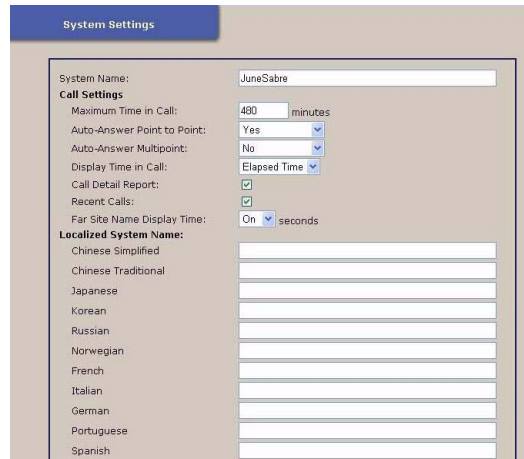
This release adds the following functionality with SIP:

- Digest authentication
- Multipoint conference modes (Auto, Discussion, Presentation, Full Screen) for systems that support multipoint

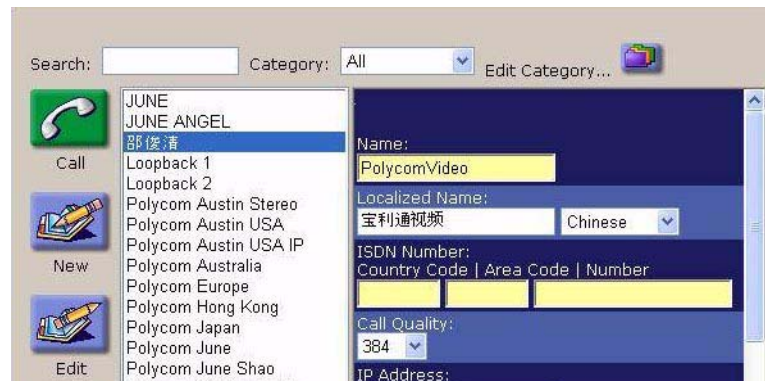
Refer to the [Feature Limitations](#) table in this document for information about restrictions when using SIP.

Localized System Name and Local Directory Entries

You can use VSX Web to enter a localized system name or localized local directory entry in any language that the VSX system supports. If you enter a localized system name, it is sent to the far site and displayed as the caller ID by VSX systems using version 8.0. However, the English/Pinyin name is the name used by the Global Directory Server and the gatekeeper, and it is also the name that shows up in the Recent Calls list.



The screenshot shows the 'System Settings' page. The 'System Name' field is set to 'JuneSabe'. Under 'Call Settings', 'Maximum Time in Call' is 480 minutes, 'Auto-Answer Point to Point' is Yes, 'Auto-Answer Multipoint' is No, 'Display Time in Call' is Elapsed Time, 'Call Detail Report' and 'Recent Calls' are checked, and 'Far Site Name Display Time' is On. The 'Localized System Name' section has a list of languages: Chinese Simplified, Chinese Traditional, Japanese, Korean, Russian, Norwegian, French, Italian, German, Portuguese, and Spanish, each with an empty input field.



The screenshot shows the 'Directory Search' page. The search results list includes 'JUNE', 'JUNE ANGEL', and '邵俊清'. The 'Name' field is set to 'PolycomVideo', the 'Localized Name' is '宝利通视频' with 'Chinese' selected, and the 'Call Quality' is 384.

If you enter a localized system name or local directory entry, you also enter it in English/Pinyin in order to provide compatibility with other systems that do not support this feature.

If a VSX system is configured to use Simplified Chinese, you can enter a localized system name in the system's embedded user interface using the on-screen keyboard or the remote control.



Chinese Virtual Keyboard set to Computer



Chinese Virtual Keyboard set to Cell

Enhanced Localized Screen Saver, Logo Screen, and Marquee Text

VSX systems support additional languages for screen saver text, logo screen text, and marquee text. You can now use the VSX Web to enter text for these features in Russian, Korean, Japanese, Simplified Chinese, and Traditional Chinese.

Enhanced API

The Application Programming Interface (API) for VSX systems has been enhanced to make integration into large systems easier, and to increase the amount of control an external application can have over the system. Refer to the *Integrator's Reference Manual for the VSX Series* for more information about new commands and changes to the API.

The following table describes the new API commands.

command	description
basicmode	Enables or disables basic mode, a limited operating mode that provides administrators with a workaround for interoperability issues that cannot be solved using other methods.
callinfo	Returns information about the current call. If you are in a multipoint call, this command returns one line for each site in the call.
configdisplay	Sets or gets the video format and aspect ratio for Monitor 1 or Monitor 2.
contentauto	Enables or disables automatic bandwidth adjustment for people and content in point-to-point H.323 calls. Automatic adjustment maintains equal image quality in the two streams.
echo	Prints "data" back to the API client screen.

command	description
notify	Lists the notification types that are currently being received, or registers to receive status notifications. Use the nonotify command to stop receiving notifications.
nonotify	Unregisters the API client to receive status notifications.
remotecontrol	Disables or intercepts the signals from the VSX system remote control.
screencontrol	Disables or enables navigation to specified user interface screens of the VSX system.

The following table describes changes made to existing API commands.

Command	Change
displayparams	Now displays number of monitors.
numberofmonitors	Simply returns the number of configured monitors. Requires the parameter get to be consistent with older systems. No longer accepts the parameter 1 .
v35profile	The list of available profiles matches the choices shown in the user interface.
monitor1	Now offers VGA as a configuration option.
adminpassword	No longer supported on the serial port.

With this release, Polycom recommends using only Telnet port 24 to send API commands.

Multipoint Features

The internal MCU for this release includes the following new features:

- Port capacity and bandwidth
 - For the VSX 8000: 6-way calls at 384 kbps, including 5 video connections + the near-site system + 1 audio connection
 - For VSX 3000, VSX 7000e, and VSX 7000: 3-way calls up to 512 kbps each or 4-way (or more) calls at 384 kbps each site.
- Continuous Presence—up to 4 sites on the monitor (3 far sites + the local system).

The VSX 8000 supports up to six sites in a multipoint call. During calls with more than four sites, the VSX 8000 displays the MCU site and the last three sites who were talking in discussion or presentation mode.

- H.264—supported only for VSX 8000 in calls including up to 3 other sites

Refer to the [Feature Limitations](#) table in this document for information about multipoint limitations.

New RS-232 Serial Port Options for Future Applications

This release includes additional serial port configuration settings to support new custom products. For more information about these products, consult your Polycom distributor or refer to the Polycom web site. For setup and configuration instructions, refer to the documentation provided with your Polycom custom product.

New Dialing Attempt Options

This release allows you to limit dialing attempts to a specific call type. You can select a call type on the home screen or when you create a Multiple Site entry in the Directory. If you select a specific call type and the call fails to connect, the VSX system will not attempt to place the call as a different call type, even if you have a different call type set in your **Dialing Order**.

Dialing attempts with **Auto** as the call type are the same as in the previous release. When **Auto** is selected, the VSX system will try every call type in the **Dialing Order** until the call connects.

Corrected Issues in Version 8.0.3

The following table lists issues corrected in version 8.0.3.

Issue	Description
API	This release corrects issues with the pip swap and dial addressbook API commands.
Global Address Book	This release provides improved interaction with the Polycom Global Address Book.
ISDN	Problems with ISDN dialing in fractional T1 environments have been corrected.
Monitors	This release provides improved sleep behavior for VSX systems to prevent monitor burnout.
Multipoint Dialing	Problems with multipoint dialing have been corrected.
People+Content	This release provides improved access to V500 and VSX 3000 content quality preferences.
SoundStation VTX 1000 Integration	Problems with SoundStation VTX 1000 and VSX system integration have been corrected.
V.35	Problems with V.35 and initial system configuration have been corrected.
VCR	VCR recording of far-site video would sometimes become frozen when the near site was speaking. This problem has been corrected.
	Intermittent green lines were sometimes displayed on VCR output for VSX 8000 and VSX 7000e systems. This problem has been corrected.
Video	This release provides the 8.0.1.2 fix for display defects on the VSX 3000 such as split video, chroma shift, and green lines.

Feature Limitations

The feature limitations for version 8.0.3 are listed in the following table. If a workaround is available, it is noted in the table.

Feature	Limitation
AES Encryption	You cannot activate encryption during a call.
Analog Phone	Incoming POTS (analog phone) calls will not be reported in the Recent Calls list.

Feature	Limitation
API	<p>The <code>prilinebuildout set</code> command does not work for values -7.5 and -22.5.</p> <p>Some color scheme modes may not be selectable using API commands.</p> <p>Currently there is no way to enable VGA mode for monitor 2 through API commands.</p> <p>The <code>vcstream register</code> command does not work from the API interface.</p> <p>The <code>dial phone</code> command does not distinguish between POTS (analog phone) and ISDN.</p> <p>When setting the administrator password from the API interface, you can use the # and * characters. However, these characters are not supported on the embedded keyboard and may cause problems if using the remote to control the same system.</p> <p>The <code>remotecontrol enable all</code> command is not working. So if remote control is disabled from the API interface, you must restart the system to enable it again.</p> <p>The <code>notify sysalerts</code> command does not return status information on Auto Answer settings.</p> <p>The <code>gatewayprefix set</code> and <code>gatewaysuffix set</code> API commands accept special symbols as value parameters. Entering another <code>gatewayprefix set</code> or <code>gatewaysuffix set</code> command with any value parameter forces the system to restart.</p> <p>The <code>chaircontrol set_password</code> command does not work.</p> <p>The <code>notify vidsourcechanges</code> command does not notify about selecting a content source.</p> <p>Currently API interfaces do not report when the system restarts.</p> <p>Use the command <code>callinfo all</code> instead of <code>display call</code>.</p>
Audio	<p>Playback volume is not adjustable on the start-up language selection screen.</p> <p>A VSX system with version 8.0 configured for fixed audio output mode may have higher output gain than in previous releases.</p>

Feature	Limitation
Calling	<p>When you call a cell phone using voice over ISDN, set the call quality to ISDN Phone. Setting the call quality to Auto may result in unexpected behavior.</p> <p>When two systems with dynamic bandwidth enabled connect in a high line rate H.323 call (768 or higher) over a DSL or cable line, the system reports the line rate as the rate at which the call was dialed. However, the call's actual bandwidth is likely much lower, due to the DSL or cable line's restricted uplink speed. The actual transmit bandwidth being used in the call is displayed on page 2 of the Call Statistics screen. Note that it is recommended that system administrators set the "Maximum Transmit Bandwidth" setting in System > Admin Settings > Network > IP > Quality of Service > Bandwidth to match their DSL or cable line's uplink speed, as this will prevent the system from trying to transmit at rates higher than the DSL or cable line can accommodate.</p> <p>On a VSX 8000, if you make a POTS call to an analog or cell phone and then try to call the number again from the Recent Calls list, the call is dialed as voice over ISDN if "ISDN Voice" is listed ahead of "Analog Phone" in the Call Preference dialing order. To work around this behavior, set "Analog Phone" ahead of "ISDN Voice" in the Call Preference list.</p> <p>Systems that do not have the multipoint option installed cannot add a voice call to a video call. To work around this issue, dial the voice call first.</p>
Cameras	<p>There is no way for a user to get camera control for a camera that is set to the content channel.</p> <p>The Camera Calibration screen will always be displayed for the VSX 7000e and VSX 8000, even though automatic camera tracking only works with a PowerCam Plus camera.</p> <p>To calibrate a PowerCam Plus for auto camera tracking, you must disable stereo.</p> <p>Auto Camera Tracking and Auto Camera Tracking to Presets are turned off after a system restart. To re-enable this feature, use your remote.</p> <p>To avoid a "keystone effect" in which the video image appears tilted, make sure that the VSX 5000 camera is pointed perpendicular to the subject.</p>

Feature	Limitation
Chair Control	<p>VSX 3000 systems may lose chair control ability, especially in multipoint calls with all ISDN endpoints.</p> <p>When using chair control, it may take two clicks to acquire chair control.</p> <p>A PVX™ system may not be listed as a meeting participant during chair control.</p> <p>Selecting Acquire Chair on a VSX 7000 MCU may disable Discussion mode view.</p>
Closed Captions	<p>Closed captions cannot be sent through a gateway.</p>
Conference On Demand	<p>Conference On Demand attempts to dial E.164 addresses as ISDN numbers. As a result, these calls fail. To work around this issue, dial H.323 sites using IP addresses or H.323 aliases.</p> <p>Conference On Demand using an E.164 extension or alias may not work.</p>
Configuration	<p>Do not change the VSX system monitor setting while sending content.</p> <p>VSX 5000 factory camera presets do not work.</p>
Content Statistics	<p>The new Content Statistics screen does not display transmit statistics for the People+Content IP application.</p>
Directory	<p>System names with Chinese hieroglyphs cannot be edited in the Directory using the system's embedded interface.</p> <p>New Directory entries created in a new local category may not be visible when you try to view them the first time, until you move around in the screen.</p> <p>Pressing Select on the remote control twice when selecting a directory entry may lead to connection errors.</p> <p>You cannot add a multipoint entry to a custom category.</p>
Far End Camera Control	<p>Far End Camera Control does not work reliably with non-VSX system endpoints.</p>
Gateway Calls	<p>In calls through a gateway, selecting a far-site camera source that is not being used shows frozen video from the previous camera source, instead of a blue screen.</p>
Global Management System	<p>If you receive a support acknowledgement message from Global Management System, press the Home button on the remote to make the message go away.</p> <p>Global Management System provisioning of the Primary and Secondary Call Types is not supported.</p> <p>Global Management System does not display H.320 information for V500 systems.</p>

Feature	Limitation
H.264	<p>The following conditions apply to H.264:</p> <ul style="list-style-type: none"> On VSX systems other than a VSX 8000 using TV monitors, H.264 is supported in point-to-point calls up to 768 kbps. On systems that use an interlaced camera, the transmit preference at 768 kbps is H.263 Pro-Motion. On VSX systems other than a VSX 8000 using single-monitor VGA, H.264 is supported in point-to-point calls up to 512 kbps. H.264 Pro-Motion is supported in point-to-point calls between VSX 8000 systems up to 1.4 Mbps. On VSX 8000 systems, H.264 is supported in calls with up to four sites.
H.331	<p>When broadcast mode is enabled on a V.35 system and the audio protocol is set to G.711U, the far site might hear a pop when the call is disconnected.</p> <p>In an H.331 call between two VSX systems with H.264 video configured and with People+Content turned off, neither site can send content to the other site. To resolve this problem, the site sending content should enable People+Content.</p> <p>When you enable People+Content in the H.331 configuration of a V.35 system, you must also enable H.239 to send content.</p>
Interoperability ADTRAN TSU 100	<p>In V.35 systems, VSX systems can crash when in a call at 1280 kbps.</p>
Interoperability Aethra	<p>In H.323 calls between a VSX 8000 system and some Aethra systems, content is sent from the Aethra system as a single stream and no far-site video is displayed on the VSX 8000, even though the VSX 8000 displays the dual stream icon.</p>

Feature	Limitation
<p>Interoperability Avaya</p>	<p>AES Encryption is not supported while registered to the Avaya Communications Manager (ACM).</p> <p>When a VSX system attempts to call another V500 or VSX system through Avaya Communication Manager, the near-site system continues to ring even if the far site rejects the call.</p> <p>NAT is not supported for systems registered to the Avaya Communication Manager.</p> <p>While connected to the ACM, telephony features are not supported to systems behind a neighboring gatekeeper.</p> <p>H.320 calls in a Multipoint scenario with other systems registered to the Avaya Communication Manager (ACM) are not supported.</p> <p>The Avaya Communications Manager (ACM) does not support wideband audio over trunk calls in this release. Wideband audio is not supported in this case. V500 and VSX systems will connect with G.711 audio.</p> <p>Cisco Pix does not pass through Annex H which is required by the Avaya Communication Manager (ACM). VSX systems will not connect calls across a Firewall that does not pass Annex H.</p> <p>Call forward busy/Don't Answer does not work with a multipoint VSX system set to forward (registered to the ACM).</p> <p>Avaya's IP Softphone (IPSP) with video set to manual will not negotiate video with endpoints registered to a neighboring gatekeeper.</p> <p>In calls placed from a VSX system, the far-site system name may show a neighboring gatekeeper, such as "PathNavigator," instead of the actual system name.</p> <p>G728 k and G722.1-16 k audio codecs are not available when registered to the Avaya Communication Manager (ACM).</p> <p>While registered to the ACM, VSX multipoint systems are limited to four sites (internal multipoint + three far sites) in a multipoint call.</p> <p>When VSX systems that are registered to the ACM call a ViewStation FX system registered to Path Navigator, the call connects with no remote video on the ViewStation system.</p> <p>Internal MCU calls from an iPower system to an Avaya IP Softphone (IPSP), V500, or VSX system do not connect.</p> <p>ACM Telephony features and IPSP video mute are not supported with V500, VSX, iPower, or ViewStation FX systems behind Path Navigator.</p>

Feature	Limitation
Interoperability Checkpoint	Calls through a Checkpoint Firewall configured for H.323 may have no audio or video. To work around this, disable the H.323 traffic only protocol on Checkpoint and create new rules on the Checkpoint for TCP1720, TCP3230-3237, UDP 3230-3253.
Interoperability Cisco Pix	In an H.323 multipoint conference using a VSX system MCU located behind a Cisco PIX 6.3.4 firewall among systems with H.239 enabled, the VSX system outside of the firewall may not receive video when other sites connect. To avoid this problem, disable H.239 on all sites.
Interoperability D-Link	In 128 kbps IP calls to a D-Link i2eye VideoPhone, you might see lip sync problems. Systems may not receive incoming calls when behind a D-Link 604.
Interoperability EdgeMarc	When using PathNavigator™ in conjunction with an EdgeMarc E-30, do not configure PathNavigator with an alternate gatekeeper. If a VSX system is registered with an EdgeMarc E-30 that uses PathNavigator, the VSX system still appears to be registered even if it loses connectivity with the EdgeMarc. SIP calls through an EdgeMarc E-30 are not supported. Only Polycom PathNavigator gateways are supported when connecting calls through an EdgeMarc E-30.
Interoperability France Telecom	No content can be sent or received when the VSX system is connected to France Telecom econf. The VSX system is unable to connect to France Telecom eConf 3.5 when H.239 is enabled.
Interoperability H.239	H.239 works with Tandberg MXP systems, but H.239 interoperability with other systems is not supported.
Interoperability Intel	When adding another participant to a conference with an Intel TeamStation 5.0 connected via IP, the TeamStation may disconnect. If this occurs, you must redial the TeamStation or have it be the last participant added.
Interoperability iPower™	In H.323 multipoint calls using AES encryption, with a VSX system as the MCU and iPower and PVX systems as endpoints, iPower will not transmit video if PVX is the second endpoint. To avoid this issue, call the PVX system first. When an iPower dials into a VSX 7000e MCU and then a VSX system running version 8.0 joins the call, the VSX 7000e display black video. To work around this issue, connect the iPower as the second or later participant in the conference.

Feature	Limitation
Interoperability LinkSys	<p>Systems behind Linksys BEFSR41 will not receive calls. This is a problem with the BEFSR41.</p> <p>Use of the VSX system with a wireless network bridge behind a LinkSys WRT54G wireless broadband router may be problematic and has not been qualified. If connectivity problems arise, ensure that the WRT54G has the latest available firmware installed on it.</p>
Interoperability MGC	<p>Some ISDN endpoints may fail to connect when blast-dialing from MGC. Redial any sites that fail to connect manually.</p> <p>In MGC H.239 conferences with G.711 forced, the VSX 8000 may reboot.</p> <p>When the MGC dials out to the VSX system in H.323 Pro-Motion, it connects H.263 (no annexes) at 30 fps. This problem is due to a difference in the way the MGC and VSX system set rates in their video caps and how they use the caps to determine the call rate. The result is that a 768 kbps call looks to the VSX system like a 704 kbps call, so Pro-Motion is not selected as the transmit video mode. The workaround for this is to set the VSX system to do Pro-Motion at 512 kbps and above.</p> <p>When a VSX system joins an encrypted People+Content/H.239 continuous presence MGC multipoint call, the VSX system does not support far end camera control.</p> <p>The VSX system displays the near- and far-site mute icon when it mutes during H.323 gateway calls with the MGC100 gateway, but the far end may not be muted. This can occur when the MGC gateway session is set for transcoding and encryption.</p>
Interoperability Microsoft MN-500 uPnP	<p>VSX systems can make but not receive calls when behind a Microsoft MN-500 uPnP device.</p>
Interoperability PictureTel	<p>In calls with a PictureTel Swiftsite or a PictureTel 760 system, the VSX system is not able to control the far site camera.</p> <p>The VSX 7000 is unable to execute far end camera control functions with the PictureTel Swiftsite II (760) running 2.10.00 or earlier software.</p>
Interoperability Polycom ViewStation® 128	<p>In calls with ViewStation 128 systems, Far End Camera Control might not work for the first 3 minutes or so.</p>
Interoperability Radvision	<p>Calls between a VSX system and a PVX system that go through a Radvision ECS gatekeeper have no Far End Camera Control.</p>

Feature	Limitation
Interoperability Remote Controls	Third-party remote controls do not work correctly when pressing the same button repeatedly.
Interoperability Sony	<p>The VSX 8000 is unable to receive content from a Sony PCS-1 in H.320 calls that use H.239, unless the VSX 8000 starts and stops sending content first.</p> <p>In 128 kbps IP calls to a Sony PCS 6000, you might observe low frame rates from the Sony system.</p> <p>Due to Sony issues, in H.320 calls where a VSX system is MCU, systems may not receive content.</p> <p>In H.323 calls, the VSX system is sometimes unable to control the Sony PCS1-2.40 camera.</p> <p>In H.320 2x64 calls to a Sony PCS1, only one channel connects. Try calling at 1x128 to resolve this problem.</p>

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

Feature	Limitation
<p>Interoperability Tandberg</p>	<p>You may see the following issues in H.239 calls between VSX systems and Tandberg E Series systems. Tandberg MXP systems handle these issues correctly.</p> <ul style="list-style-type: none"> • Tandberg E Series systems do not receive H.264 video sent by VSX systems. • In 128 kbps calls between a VSX 8000 system and a Tandberg 6000E, content from the Tandberg system might be sent to the wrong display. • VSX systems might not receive content in calls with Tandberg 880E systems. • With encryption enabled, the Tandberg 880 displays tiling on its content monitor when a VSX system sends content to it. <p>The VSX 8000 does not maintain 60 frames per second when sending content to the Tandberg 6000 MXP in 1920 kbps H.323 calls.</p> <p>In calls between a VSX system and a Tandberg 6000 b9.1 system and E4.2 with H.239 enabled, the call connects and the VSX system displays video correctly, but the Tandberg system displays black video. When H.239 is disabled on either system, video is displayed on the Tandberg system correctly.</p> <p>H.239 is not supported in H.320 VSX system multipoint calls with Tandberg systems.</p> <p>In H.320 H.239 conferences with a Tandberg 6000 MXP MCU, a VSX system is unable to receive or transmit content.</p> <p>In voice switching H.320 encrypted conferences, a VSX system may have problems transmitting video. Continuous presence conferences do not experience this problem.</p> <p>In H.323 H.239 calls with a Tandberg 6000, the Tandberg system's content monitor will show a blank screen when the call connects.</p> <p>In encrypted H.323 calls at 768 kbps or above with Tandberg B and E series systems, the VSX system may continue to display video mute messages throughout the conference. The problem does not occur with the Tandberg MXP systems running F2.5 software. The problem does not occur in unencrypted calls.</p> <p>Encryption is not supported with the Tandberg Gateway version 2.0 and earlier. In version 2.1, encryption is supported on the H.320 side of the call only.</p> <p>The VSX system does not receive video in H.323 voice activated switching conferences with the Tandberg 6000 E4.0 MCU. The problem does not occur in continuous presence conferences.</p>

Feature	Limitation
Interoperability VCON	<p>In H.320 calls to VCON MediaConnect 8000, there may be audio problems at call rates of 256 kbps and 336 kbps.</p> <p>The VSX system cannot connect a call to VCON Falcon, VCON Escort, and VTEL Galaxy with H.239 enabled. To work around this problem, turn H.239 off.</p> <p>In calls from a VSX system to the VCON MC8000, the VSX system cannot move the MC8000 camera.</p>
Interoperability ViewStation	<p>When sending content from a VSX system to a ViewStation SP128 system, content may go beyond the edges of the ViewStation monitor.</p> <p>In some multipoint conferences with a VSX system running 8.0 as the MCU and a ViewStation 512 as one endpoint, the ViewStation may sometimes get distorted content from the MCU.</p> <p>When a VSX system is sending content to a ViewStation FX, the ViewStation FX should not take a snapshot. Instead, the VSX system should first stop sending content before the ViewStation FX sends a snapshot.</p>
Interoperability VoIP	<p>When a VSX system MCU calls both another VSX system and an audio-only IP endpoint (like a SoundStation IP 300), the call rate for the VSX system will be limited to 64 kbps if you call the audio-only endpoint first. To work around this problem, always call all video endpoints first prior to calling audio-only IP endpoints.</p>
Interoperability VSX systems	<p>VSX systems running 7.0.x report the wrong version number to the far site in H.320 calls.</p>
Interoperability VTEL	<p>Far end camera control may not work in H.320 calls with VTEL Galaxy.</p> <p>If a Galaxy is the second system in an MCU call, it may crash.</p> <p>Calls at 336 kbps to a VTEL Galaxy will not connect.</p> <p>In multipoint calls with a VSX system as MCU and one VTEL endpoint, no site sees video from the VTEL.</p>
Interoperability Zydacron	<p>In a VSX 8000 ISDN multipoint calls with Zydacron350, the Zydacron350 may not send video if participants are added to the conference after the Zydacron system. If this occurs, redial the Zydacron endpoint or have it be the last endpoint to join the conference.</p>
Languages	<p>If the selected language is Russian, the call scheduler entries may be deleted after a system restart.</p>

Feature	Limitation
Localization	While SoftUpdate is running, the message “Your system is in the process of being updated.” shown on the Polycom system is always in English, even on international systems. On the Location screen, country names are listed in English for all languages. For certain languages, a new entry created in the Call Scheduler displays the date in a non-standard format.
MGC	In 128 kbps video switched Conference on Demand calls, H.323 sites may connect with audio only. With MGC 7.0.0.72, far end camera control may not work if all sites in a voice-switched conference are ISDN.

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

Feature	Limitation
People+Content	<p>For best results sending and receiving content, use call rates greater than 128 kbps.</p> <p>Changing laptop resolution while sending content may result in the far site losing content. If this occurs, stop and restart sending content.</p> <p>Do not change the People+Content quality preference while sending content.</p> <p>The far site can select a camera source on the near site for content. The only way the far site can then stop this source is to start sending content itself.</p> <p>VSX systems treat content audio sources as mono, even if the system is configured for stereo.</p> <p>In calls to Tandberg systems, if H.239 is enabled on the VSX system but not enabled on the Tandberg system, content will not be sent to the Tandberg system (though the VSX system may report that content is being sent).</p> <p>In H.261 ISDN conferences through MGC, content may not be displayed.</p> <p>You may experience problems sending a content source using Web Director if the system is already sending content selected with the remote control.</p>
People+Content IP	<p>If you use People+Content IP with the Windows firewall enabled, be sure to configure the firewall to allow the application to proceed. If you continue to have problems, disable the Microsoft firewall when using People+Content IP.</p> <p>When you use People+Content IP to show content on a VSX system, if a dialog box is displayed on the VSX system user interface, the People+Content IP content will continue to display on the VSX system even if "Stop" is pressed on the People+Content IP application until the dialog box is dismissed.</p> <p>On a PC with multiple monitors, you must either launch People+Content IP on monitor 1 or set all monitors to the same output resolution.</p>
Pro-Motion H.264	<p>Pro-Motion H.264 is supported only in point-to-point calls between VSX 8000 systems up to 1.4 Mbps.</p> <p>Pro-Motion H.264 video turns off in the following situations:</p> <ul style="list-style-type: none"> • Setting the camera to Sharpness instead of Motion prevents sending Pro-Motion H.264 video. • Streaming prevents sending Pro-Motion H.264 video. • Content sharing turns off Pro-Motion H.264 in both directions until content is stopped. • Multipoint calling turns off Pro-Motion H.264 in all directions for the duration of the call.

Feature	Limitation
Security	<p>When you set the Web Access Port on the VSX Web Security page, specify a port number of 1025 or greater, and make sure that the port is not already in use.</p> <p>If you set the Meeting Password using the web interface, use a password that includes only characters that can be entered using the remote control or onscreen keyboard. If you use characters that cannot be entered using the remote control or onscreen keyboard (such as "!"), users will not be able to log in to a meeting from the video conferencing system.</p> <p>In an encrypted H.320 call, adding a voice over ISDN call causes the VSX system to show that the call is not encrypted. This indication represents that the voice call is not encrypted; encryption remains in use on the H.320 video call.</p>

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

Feature	Limitation
SIP	<p>VSX systems do not support firewall or NAT traversal in SIP calls.</p> <p>The MGC does not support Far End Camera Control in a SIP conference.</p> <p>The MGC does not support content sharing in a SIP conference.</p> <p>When Transport Protocol on the SIP Settings screen is set to Both (TCP and UDP), the roll-over may cause a delay.</p> <p>H.264 SIP calls do not support content sharing.</p> <p>In SIP calls between a VSX system running 7.5.2 and a VSX system running 8.0, the system running 8.0 cannot use Far End Camera Control.</p> <p>SIP transfers always report back successful, even if they fail to transfer successfully.</p> <p>SIP registrar server status is not displayed on the System Status page on VSX Web. The status is displayed correctly on the system's user interface.</p> <p>SIP calls may fail about 5% of the time when registered to a Nortel server.</p> <p>When a system is registered to Global Directory Server/Global Address Book and SIP is enabled instead of H.323, a non-ISDN system may show an incorrect alert message for Global Directory Server/Global Address Book registration.</p> <p>In 64 kbps SIP calls between a VSX system and Windows Messenger, Windows Messenger may not receive video.</p> <p>When packet loss occurs, SIP calls may hang up automatically.</p> <p>When a Polycom SIP phone IP601 1.6 calls into a VSX system, the IP phone does not receive audio from the VSX system.</p> <p>You cannot use the Recent Call list to dial incoming calls.</p> <p>SIP calls do not work reliably between systems running software version 8.0 and systems running version 7.x.</p> <p>Do not transfer either end of a SIP call that is connected to a VSX system.</p> <p>In SIP multipoint calls with VSX systems running 7.5.x, the 7.5.x systems may crash.</p> <p>The following features are not available when the SIP protocol is in use:</p> <ul style="list-style-type: none"> • Polycom Video and Audio Error Concealment • Encryption • People and Content (H.239 and Polycom People+Content) • H.263 Pro-Motion <p>VSX systems cannot send content in a SIP call that uses H.264 for people video.</p>

Feature	Limitation
Snapshots	VSX systems do not support receiving H.261 Annex D snapshots.
SNMP	Current SNMP implementation is only used for alerts and does not support any remote management. By default, SNMP consoles return trap numbers. To get the equivalent trap messages in text, the polycom.mib file must be compiled in the flash memory of the system.
Softupdate	V.35 Calling Profile prefixes are not saved when you update the system software. The VSX system can't make a V.35 call after a Softupdate has been run. To avoid this problem, restart the system after running Softupdate. When you install a previous software version, you must disable "Save System Settings" during the installation. Keeping your system settings when you downgrade the software results in unpredictable behavior. Non-default call rates such as 56, 64, 112 kbps, and so on must be selected again after an update to version 8.0.
Touch-Screen Controls	When using the touch screen control panel, not all PIP windows can be controlled.

Feature	Limitation
User Interface	<p>If you unselect all options for content display on the Monitors screen, the default settings are applied after a system restart.</p> <p>During the out-of-box setup, if you select SIP instead of H.323, the system will restart before configuration is complete. After the restart, the system will return to the LAN Properties page, allowing you to complete system configuration.</p> <p>The VSX system user interface does not include the Enable Basic Mode option, which is available only in the VSX Web interface.</p> <p>A VSX 8000 system set up for single-monitor VGA displays a black border around the user interface screens.</p> <p>If you set Line Input to Audio Mixer and check Enable Polycom StereoSurround, a message is displayed that Polycom microphones will be disabled. The microphones are actually disabled in this case, even though the Enable Polycom Microphones checkbox remains checked and the System Status screen shows them as active.</p> <p>The VSX Web Call Summary page (System Setup / Diagnostics / System Status / Call Summary) does not include a Serial Calls section listing V.35 calls. The calls are included in the total call number. To see a listing of V.35 calls, refer to the system user interface.</p> <p>Incoming POTS calls are not recorded in the Recent Calls list. Outgoing POTS calls are listed correctly.</p> <p>Systems that are configured to use a UPnP NAT and are registered with a gatekeeper do not display the E.164 extension on the Place a Call screen.</p> <p>When you disable the Polycom microphones through Admin Settings > Audio > Audio Settings, the microphone status does not indicate the disabled status on the Diagnostics > System screen, showing the normal green arrow.</p> <p>If Stereo is enabled, and then echo canceller is enabled, stereo is disabled on the Polycom mics but no user interface message appears to notify the user.</p>

Feature	Limitation
V.35	<p>In H.320 calls from a V.35 VSX system with encryption enabled, the far-site system does not recover from a momentary loss of data.</p> <p>V.35 profiles are not localized. They appear in English.</p> <p>When you place a V.35 Direct Connect call from a VSX 7000 to a ViewStation EX running release 6.0.1 software, the call may not connect. When the call fails to connect, the VSX system's user interface displays the dialing screen and the ViewStation EX system's user interface does not appear to be receiving a call. Disconnecting the call and reconnecting should clear the problem.</p> <p>The setup wizard can lock up if you power on the system for the first time with the V.35 interface connected to the system. To work around this issue, run the setup wizard with the V.35 interface disconnected from the system, then power off the system, connect the V.35 interface, and restart the system.</p>
VGA Resolution	<p>The VGA resolution setting is only effective when the attached monitor is not capable of DDC (Plug-N-Play). If the monitor is capable of DDC, then the best resolution for the incoming VGA source is selected.</p>
Video	<p>VSX systems do not support Pro-Motion in internal multipoint calls.</p> <p>When Polycom Video and Audio Error Concealment engages or disengages in a call, the monitor switches briefly from far-site video to near-site video, then back.</p> <p>VSX systems send video in low frame rates when using a camera set to Sharpness.</p> <p>Pro-Motion provides superior video quality by transmitting video in a format similar to that used by the camera and should only be used in calls between endpoints that use the same camera format (both PAL or both NTSC). VSX systems improperly activate Pro-Motion H.264 in calls between a PAL VSX 8000 and an NTSC VSX 8000. This can result in video artifacts in scenes with high motion. To work around this issue, disable Pro-Motion in calls between a PAL VSX 8000 and an NTSC VSX 8000.</p>

Feature	Limitation
Web Interface	<p>SIP registration status is not displayed in the web interface, but it does show up on the system interface.</p> <p>The People+Content VGA option key on the VSX 7000e, when enabled, is not displayed as enabled in the web interface.</p> <p>In the Web Directory, when registered to Global Directory Server, the user must wait until the applet is fully loaded. Continuously pressing the Refresh button in the browser does not help. Every three minutes, the web session runs an update session with the server. Refreshing the page kills the current session and prevents updates from occurring.</p> <p>The Home Screen Settings page becomes inaccessible if you enter an apostrophe in the Enter Marquee Text field. The Screen Saver page becomes inaccessible if you enter an apostrophe in the Screen Saver Text field.</p> <p>For security reasons, the web interface does not include some of the configuration options available in the system's user interface.</p> <p>Changing some values in the web interface will reboot the system. The interface displays a dialog noting that the system will restart.</p> <p>The Directory screen in the web interface hangs while trying read Global Address Book entries if the computer does not have Sun JVM 1.2 or later installed. Microsoft Virtual Machine is not supported.</p> <p>Web Director on VSX Web does not give the remote administrator any way to start or stop Polycom People+Content IP.</p> <p>When editing directory entries in the web interface, the speed and category entries may be incorrect.</p> <p>When completing the out-of-box setup through the web interface, the administrator is presented with the option to select H.323 or SIP. Polycom recommends selecting H.323 at this point. The SIP selection can be enabled after the configuration is completed.</p> <p>Note: Making changes between these two selections causes the system to restart before the changes can take effect.</p> <p>Changes made to call speeds from the web interface may not be implemented on the system.</p> <p>The web interface does not give access to the following utilities: Calendar and Call Scheduler.</p> <p>The ping utility may not function properly from the web interface.</p> <p>The trace route utility cannot be performed from the web interface.</p> <p>The "Allow Directory Changes" field does not get updated if configured from the web interface.</p>

Feature	Limitation
Web Interface	<p>On a VSX 6000, the web interface may list Pro-Motion video even though this is not valid for the VSX 6000.</p> <p>The Recent Calls page is not localized, so date and other information appears in English.</p> <p>An Internet Explorer web browser may need to be restarted if it was being used to monitor a VSX system while call preferences were changed between H.323 and SIP from the embedded interface.</p> <p>If time server settings are changed from the web interface while the system is in a call, the system may try to disconnect the call.</p> <p>If you toggle between H.323 and SIP enabling from the web interface, the change is not implemented the first time (both will be disabled). You will have to make the change a second time for the new setting to be activated.</p> <p>If you use the web interface to join a conference with a meeting password, the meeting password you enter is also set as the meeting password for your system. This does not happen if you enter the password using the remote control and the user interface.</p> <p>When you change the ISDN Switch Protocol from the system's web interface and then click Update, only the first line is shown. If you wait 5-10 seconds and press refresh, all four lines are shown again.</p> <p>After you create a multi-site entry in the Directory via the Web interface and then try to create another multi-site entry, the participants you entered for the previous entry will appear in the participants window.</p> <p>When browsing certain pages in the web interface using Internet Explorer with the Sun Java plug-in installed, you may be asked to enter the admin user id and password. Doing this once is usually sufficient with no further prompting.</p>
Web Streaming	Web streaming does not work with RealPlayer.

Interoperability

The VSX series 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 the 8.0 release.

Video conferencing systems use a variety of algorithms to compress audio and video. In a call between two systems, each end transmits audio and video using algorithms supported by the other end. In some cases, a system may transmit a different algorithm than it receives. This process occurs because each system independently selects the optimum algorithms for a particular call, and different products may make different selections. This process should not affect the quality of the call.

Type	Product	Version
Gatekeeper, Gateways	Cisco 7940 phone	6.0(4.0)
	Cisco 7960 phone	6.0(4.0)
	Cisco gatekeeper	12.2(16a),12.3(6b)
	Cisco IP gateway	12.3 (4)
	Ezenia! (gatekeeper)	2.1
	Polycom Global Management System	7.01.212
	Polycom MGC25 gateway	7.01.8
	Polycom MGC50 gateway	7.01.11
	Polycom MGC100 gateway	7.01.11
	Polycom PathNavigator	7.00.02 and 7.00.00
	RADVISION <i>via</i> IP gateway	4.0.0.40
	RADVISION ECS Gatekeeper	3.5.1.2
	Tandberg gateway	G2.1
VCON MCM Gatekeeper (trial version)	3	
External MCU, Bridges, Call Managers	Cisco Call Manager	4.01
	Polycom MGC 25	7.01.8
	Polycom MGC 50	7.01.8
	Polycom MGC100	7.01.8/6.10.3
	RADVISION <i>via</i> IP MCU	4.0.0.31
	Polycom PCS	7.0.5.11
	Polycom WebOffice	7.0.1.114
Tandberg MCU	D3.5	

Type	Product	Version
Endpoints	Aethra AVC 8400 Rack mount	5.1.35, 5.2.11
	Aethra Vega Star Gold	5.1.35, 5.2.11
	Concorde	6.70.01/6.50.02/6.30
	D-Link i2eye	3.0.0.155, 3.0.0.194
	eConf France Telecom	3.5.1
	Huawei 8020plus	5.2
	Huawei 8030 mBox	5.2
	Intel TeamStation	5.0.0.51
	iPower 600	6.2.0.1208
	iPower 900	6.2.0.1208
	iPower 9000	6.2.0.1208, 6.0.0.315
	Netmeeting	3.01
	Sony PCS1	3.2
	Sony PCS6000	5.01N
	SoundStation IP 3000	2.8V
	Tandberg 1000 B	B9.1, B9.2
	Tandberg 500	B9.2
	Tandberg 6000 E	E4.1, E4.2
	Tandberg 6000 B	B9.2
	Tandberg 6000 F MPX	F2.2, F2.3, F2.5
	Tandberg 800 B	B9.2
	Tandberg 880 F MPX	F2.1, F2.3, F2.5
	Tandberg 880 E	E4.1, E4.2
	V500, VSX 7000, VSX 8000	7.5.2
	VCON Cruiser	4.6
	VCON Escort	4.6
	VCON Falcon IP	0301.m01.d08.h10
	VCON HD 3000	0206.M03.D13.H12
	VCON HD vPoint	6.0.0.0115
	VCON MC8000	4.6
VCON VIGO	5.10.0085	
VCON vPoint	6.0.0.0115	

Type	Product	Version
Endpoints (continued)	Venue	1.4.05
	ViaVideo™	6.02.1359
	ViaVideo II	5.1.1.1009
	ViaVideo PVX	6.0.2.1359
	ViewStation 512	7.5.4/7.5
	ViewStation EX	6.04, 6.05
	ViewStation FX	6.04, 6.05
	ViewStation SP128	7.5.4
	ViewStation SP384	7.5.4
	VS4000™	6.04, 6.05
	VTEL Galaxy	2.2.0.070
Zydacron Z350	3.01.012	
NAT/Firewall	Checkpoint Firewall Nokia IP130	NG R55 build 127
	Cisco router (QOS and Nat)	12.3
	Cisco Pix	6.3.4ed and 7.0.1
	D-Link DI-604	3.39, 29 Jun 2004 Upnp
	Edgewater 5300 E	5.4.1
	Linksys BEFSR41 v2	1.44.2 Dec 13 2002 Upnp
	Linksys BEFSR41 v3	1.04.8 Upnp
	Microsoft MN-500	1.11.017 Upnp
	Netgear Rp614 v2	5.20_RC3NA Apr 23 2004 Upnp
	SMC7004BR	193r

Cisco Pix Firewall

Cisco Pix “fixup protocol h323 h225 1720” on Only:

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

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

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

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

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

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

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

1. Configure Conduits or Access List Assignments for the following ports:

TCP 1720
TCP 3230 - 3235
TCP 3603
TCP 389
UDP 3230-3253
UDP 1718-1719

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

Polycom VSX endpoints and all features will work properly.

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

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

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

TCP 1720
TCP 3230 - 3235
TCP 3603
TCP 389
UDP 3230-3253
UDP 1718-1719

For inside interface, open all IP per video device.

Use the following command to configure conduits or access points:

```
conduit permit tcp host 255.255.255.255  
eq port any
```

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

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

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

Hardware and Software Requirements

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

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

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

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

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

- iPower 6.0.0.315 or later
- ViewStation FX version 6.0 or later
- ViewStation version 7.0 or later
- PVX version 8.0 or later
- PathNavigator version 7.00.02.0189 or later, routed mode
- Global Management System version 7.0.1.212 or later
- V500 and VSX systems version 8.0.3 or later

Warranty and Registration

The VSX series products include a 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.

Copyright Information

© 2005 Polycom, Inc. All rights reserved.

No part of this document may be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without the express written permission of Polycom, Inc.

Polycom, Inc. retains title to, and ownership of, all proprietary rights with respect to the software contained within its products. The software is protected by United States copyright laws and international treaty provision.

Portions of the VSX software are copyright © 2001 by Dr. Brian Gladman. The following terms and disclaimer apply to Dr. Gladman's AES encryption implementation:

Copyright © 2001, Dr. Brian Gladman <brg@gladman.me.uk>, Worcester, UK. All rights reserved.

License Terms

The free distribution and use of this software in both source and binary form is allowed (with or without changes) provided that:

1. distributions of this source code include the above copyright notice, this list of conditions and the following disclaimer;
2. distributions in binary form include the above copyright notice, this list of conditions and the following disclaimer in the documentation and/or other associated materials;
3. the copyright holder's name is not used to endorse products built using this software without specific written permission.

Disclaimer

This software is provided 'as is' with no explicit or implied warranties in respect of its properties, including, but not limited to, correctness and fitness for purpose.

Polycom, Inc. retains title to, and ownership of, all proprietary rights with respect to the software contained within its products. The software is protected by United States copyright laws and international treaty provision.

Trademark Information

Polycom®, the Polycom logo design, SoundStation VTX 1000®, ViaVideo®, ViewStation®, and Vortex® are registered trademarks of Polycom, Inc. Conference Composer™, Global Management System™, ImageShare™, iPower™, MGC™, PathNavigator™, People+Content™, PowerCam™, Pro-Motion™, PVX™, Siren™, StereoSurround™, Visual Concert™, V500™, VS4000™, VSX™, and VTX™ are trademarks of Polycom, Inc.

All other brand and product names are trademarks or registered trademarks of their respective companies.