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Polycom® CX5100 and CX5500 Unified Conference Stations for Microsoft® Lync®

Polycom announces the release of version 1.1.6 software for the Polycom CX5100 and CX5500 Unified Conference Stations for Microsoft Lync. This document provides the latest information about the Polycom CX5100 and CX5500 systems.

Contents

Software Version History

The following table lists information about the released versions of the Polycom CX5100 and CX5500 software.

Software Version	Release Date	Description
1.1.6	January 2016	Resolutions for some known issues.
1.1.5	October 2015	Added new part numbers for the CX5500 touchscreen and codec. Added the hardware and software compatibility check. Resolutions for some known issues.
1.1.4	August 2015	Added the Downgrade Software and Fisheye Correction features. Resolutions for some known issues.
1.1.3	April 2015	Solutions for OpenSSL vulnerabilities. CX5500: Localization for the Incoming Lync Call Notification feature.
1.1.2.1	January 2015	Resolutions for some known issues.
1.1.2	October 2014	CX5500: • Incoming Lync call notification and answer. • BroadSoft and Open SIP certification.
1.1.1	September 2014	Solutions for OpenSSL vulnerabilities.
1.1.0	May 2014	CX5100: Resolutions for some known issues. CX5500: Initial release.
1.0.0	December 2013	CX5100: Initial release.

Overview

The Polycom CX5100 and CX5500 Unified Conference Stations enable you to use the collaboration capabilities of Microsoft Lync voice, video, and content while automatically tracking the flow of conversation to support richer, more interactive communication. The following figure shows the CX5500 tabletop unit with LCD panel, the CX5100 tabletop unit, and the power data box for both systems.

Polycom CX5500 and CX5100 Unified Conference Stations for Microsoft Lync

During a call, the integrated cameras capture the active speaker as well as the entire panoramic view of your conference room, and the integrated microphones capture the voices coming from any location around the table. For larger conference rooms, you can add optional satellite microphones.

What's New in Version 1.1.6

Version 1.1.6 includes the features and functionality of previous versions and includes resolutions for customer-reported issues.

Security Information

For the latest security updates, refer to the Polycom Security Center.

Hardware and Software Requirements

System performance can 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 Requirements for the Connected Computer System

Category	Requirement
Windows	• Windows 10 (32-bit or 64-bit) • Windows 8.1 (32-bit or 64-bit) • Windows 8 (32-bit or 64-bit) • Windows 7 (32-bit or 64-bit)
Desktop Client	• Microsoft Lync 2010 • Microsoft Lync 2013 (required for 1080p video)

Minimum Requirements for the Connected Computer System (continued)

Category	Requirement
Processor	Basic Video Transmit • 2.0 GHz or higher HD Transmit (720p active speaker video) • Quad core, 2.0 GHz or higher For Skype for Business 2013 client requirements, see Microsoft Lync Client Software Support in Lync Server 2013. For Lync 2010 client requirements, see Microsoft Client and Device Software and Infrastructure Support.
RAM	2 GB
Hard drive space	1.5 GB
Video card	128 MB RAM with support for full hardware acceleration
Monitor	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 can result in reduced performance. If you see a message that your computer could run faster when you connect the CX5500 system, the system is connected by USB 2.0.
USB driver	• The latest USB driver available for your computer. • Windows 8 or later: Use Windows Update to ensure that you have the latest driver. • Windows 7: Check the web site of your computer's manufacturer to ensure that you have the latest driver.

Note: The use of USB 3.0 extension cables is not supported.

If you plan to use a third-party USB 3.0 extension cable to connect the system to a computer, be aware that most extension cables can limit the data rate, reduce performance, and affect connectivity, even when connected to a USB 3.0 port.

Products Tested with This Release

Polycom CX5100 and CX5500 systems are tested with a wide range of products. The following list is not a complete inventory of compatible equipment. The list indicates products that have been tested for compatibility with this release. To view the current Polycom Supported Products matrix, go to Polycom Service Policies.

Note: Upgrade your software to the latest version.

You are encouraged to upgrade all your Polycom systems with the latest software before contacting Polycom Support to ensure that the issue has not already been addressed by vendor software updates.

Products Tested with This Release

Product	Tested Versions
Microsoft Lync Server 2010	4.0.7577.230 (CU12)
Microsoft Lync Server 2013	5.0.83.08 (CU5)
Microsoft Skype for Business Server 2015	6.0.9319.72
Broadsoft R19 (VoIP)	SP1

Set Up the System

Place the device in the center of the conference room table, and connect the cables according to the configuration shown in the setup sheet shipped in the box with the system. You can also find the setup sheet at Polycom Voice Support.

To start up the system:

1 Connect the power cable to a power outlet.

Green indicator lights flash during the startup process. When the green indicator lights stop flashing, the system is ready to use.

2 Power on the computer and connect the USB cable from the CX5100 or CX5500 system to your computer after the computer has started.

Microsoft Lync or Skype for Business automatically detects the system and selects it as the video and audio device for conferences.

You do not need to power the system on and off.

Configure the CX5500 System

For instructions on configuring the conference phone capability of the CX5500 system, refer to the *Polycom CX5500 Unified Conference Station Administrator Guide*, available at Polycom Voice Support. The Administrator Guide discusses how to use the Web Configuration Utility and CX5100/CX5500 Control Panel to configure the device.
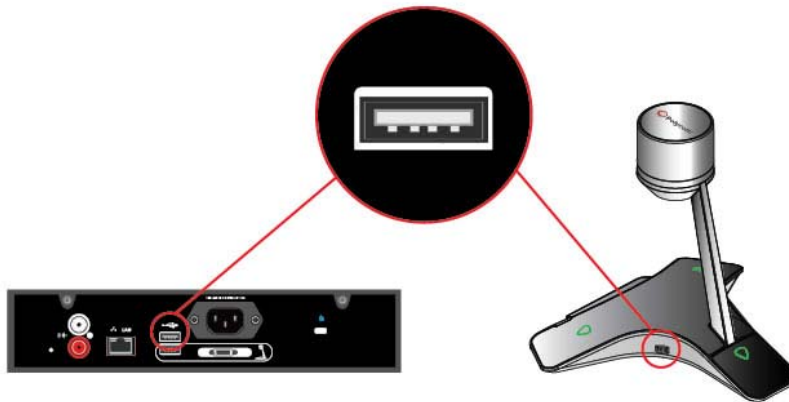
Update the Software

Update your system to the most current software in order to ensure optimum performance. Check Polycom Support for software updates. When an update is available, you can update the software using a USB flash drive or the Web Configuration Utility.

The update takes up to 40 minutes to complete. During this time, the system reboots several times. Do not power the system off during an update. Wait at least 40 minutes to make sure the update has completed.

To update the software manually by downloading the software to a flash drive:

1   Format a USB flash drive as FAT32. Polycom recommends that you use a USB 2.0 flash drive.

   If you are using a drive that is already formatted, ensure that previous software updates are deleted from the flash drive.

2   From the Polycom Support site, download the software package to the flash drive. The software package has a **.**tar extension.

3   Connect the USB flash drive to the USB 2.0 port on the tabletop unit or on the power data box. If you choose to connect to the power data box, first remove the rubber plug from the USB port.

   The locations of the ports are shown in the following diagram.

4   On the CX5500 system, respond to the software update request displayed on the LCD touch screen.

   The system detects the flash drive and starts the update within 30 seconds. The indicator lights begin to flash, indicating that the update has started.

   The system reboots several times during the update. The indicator lights flash in several different patterns.

   The update is complete when the indicator lights stop flashing.

> **Note: Enable access to the Web Configuration Utility.**
> If the base profile of the CX5500system is set to **Lync**, you must enable access to the Web Configuration Utility. Refer to the *Polycom UC Software in a Microsoft Lync Server Environment Deployment Guide* for directions.

To update the software on the CX5500 system through the Polycom Web Configuration Utility:

1   In the address field of a web browser, enter the IP address of the CX5500 system. You can find the IP address of the system by navigating to **Settings > Status > Platform > Phone**.

2   Log in as an administrator by selecting **Admin** and entering your password. The default password is 456. Check with your administrator to see if the password has been changed.

3   Select **Utilities > Software Update** and choose how to update your system.

   ➢ Automatic: Select the date and time to perform the automatic updates and click **Save**.

> ➢ Manual: Specify whether the update package is located on the Polycom Hosted Server or on a location you specify, and click **Update Now**. Follow the prompts to complete the update.

4 When an update starts, the indicator lights begin to flash.

The system reboots several times during the update. The indicator lights flash in several different patterns.

The update is complete when the indicator lights stop flashing.

Resolved Issues in Version 1.1.6

The following table lists issues that have been resolved in version 1.1.6.

Category	Issue ID	Description
Audio	MIL-1349	The Lync client sometimes did not recognize the CX5100 or CX5500 system as an audio/video device. When this issue occurred, the logs included `AudioDspHealth: DSP not reachable` errors. This issue has been resolved.
Software	MIL-1496	UseAutoUpdate was not updated after provisioning software upgrade configurations to the CX5100 and CX5500 Unified Conference Stations. This issue has been resolved.
System	MIL-1499	The Lync client sometimes did not recognize the CX5100 or CX5500 system as an audio/video device. The system did not react to pressing the Mute/Unmute button. This issue has been resolved.
System	MIL-1552	After adding `USB_Fix_Mask="3"` to the configuration file, users were unable to reset the reboot frequency even after removing `USB_Fix_Mask="3"` from the configuration file. This issue has been resolved.
System	MIL-1709	During boot-up on the CX5500 system, sometimes the audio and video would function normally; however, the microphone would continue flashing green and the UC software portal function and software upgrade did not work. This issue has been resolved.
Video	MIL-1520	During software upgrade to a later build, the CX5100 system would reboot 10 times, then return to the upgrade process due to problems with the CPLD versions. This issue has been resolved.

Known Issues in Version 1.1.6

The following table lists known issues and available workarounds for the version 1.1.6 release and previous releases.

Category	Issue ID	Found in Release	Description	Workaround
Audio	MIL-1791	1.1.6	On very rare occasions, the speaker for a CX5500 system configured with a SIP phone does not work in a Lync call.	Place the call again, or disconnect and reconnect the USB cable.

Category	Issue ID	Found in Release	Description	Workaround
Audio	MIL-1801	1.1.6	In the following situation: • the CX5100 or CX5500 system is connected to a PC, • the user mutes the PC speaker by using the task bar, • the user disconnects and reconnects the system and the PC, • the user unmutes the PC speaker by using the task bar, the speaker on the CX5100 or CX5500 system is still in mute status.	After unmuting the PC speaker by using the task bar, disconnect and reconnect the CX5100 or CX5500 system and the PC again.
System	MIL-540	1.0.0	On rare occasions, the CX5100 or CX5500 system is not detected after a user restarts the computer.	Manually restart the CX5100 or CX5500 system.

System	MIL-1229	1.1.2	On the CX5500 system, the LCD touch screen sometimes dims during a software update or when an incoming Lync call occurs during an active Lync call.
			During a software update, normal brightness returns after the first system reboot.
			System functionality is not affected when the LCD touch screen dims.
				Try the following solutions:
				• Minimize the window for the PC Lync call, and then tap the **PC Lync Call** tab to restore the screen.
				• Set the LCD touch screen to the maximum brightness.
				  1 From the Home screen, select **Settings > Basic > Backlight Intensity > Maximum Intensity**.
				  2 Drag the slider all the way to the right.

System	MIL-1796	1.1.6	Inserting a U-disk to retrieve logs during a video call causes the green 'In a Call' LED light to go out.	Mute and unmute the call.

Category	Issue ID	Found in Release	Description	Workaround
USB	MIL-1021 VIDEO-109535	1.0.0	The computer might sometimes incorrectly identify the CX5100 system as a USB 2.0 device.	Try the following solutions: • Ensure that the system is connected to a USB 3.0 port. A USB 3.0 port is usually blue with an SS icon next to the port. • Disconnect the USB cable from the computer and reconnect it. • Update the USB 3.0 driver on the computer to ensure that the date of the driver is 2013 or later. For the latest driver, check the web site of your computer's manufacturer. • Connect the computer directly to the blue USB 3.0 port on the power data box instead of the tabletop unit.
USB	MIL-1039 VIDEO-109583	1.0.0	On rare occasions, the CX5100 system is not detected as a USB device after the CX5100 system or the computer is restarted.	Try the following solutions: • Disconnect the USB cable from the computer and reconnect it. • Disconnect power from the CX5100 system and then reconnect it. • Update the USB 3.0 driver on the computer to ensure that the date of the driver is 2013 or later. For the latest driver, check the web site of your computer's manufacturer.
User Interface	MIL-1482	1.1.2	The touchscreen freezes on the CX5500 when you update and save the Date and Time format.	Restart the CX5500 system.
User Interface	VOIP-95347	1.1.0	On the CX5500 system, the LCD touch screen freezes when you change the month setting to a future month.	Change the setting in the Web Configuration Utility. **1** Log into the Web Configuration Utility: http://*<CX5500 IP address>*. **2** Select **Settings > Set Date/Time**.

Polycom Solution Support

Polycom Implementation and Maintenance services provide support for Polycom solution components only. Additional services for supported third-party Unified Communications (UC) environments integrated with Polycom solutions are available from Polycom Global Services and its certified partners to help customers successfully design, deploy, optimize, and manage Polycom visual communication within their third-party UC environments.

You must contact UC Professional Services for Microsoft Integration when integrating Polycom Conferencing for Microsoft Outlook and Microsoft Office Communications Server or Microsoft Lync Server.

For additional information and details, refer to Polycom Professional Services or contact your local Polycom representative.

Regulatory Information

Refer to the *Polycom CX5500 Unified Conference Station User Guide* and *Polycom CX5100 Unified Conference Station User Guide*, available at Polycom Voice Products Support, for regulatory information for those countries in which the CX5100 and CX5500 systems are approved for use.

In accordance with local laws and regulations, not all security options are available in all countries.

Get Help

To view the latest Polycom product documentation, visit the Support page of the Polycom web site at Polycom Support.

For more information about installing, configuring, and administering Polycom products, go to Polycom Support.

For more information on solutions with Polycom partners, refer to the partner site at Polycom Strategic Global Partner Solutions.

The Polycom Community

The Polycom Community gives you access to the latest developer and support information. Participate in discussion forums to share ideas and solve problems with your colleagues. To register with the Polycom Community, create a Polycom online account. When logged in, you can access Polycom support personnel and participate in developer and support forums to find the latest information on hardware, software, and partner solutions topics.

Additional References

For more information about the CX5100 and CX5500 systems, refer to the following documents available at Polycom Voice Products Support:

● *Setting Up the Polycom CX5100 or CX5500 System*
● *Administrator's Guide for the Polycom CX5500 Unified Conference Station for Microsoft Lync*
● *Polycom CX5100 Unified Conference Station for Microsoft Lync User Guide*
● *Polycom CX5500 Unified Conference Station for Microsoft Lync User Guide*

● *Offer of Source for Polycom Open Source Software* for Polycom UC Software lists licensing information for open source software packages used in Polycom voice products with UC Software.

● *Release Notes for Polycom UC Software, Version 5.4.0*, *Administrator's Guide for Polycom UC Software 5.4.0*, and *Polycom UC Software in a Microsoft Lync Server Environment Deployment Guide* include additional information about the Polycom UC software that runs on the CX5500 systems.

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