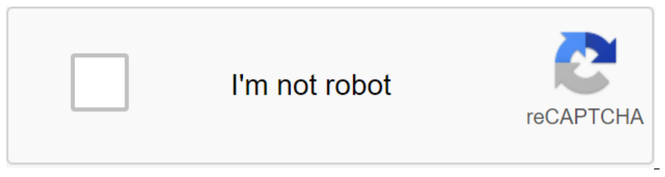
Polycom cx5500 admin manual



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An earlier article entitled Polycom CX5100 for Lync 2013 introduced the newest RoundTable device for Lync, briefly discussing the firmware update process. Since this product was brand new at the time there were no new firmware updates yet released to justify covering the process in detail. Now that the CX5100 and the almost identical CX5500 have been for some time a few firmware updates have been available for them. As usual, it is always best practice to use the latest version of the firmware devices available to ensure the best experience possible. And like other article updates on this blog site the following table will be updated over time to capture any future releases for these two new products. For more information about the older CX5000 models head over to this old article. Firmware Versions Same software release package applies to both the CX5100 and CX5500 models, so there are no individual download files to worry about. CX5500 includes additional Polycom UC software, similar to that found in VVX phones that are already included in the package, but this additional code simply isn't used by the CX5100 model. For more information on the specific issues discussed in each update, check out the Solved Problems table listed near the end of the Release Notes for this particular version. Some of the new features presented in future releases are also covered at the end of this article. Version Date Details Links 1.0.0 December 2013 Initial Release of CX5100 model Control Panel 1.1.0-10114 4/2/2014 Hotfixes and support added for the CX5500 model Release Notes Firmware 1.1.1-10117 9/5/2014 Hotfixes and security related patches Release Notes Firmware 1.1.2-32157 11/10/2014 Hotfixes and new functionality: – CX5500 touch interface call control options when USB tethered to Lync – CX5500 embedded UCS firmware upgraded to 5.2.0.8580 Release Notes Firmware Control Panel 1.1.2.1-4 1/29/2015 Hotfixes Release Notes Firmware 1.1.3-12 4/30/2015 Hotfixes and new functionality: – CX5500 incoming call display localization – CX5500 embedded UCS firmware upgraded to 5.3.0.12074 Release Notes Firmware 1.1.4-50070 8/3/2015 Software downgrade option and new Fisheye Correction feature for the active speaker video stream Release Notes Firmware Control Panel 1.1.5-50111 11/2/2015 Hotfixes and hardware driver updates – Driver support for new CX5500 touchscreen hardware – Added Hardware and Software Compatibility Check feature Release Notes Firmware Control Panel 1.1.6-50142 1/11/2016 Hotfixes Release Notes Firmware Control Panel 1.2.0-70232 4/15/2016 Hotfixes and new functionality : - USB connectivity support for Mac OS X workstations - Support Org ID added to O365 registration with CX5500 UCS customer - custom Web Management включен на CX5100 - Обновление прошивки поддерживается непосредственно от web Management UI Release Notes Firmware Firmware Panel 1.2.3-70255 7/21/2016 Release Notes Firmware Notes 1.3.0-110230 3/20/2017 Hotfixes and New Functionality - Updated User Interface to Match the VVX Series - Caller Details and Optimized Panel, Added to the CX5500 interface - Added video panorama support for supported Mac OS X customers - Export configuration details or Wireshark trail data in USB Flash Drive Release Notes Firmware 1.1-110 341 9/8/2017 Hotfixes and new functionality - Added support and control to display local panoramic video in Mac client - Firm update support Delivered via USB UPDATE and Windows - Support CX5100 as a peripheral for Polycom MSR - Control of private meeting display behavior in the calendar CX5500 Release Notes Firmware Notes 1.3.2-120025 9/29/2017 Hotfixes Notes Release Process update firmware These new models include in several different methods available to update the device on the firmware. The old models were basically limited to one process, which wasn't all that convenient. This required installing an app on a Windows PC, physically connecting a Windows computer via USB, reading documentation to find the device's little-known default password, and then finally copying the package files to your device using a complex command line utility. The newest models have completely redesigned the upgrade process to meet different requirements. For one-off, practical software updates can simply be reset to a standard USB flash drive and inserted into the system to trigger an instant update. However, for massive updates, the software can be extracted from a central location and scheduled for periodic updates that will automatically apply. The multicolored LEDs surrounding the three Mute buttons based on the camera of any model are used to indicate the current state of readiness of the device when turned on. There is no light - the device is ready for use and the mute is not on. (Or it's off.) Solid Red - The device is ready to use and the microphones are muted. Flashing green - Power device or reboot. Flashing Red/Green - The device performs the firmware update process. USB Flash Drive is by far the easiest method, and welcome changes in relation to the previous generation of the device, one file can be copied to a USB flash drive and inserted into the camera base to trigger an automatic update. This process can be used to perform either upgrades or downgrades as the device will apply any version of the firmware provided. Don't store more than one firmware package on the disk, just copy according to the desired version. Download the desired firmware package tables above and then save the .tar file to the root of the USB flash drive. (Don't unpack the package or retrieve the files.) The USB drive should be formatted as FAT32. (FAT sections are also compatible, but the volumes formatted by NTFS are not.) Insert Paste USB drive in the USB Type-A slot, located at the base of the desktop camera. A secondary USB port on the Power/Data Box can also be used, but this port is usually blocked with a small rubber fork. It's easier to just use a more accessible camera-based port. After inserting a USB flash drive, the device (when simple and not active in calling Lync) will look at the root volume catalog and look for a valid firmware update package. On the CX5100, if there is a valid firmware file, the upgrade process begins automatically within a few seconds. Three dumb buttons will alternately flash red and green to indicate that the process has begun. On the CX5500, the display will report the successful opening of the firmware package on the USB drive, prompting it to either cancel or start updating. This screen will automatically go to the upgrade process within seconds, so there are no requirements to confirm by actually selecting OK. Click Cancellation for those first few seconds though will interrupt the automatic process and return to the main menu. On any model the process is the same from now forward as the flashing red and green light indicate the firmware is updated and the process should not be interrupted. The CX5500 will further report the current state of the update on the integrated display from now on, don't try to use the device, disable or connect anything. Removing a USB flash drive can damage the firmware and damage the system. The device will first download files from a USB drive and then restart within one to two minutes. Once the first restart is complete, it will begin installing individual files into firmware packages, which usually takes about 10 minutes for the first batch of components. The second restart can be launched halfway through this process of potentially a third restart to complete, then the whole process. The whole process should take only about 15-20 minutes. After the final restart, the flashing lights will stop and the main screen will be displayed on the CX5500. Although this is not necessary, if desired, the firmware version can be tested to verify the expected version has been successfully applied. It's very easy on the CX5500 as it can be understood on the device itself or through the integrated ucS web management interface (covered later in this article). But on the CX5100 the only way to check without connecting from a separate computer would be to review the device's log files. (In addition, the control panel application can also be used on any model as an alternative method covered in the next section.) The next process is valid for any model (CX5100 or CX5500). Connect the same USB flash drive that was just used to upgrade to your computer and search for a folder on the root name catalog with Serial number (e.g. 88142541B785DB). Open this folder and look for the latest log file package (such as log_1411222116678.tgz) that should have been written on a USB drive after the last download process. Open the .tgz file with a compatible app (such as WinRar) and then open the data'log'system_properties.txt file. Search the polycom.ver line to find the registered version (ro.build.polycom.ver) and build a number (ro.build.polycom.num) of the line in the file. In the example below, the current firmware of the device is a 1.1.0-10117 release. ro.build.polycom.num: 10117 (ro.build.polycom.ver): 1.1.0 As mentioned, it's much easier to do so on CX5500 - to use the touch interface to view the phone's state menu. On the device's home screen, select the Settings platform and the value of the device's software version. The control panel also briefly mentioned in the previous article was the new Polycom CX5100/CX5500 Control Panel app, which provides the ability to manage, update, customize and troubleshoot devices in a way not possible with older generation RoundTable models. Lync MVP member and Polycom employee Brennon Kwok has already published an excellent article covering the various options in the control panel application, so that all aspects of the utility should not be paraphrased here. Because this article focuses on firmware updates, only sections of the software update will be covered. Please note that the upgrade processes caused by the control panel require that the CX5100 or CX5500 be connected to the Ethernet network, the device has a valid IP address and has access to the Internet (or to the network location of the user's update server, if defined). In addition, this process cannot be used to lower the device's level because it will only apply new updates that are stored on the configured update server. The only supported method of downgrading the device is through the USB process shown in the previous section. The control panel can be used to update the firmware in one of two ways: immediately or scheduled for the future, the time of repetition. Download and install the latest version of the CX5100/CX5500 app from the Polycom support site on the Windows workstation. Connect your CX with a blue USB 3.0 Type A-to-B cable from the base of your desktop camera to your workstation. Run the CX5100/CX5500 Control Panel app and the tool must connect to the device and default to the system information screen in the System section. Please note that the current version of the device's software appears on the screen above. Obviously, this is a much easier way to test the current firmware on the CX5100 than on the log approach shown in the previous section. Update Now the next steps go through the process of trigging an immediate update over the internet and without without download the firmware on the USB drive first. Switch to the software update menu in the System section and select the Update Now button to initiate the upgrade process. The device then connects to the current source of the update server and searches for a package different from the one currently installed. By default, polycom's central update server is defined, available over the Internet, which always contains the latest public firmware package. The exact location is not specified in this menu, but simply appears as a polyk. The next section of this article will show how to point the device to a custom distribution point instead of using the default Polycom server. As soon as the upgrade process begins, the control panel will change to show the status of the update. Disconnecting the usb cable from the PC at the moment will not cause any problems, as the device uses its own Ethernet connection to retrieve the package directly from the server. The only thing the control panel is doing at the moment is reporting on the status of the update. The rest of the upgrade process is exactly the same as described in the USB Flash Drive section earlier in this article. Once the control panel is complete, it will reconnect to the device. If you change focus in the Profile Editor section, you can offer your device's password. Just hit cancel and then switch back to the screen of the system where the new version can be easily confirmed. Update Later These Steps show how to schedule an automatic update using the software currently posted on the Polycom update server. You'll need a device password to reconfigure your device. The default password is the device's serial number, but keep in mind that the camera's desktop unit and the main box, usually placed on the floor, have different, unique serial numbers. The serial number located on the ground floor of the box is what should be entered here, not the serial number found on the base of the camera. An easier way to get a serial number is simply to use the control panel, as shown in the next steps. The launch of the CX5100/CX5500 Control Panel app and tool should connect to the device and show the system information screen in the system section. Record the product serial number (e.g. 88142541B785DB), as it is also the default device password that will be offered in the next stage. Switch to the profile editor and control panel app you should request the device password. If this isn't the case, either exit the control panel app and restart it, or go to the load profile menu in the bottom left corner and select the load from the device. Enter the device's current password. Select the update menu provide, and then select the day in the menu Frequency update, as well as the time in the menu update time. The example above that at 4:00 a.m. device local time every Tuesday the public update server Polycom will be contacted to check for any updates. If a new version is found on the update server at this time, the same update process and behavior documented earlier in this article will begin. To further change the firmware distribution point, simply replace the 'polycom' text with a valid web server URL that accepts the desired firmware package (such as Item to the directory, where the desired firmware package has been expanded. To prepare the original catalog, remove the .tar file to the right place so that the millennium folder created by the extraction process is in the catalog to which it is specified. Don't specify directly to the millennial directory in the way of server upgrades as this is what the device is looking for. For example, at the root of the web server, this example was designed to be designed as an update and then the last firmware package was extracted into that directory, which automatically created a millennium subdirection. For future updates, be sure to delete all previous files before you remove the new package. Note that when you change the Way Update Server, this also changes the location in which the device will receive updates when the previously discussed Update Now process is manually triggered. To return the configuration to Polycom by default, simply type 'polycom' as An Update Server, and the device recognizes that name and uses a hard distribution URL. Click Apply to the device to write the device configuration changes. The upgrade process will begin on the scheduled date and time. Web management interface This approach is only valid for the CX5500 model, as the built-in UC software stack includes the same web service that Polycom VVX phone models use. Just like with these phones the CX5500 can be updated remotely, access to the built-in web interface, signing up as an administrator and then updating the device. Note that the password used to remotely connect as an administrator or user to the Polycom Web configuration utility is not the same as the device password used in the previous phase for the control panel application. The built-in UCS stack uses its own separate password, which is identical to VVX phones. The default admin password is '456' and the default user password is '123'. Connect to the device's IP address in a web browser. Leave the login in selecting the admin to enter the password (such as 456) and click the Send button. Choose a menu of software. Note that the options above are the same as in the control bar application. While the control panel has Update and planned upgrade options in different places the website management utility has them both same page. Just click Update Now to trigger an immediate upgrade process identical to what was covered in the previous section. Also, to schedule an upgrade process that will run at a later date and/or time to adjust the frequency of updates and time updates at will and click Save. In addition, the URL of the update server can be changed here, according to the instructions in the control panel, when you need to use the central impoverishment server other than the public update server Polycom. The new features this section will include details of some of the most important features added during various updates. Version 1.1.2 When the CX5500 USB is tied to a Windows workstation run by Lync 2013 desktop client, the touchpad on the device can now be used to respond or reject the incoming Lync call. The installed call can also be placed on Hold or finished directly with the device. When simultaneous audio calls are active on both the Lync client and the built-in SIP telephony client, calls can be individually controlled with new Calls and PC Lync buttons at the top of the screen. The CX500 also features new built-in unified Communications Software (UCS) software to bring it into line with the current release of VVX 5.2.0. Keep in mind that choosing the Lync base profile in this new release will disable the built-in web management interface described in this previous article. Version 1.1.3 Applicable new features, presented in the recent release of UCS 5.3, are now available on the CX5500 model. Most important is the inclusion of native Exchange Autodiscover and support for the Central Conference Management Protocol (CCCP) to provide calendar access and touch-sharing for any Lync meetings directly from the CX5500 interface. Version 1.1.5 This new version was released exclusively to add driver hardware support for the new touchscreen device. The brand-new CX5500 units are being manufactured using new touch equipment that requires these new drivers. For any previously manufactured CX5500 units already purchased and deployed, there is no need to install this update. Since the CX5100 does not include a touchscreen, there is also no reason to install this update on this model. Version 1.2.0 is a major release that adds new functionality to both the CX5100 and CX5500 models. Both are now supported as USB devices with Lync for Mac 2011 customers on Mac OS X based workstations. The web management user interface, previously only available on the CX5500, is now included on the CX5100. Both models now also support the possibility of New firmware updates directly from Polycom Hosted Server just as VVX and Trio phones can be updated. The built-in CX5500 UCS client is updated to the latest version, which includes Org ID support to allow Skype registration for Business Online at Office 365. 365. 1.3.0 A major release that adds new functionality to both the CX5100 and the CX5500 models. Mac support has been extended to the new Skype for business for the Mac client, as well as providing additional panoramic video stream. Several user interface improvements provided under the UCS 5.5.1 software branch are seen on VVX 500/600 phones. Additional user interface improvements related to call information displayed on the CX5500 interface, such as caller information. Information about the device's configuration and Wireshark trace files can now be exported to a connected USB flash drive to fix the problem. Purposes.