

Release Notes

Polycom® CX5100 Unified Communication Station, Version 1.0.0

Polycom announces the release of Polycom® CX5100 Unified Communication Station, version 1.0.0. This document provides the latest information about the CX5100 system.

Software Version History

The following table lists the released version of the Polycom CX5100 Unified Communication Station.

Software Version History

Software Version	Release Date	Description
1.0.0	12.16.2013	First release of the Polycom CX5100 Unified Communication Station

Overview

The Polycom CX5100 unified communication station lets you use the collaboration capabilities of Microsoft Lync voice, video and content while automatically tracking the flow of conversation to enable richer, more interactive communication.

During a call, the integrated cameras capture the entire panoramic view of your conference room, and the integrated microphones capture the voices coming from any location around the table. During calls, the system automatically shows the person who is speaking, along with a 360° view of the other participants in the room.

For larger conference rooms, you can add the optional satellite microphones.

Polycom CX5100 System



Features in Version 1.0.0

This new product includes the following features:

- Powerful collaboration capabilities and familiar, easy-to-use interface of Microsoft Lync.
- Support for 1920 x1080 30fps video for the active speaker with a 360° panoramic view of the conference room.
- Intuitive plug-and-play functionality allows users to get started with little or no training.

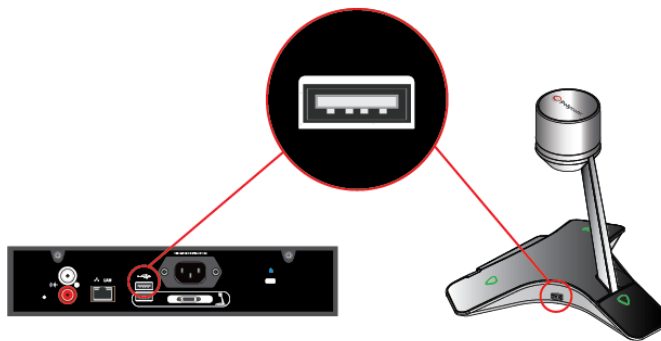
Updating the Software

You can update the software manually using a thumb drive, as described here. You can also choose to set up automatic upgrades using the CX5100 - CX5500 Control Panel. For information about configuring automatic updates, see the document *User's Guide for Polycom CX5100 Unified Communication Station*, available at support.polycom.com.

To update the software using a thumb drive:

- 1 Obtain the software update package from your network administrator, and copy the software to a USB thumb drive formatted as FAT32. Make sure that there is only one software update package on the thumb drive.
- 2 Connect the drive to the USB 2.0 port on the tabletop unit or to the USB 2.0 port on the power data box, as shown in the following figure. The system detects the drive automatically and starts the update within 30 seconds.

Locations of the USB 2.0 Connectors



Important Notes About Installation

- The indicator lights begin to flash, indicating that the update has started. The system reboots up to four times during the update. You will see the indicator lights flash in several different patterns.
- The update takes up to 40 minutes to complete. During this time, the system reboots several times. Make sure that you do not power the system off during an update. Wait for at least 40 minutes to make sure the update has completed.
- The update is complete when the indicator lights stop flashing for at least 60 seconds.

Known Issues

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

Known Issues

Category	Issue ID	Found in Release	Description	Workaround
CX5100 Control Panel	VIDEO-110268	1.0	During a software update, the progress bar on the CX5100 Control Panel disappears before the final reboot.	When you update the software, wait to use the device until the indicator lights stop flashing for at least 60 seconds.
CX5100 Control Panel	VIDEO-110262	1.0	The CX5100 Control Panel Diagnostics page occasionally fails to load on systems running Windows 7.	Click the Diagnostics tab again.
CX5100 Control Panel	VIDEO-110000	1.0	In an active call, the CX5100/CX5500 Control Panel does not load the Diagnostics page.	None
Calling	VIDEO-110435	1.0	On rare occasions, the CX5100 system might fail to locate the person speaking after the call is unmuted.	Have another participant speak, or have the person speaking move to the right or left and try again.
Installation	VIDEO-110428	1.0	After restoring a unit to the factory settings, the CX5100 Control Panel is unable to display the system settings.	From the CX5100 Control Panel, create a new profile and save it to the device. Then, try again.
Lync Client	VIDEO-110265	1.0	The indicator lights on the CX5100 system do not flash to indicate an incoming call.	This is expected to be resolved in a future release of Microsoft Lync.
Lync Client	VIDEO-110261	1.0	Clicking the Mute button in the Lync Client mutes the call, but the indicator lights on the CX5100 do not turn red to indicate that the audio is muted.	This is expected to be resolved in a future release of Microsoft Lync.
Lync Client	VIDEO-110264	1.0	Pressing the Mute button on the CX5100 device mutes the call, but the Lync client does not indicate that the audio is muted.	This is expected to be resolved in a future release of Microsoft Lync.
Lync Client	VIDEO-110263	1.0	When CX5100 is connected to a Dell XPS desktop system running Windows 8, previewing video in Lync 2013 causes the application to crash.	None

Known Issues

Category	Issue ID	Found in Release	Description	Workaround
Lync Client			The Polycom CX5100 system is listed in the Windows Devices list as Polycom CX5000.	None
USB	VIDEO-110258	1.0	On rare occasions, the CX5100 system is not detected as a USB device after the CX5100 system or the computer is restarted.	Disconnect the USB cable from the computer and reconnect it. If this does not resolve the issue, remove power from the CX5100 system and then reconnect it.
USB	VIDEO-110269	1.0	Plugging the Polycom CX5100 in to a USB 2.0 port causes the system to operate at lower resolutions and/or frame rates than when connected by USB 3.0.	Plug the system in to a USB 3.0 port, identified by a blue connector.
USB	VIDEO-110259	1.0	The computer might sometimes incorrectly identify the CX5100 system as a USB 2.0 device.	Disconnect the USB cable from the computer and reconnect it. If this does not resolve the issue, try one of the following solutions: <ul style="list-style-type: none"> Remove power from the CX5100 system and then reconnect it. Replace the USB cable.

Hardware and Software Requirements

System performance may vary based on the connected computer, your network connection, and your Lync Client version. The computer connected to the system should meet the minimum hardware and software requirements shown in the following table.

Minimum Hardware and Software Requirements for the Connected Computer

Category	Requirements
Windows	Windows 8 (32-bit and 64-bit) Windows 7 (32-bit and 64-bit)
Desktop Client	Microsoft Lync 2013 (recommended) Microsoft Lync 2010
Processor	<p>Basic Video Transmit</p> <ul style="list-style-type: none"> 2.0 GHz or higher <p>HD Transmit</p> <ul style="list-style-type: none"> Quad cores, 2.0 GHz or higher <p>For the Lync 2013 client, find detailed system requirements at http://technet.microsoft.com/en-us/library/gg412781.aspx. For the Lync 2010 client, find detailed system requirements at http://technet.microsoft.com/en-us/library/gg412781%28v=ocs.14%29.asp.</p>
RAM	2 GB
Hard drive space	1.5 GB
Video card	Minimum 128 MB RAM with support for full hardware acceleration
Monitor	Minimum 1024 x 768
USB connector	USB 3.0 is required for 1080p calling. Connecting the system to a USB 2.0 or USB 1.0 port may result in reduced performance. If you see a message that your system could run faster when you connect the CX5100, the system is connected by USB 2.0.



If you use a third-party USB extension cable to increase the distance between the tabletop unit and the PC, be aware that most extension cables limit the data rate or provide only USB 2.0 performance, even when plugged into a USB 3.0 port. When you connect the CX5100 to the PC by USB 2.0, you see a warning that your system could run faster.

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