

Release Notes

Polycom® CX5000 and CX5000HD Systems, Version 1.6.5000.0



Polycom announces the latest release of CX5000 software. This document provides information about the features and limitations in release 1.6.5000.0.

On new CX5000 and CX5000 HD units, version 1.6.5000.0 software is installed at the factory before shipping.

For more information about Polycom CX5000 systems, refer to the product documentation available at www.polycom.com/voicedocumentation.

Software Version History

Revision	Release Date	Features
1.6.5000.0	January 2012	Support for CX5000 HD systems
1.5.5029.0	October 2011	Audio improvements
1.5.5026.0	August 2011	<ul style="list-style-type: none">Support for a hardware change that addressed a part availability issue. The revised hardware began shipping in August 2011.No functional changes in this release.
1.0.4041.0	May 2009	Minor update
1.0.4030.0	March 2009	Initial release

What's New in 1.6.5000.0

Polycom CX5000 and CX5000 HD systems running 1.6.5000.0 software were tested with the following Microsoft® client applications:

- Lync® Version 4.0.7577.314
- Office Communicator 2007 R2 Version 3.5.6907.236
- Live Meeting Version 8.0.6362.202

Polycom CX5000 HD Systems

Polycom CX5000 HD systems support HD (720 x 1280 @15 fps) active speaker video when connected to a quad-core computer running a Microsoft Lync client. The HD video stream is supported only for point-to-point calls. Video in online meetings or other collaborative calls that use the Microsoft Lync AVMCU, such as for whiteboard presentations and PowerPoint® slide shows, is limited in Lync Server 2010 to VGA resolution.

CX5000 HD systems also offer the active speaker modes supported by non-HD CX5000 systems on earlier releases. Except for HD active speaker video, CX5000 HD devices are functionally identical to non-HD Polycom CX5000 devices.

Polycom CX5000 HD systems can be identified by the HD marking on the product label that is located on the bottom of the tabletop console.

Panoramic video is supported in this version with no change in functionality.

Other Polycom CX5000 Platforms

While version 1.6.5000.0 can run on non-HD CX5000 systems, it provides no new functionality beyond what was provided in version 1.5.5029.

What's New in 1.5.5029.0

This release of CX5000 software provides near-wideband audio for Microsoft Lync or Microsoft Office Communicator calls. This audio update does not affect the audio bandwidth sent to the network in analog phone calls.

Known Issues

The following table lists the known issues for the version 1.6.5000.0 release. If a workaround is available, it is noted in the table.

Category	Description	Workaround
Analog Phone	If you have already powered on the Polycom CX5000 device, after plugging an analog PSTN line into the power data box for the first time, the device may ring for approximately two to four seconds. This is not an incoming call and does not affect the performance of the device.	None.

Category	Description	Workaround
Audio	You cannot use the Polycom CX5000 volume slider to change the sound volume.	<p>The Device volume slider on the Volume tab is not functional for the Polycom CX5000. When using the Polycom CX5000 device, you must use the Audio tab.</p> <p>From Windows XP, do the following:</p> <ol style="list-style-type: none"> 1 Click Start > Control Panel. 2 Double-click Sounds and Audio Devices. 3 On the Audio tab, under Sound playback click the Volume button. 4 Drag the slider up and down to increase and decrease the system volume. <p>In addition, while using the Sounds and Audio Devices control panel to adjust the volume, do not use the volume up and volume down hardware buttons to adjust the volume. The volume changes from the hardware buttons are not synchronized back to the Sounds and Audio Devices control panel.</p>
Audio	During an automatic image update, by default scheduled for 3:30 a.m. local time, the Polycom CX5000 device may experience audio quality degradation for approximately two to three minutes.	Make sure that the Polycom CX5000 system is configured to perform a scheduled automatic image update during an hour when there is no meeting going on: for example at 3:30 a.m. local time.
Audio	The USB audio playback function may not work occasionally after the Polycom CX5000 device restarts.	Restart the Polycom CX5000 device.
Audio	The Polycom CX5000 device may pick up and amplify unintended audio sources, such as a laptop fan, in close proximity to the device microphones and satellite microphones.	<p>When unintended noise is heard during a call with a Polycom CX5000 system on the remote end, request that the remote end participants move any noise source near the Polycom CX5000 device microphones and satellite microphones further away.</p> <p>In particular, avoid allowing air to flow on any microphones.</p>
Audio	On Windows® XP operating systems running on dual core processors, the audio over IP quality in Microsoft® Office Live Meeting client might be degraded due to a known issue in the Windows XP operating system.	<p>Apply this hotfix:</p> <p>http://support.microsoft.com/?id=896256</p>

Category	Description	Workaround
Camera	<p>The Polycom CX5000 device may occasionally restart with a false positive failure in the camera diagnostics test. The false positive failure will cause the following:</p> <ul style="list-style-type: none"> • The device's LED lights blink red. • The speaker beeps. • The camera health under the Video diagnostics screen shows FAIL. 	Restart the Polycom CX5000 device. If the issue persists, restart the Polycom CX5000 device again after powering off for one hour.
Ethernet Connection	<p>When the Ethernet connection is plugged into the Polycom CX5000 power data box and when the Ethernet network is not functioning, the Polycom CX5000 device user interface will respond very slowly. If the issue persists, the device will reboot continuously.</p>	During a network outage, unplug the Ethernet connection from the Polycom CX5000 power data box temporarily.
Interoperability Microsoft Office Live Meeting 2007	CX5000 does not work with client versions of Microsoft Office Live Meeting 2007 earlier than version 8.0.6362.128.	Use Microsoft Office Live Meeting 2007 version 8.0.6362.128 or later.
USB Connection	<p>The USB connection on the Polycom CX5000 device may not function properly if the device has been used often for an extended period of time.</p> <p>For example, if the device has been used intensively for a 30-day period, the device may no longer be enumerated by the computer.</p>	Restart the Polycom CX5000 device.
Video	In Microsoft Office Live Meeting, the active speaker video and the panorama video from the Polycom CX5000 device may become very slow if the audio connection is made after the video connections are established. A known Windows operating system driver issue is causing this issue.	Exit the meeting. When you rejoin, join the audio conference before starting the video streams.
Video	When connected to a USB 3.0 port on Dell XPS L702X, you may observe a gray PIP and transmit gray active speaker video to the far end.	<p>Use a USB 2.0 port on Dell XPS L702X rather than USB 3.0. In addition, do not reboot the CX5000 device or restart the Lync client while the CX5000 device is connected to the computer.</p> <p>To identify USB 3.0 ports, look for a blue strip on the USB port.</p>

Category	Description	Workaround
Video	When connected to a USB 3.0 port on Lenovo W520, you may observe a gray PIP and transmit gray active speaker video to the far end.	Use a USB 2.0 port on Lenovo W520 rather than USB 3.0. In addition, do not reboot the CX5000 device or restart the Lync client while the CX5000 device is connected to the computer. To identify USB 3.0 ports, look for a blue strip on the USB port. Some computers denote USB 2.0 ports as yellow.

Regulatory Information

Regulatory information for the countries in which the Polycom CX5000 system is approved for use can be found in the *Polycom® CX5000 Regulatory Manual*, which is shipped with the Polycom CX5000 product and is also available at www.polycom.com/voicedocumentation.

Support

Find Polycom Customer Support by phone or online at

- 1-800-POLYCOM
- support.polycom.com

Online Documentation

For the following documentation, go to support.polycom.com.

- *Polycom CX5000 User's Guide*
- *Polycom CX5000 Deployment Guide*
- *Polycom CX5000 Quick Tips*
- *Polycom CX5000 Regulatory Manual*
- *Polycom CX5000 Setup Guide*
- *Polycom CX5000 End User License and Warranty*
- *Polycom CX5000 Connector Card*

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