



# Polycom® ISDN Gateway

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## Overview

Polycom announces the first release of Polycom® ISDN Gateway hardware and software. This document provides the latest information about the following Polycom software:

- Version 1.0.0 of Polycom ISDN Gateway hardware
- Version 1.0.0 of Polycom ISDN Gateway software



## Interoperable Hardware and Accessory Options

The Polycom® ISDN Gateway systems are interoperable with Polycom® RealPresence® Group systems on H.323 network. The video conferencing systems are cutting-edge visual collaboration tools that provide high quality video and sound. The systems use the most up-to-date video communications technology to deliver the most natural video conferencing experience.

## Interoperable Accessory Options

The optional V.35 cables support following connectors:

- RS449
- RS530

## System Performance

The Polycom ISDN Gateway connects to your H.320 network, while also creating a secure IP connection to the RealPresence Group system. This allows you to keep your RealPresence Group system connected to the IP network, avoiding the expense and hassle of bringing the H.320 connection right to the video system. Plus, it can be used by up to four RealPresence Group systems as a shared resource. The Polycom ISDN Gateway converts H.320 to H.323 in a way that is transparent to users so they can meet over video securely without worry about the network protocols or other connectivity details.

Your desire for security and outside connectivity doesn't need to come at the expense of high performance and quality. With PRI support for calls up to 1920 kbps, you will benefit from full 1080p HD video and content for richer detail and added realism during video calls.

The Polycom ISDN Gateway offers flexibility to connect H.320 calls in several different ways, including PRI, Quad BRI, and V.35. Power over Ethernet support simplifies wiring and cabling, and a detailed web-based administrator portal is available to configure the system, update software and more. The Polycom ISDN Gateway provides the following benefits:

- Unified gateway for multiple protocols, including ISDN PRI, QBRI, and V.35
- Supports up to four calls over a maximum of 8B (BRI) channels

- Supports up to eight calls (video plus audio combined) over a maximum of 23B (T1) / 30B (E1) channels at up to 1080p30 resolution
- Can be used with a single RealPresence Group system, or as a shared resource for up to four systems
- Provides an option to securely connect to B2B and B2C environments using the H.320 protocol for video conferencing
- Converts the H.320 protocol to an H.323 protocol and establishes a secure IP connection between the Polycom ISDN Gateway and the RealPresence Group Series systems

## Language Support

The Polycom ISDN Gateway web interface provides support for the English language in this first release of the product.

## System Configuration and Setup

Administrator settings are available to configure in the system's web interface, as well as calling functions for administrators and users.

For information about setting up the Polycom ISDN Gateway device for the first time, refer to the set up sheet on the Polycom ISDN Gateway product page. For details on configuring and using the device, refer to the *Polycom ISDN Gateway Administrator and Integrator Guide* at [support.polycom.com](http://support.polycom.com).

## Install the Software

For details on installing the software for the Polycom ISDN Gateway, refer to the *Polycom ISDN Gateway Administrator and Integrator Guide* at [support.polycom.com](http://support.polycom.com).

## Software Version History

### ISDN Gateway System Software

Software Version	Release Date	Description
1.0.0	December 2016	Initial release of the Polycom ISDN Gateway

## 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. UC Professional Services for Microsoft® Integration is mandatory for Polycom Conferencing for Microsoft Outlook and Microsoft Office Communications Server or Microsoft Skype for Business Online, Skype for Business 2015, and Lync 2013 Server integrations.

For additional information and details, refer to [professional\\_services/index.html](http://professional_services/index.html) or contact your local Polycom representative.

## Supported Web Browsers

The Polycom ISDN Gateway web interface requires Windows® Internet Explorer 11 on Windows 8, Google Chrome 54.0.2840.71, or Mozilla Firefox 44 on Windows 8.

For specific version support information, see [Products Tested in this Release](#).

## Known Issues in Version 1.0.0

The following table lists the known issues for the version 1.0.0 release. If a workaround is available, it is noted in the table.

Category	Issue ID	Description	Workaround
Audio	ISDNGW-821	When an audio-call only is placed from a Polycom RealPresence Group Series system with stereo enabled, you might hear noise coming from the Polycom ISDN Gateway.	Disable stereo on the RealPresence Group Series system.
Calling	ISDNGW-363	The Dual Port calling feature is not supported on both V.35 ports in this release. Single Port V.35 calling is supported.	
Calling	ISDNGW-657	The Polycom HDX system cannot control the far-end camera control (FECC) when the RealPresence Group Series system hosts a conference call through the Polycom ISDN Gateway.	
Calling	ISDNGW-304	The RealPresence Group Series system does not put an ISDN call on hold through the Polycom ISDN Gateway.	
Calling	ISDNGW-917	Lip sync issues might occur when there is a call between RealPresence Group 500 system and the HDX 9004 system at a 128 bit rate via the Polycom ISDN Gateway.	

Category	Issue ID	Description	Workaround
Conference	ISDNGW-919	In a conference call, video is not displayed on the RealPresence Group 500 system sent from the HDX 9004 system if the HDX 9004 system joins the conference last.	The HDX 9004 system must join the conference before other systems.
Content	ISDNGW-921	In a conference call, the HDX system cannot receive content from a RealPresence Group 500 system if it has previously sent content.	After the HDX stops sending the content, the RealPresence Group 500 system should attempt to send the content again.
Hardware	ISDNGW-535	The Polycom ISDN Gateway does not respond after reconnecting the V.35 cable to the interface.	Restart the ISDN Gateway.
Provisioning	ISDNGW-211	The Polycom ISDN Gateway, and any endpoints, are unable to unregister from RealPresence Resource Manager Server.	
Web Interface	ISDNGW-165	Search options are not displayed under the Polycom ISDN Gateway Settings in the Internet Explorer and Google Chrome browsers.	
Web Interface	ISDNGW-918	The Polycom ISDN Gateway uses its self-signed certificates instead of the certificates installed to access web interface.	

## Interoperability

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 might 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 might make different selections. This process should not affect the quality of the call.

## Products Tested in this Release

Polycom ISDN Gateway systems are 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 this release.

Polycom strives to support any system that is standards-compliant and investigates reports of Polycom systems that are not interoperable with other vendor systems.



Polycom recommends that you upgrade all of your Polycom systems with the latest software versions. Any compatibility issues may already have been addressed by software updates. Go to [PolycomService/support/us/support/service\\_policies.html](https://www.polycom.com/Service/support/us/support/service_policies.html) to see the Current Polycom Interoperability Matrix.

<b>Product</b>	<b>Interoperable Versions</b>
<b>Gatekeepers</b>	
Polycom® RealPresence® Distributed Media Application™ 7000	6.4 and 6.4.1
<b>H.323 Endpoints</b>	
Polycom® RealPresence® Group Series 700	6.0.0
Polycom® RealPresence® Group Series 500	6.0.0
Polycom® RealPresence® Group Series 550	6.0.0
Polycom® RealPresence® Group Series 310	6.0.0
<b>ISDN Endpoints</b>	
Polycom® RealPresence® Collaboration Server (RMX) 1800	8.7.1
Polycom® RealPresence® Collaboration Server (RMX) 4000	8.7.1
Polycom® HDX® 7000	3.1.11
Polycom® HDX® 8000	3.1.11
Polycom® HDX® 9000	3.1.11

Interoperability with third-party endpoints is not supported in this release.

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