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# Polycom<sup>®</sup> HDX<sup>®</sup> Series Hardware and Software Compatibility

Version 3.1.8

Polycom<sup>®</sup> HDX<sup>®</sup> Series systems and their peripheral devices have software requirements. Attempting to run an HDX system with incompatible software versions or using a peripheral device with incompatible HDX software version may lead to undesirable results.

This document describes the compatible software versions of each of the Polycom HDX Series model and its peripherals. For the latest information on hardware and software compatibility with HDX Series systems, refer to the current *Release Notes for the HDX Series Systems* and other product documentation available at [www.polycom.com/videodocumentation](http://www.polycom.com/videodocumentation).

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## HDX Series System Models and Software Compatibility

The following table lists Polycom HDX system software versions which are compatible with each Polycom HDX Series hardware model.

Hardware Model	Designation in User Interface <sup>1</sup>	Part Number	Compatible Software Versions <sup>2</sup>	Real-Time Clock <sup>3 4</sup>
Polycom HDX 4000	—	2201-24657-XXX 2215-24647-XXX	2.0.1 or later (but not 2.0.3.2 or 2.5.0)	No
Polycom HDX 4000 HD	—	2201-24176-XXX 2215-24646-XXX	2.0.1 or later (but not 2.0.3.2 or 2.5.0)	No
Polycom HDX 4000 HD	Hardware Version C	2201-12698-XXX 2215-12699-XXX	2.7.0_J, 3.0.0 or later	Yes
Polycom HDX 4500	—	2201-61845-XXX 2215-09830-XXX	3.0.1 or later	Yes
Polycom HDX 6000 HD	—	2201-28619-XXX 2215-28711-XXX	2.5.0.6 or later	Yes
Polycom HDX 7000	—	2201-27285-XXX 2215-27427-XXX	2.0.2 or later (but not 2.5.0)	No
Polycom HDX 7000	—	2201-28629-XXX 2215-28632-XXX	2.5.0.1 or later	Yes
Polycom HDX 7000 HD	Hardware Version A <sup>5</sup>	2201-27284-XXX 2215-27426-XXX	2.0.2 or later (but not 2.0.3.2 or 2.5.0)	No
Polycom HDX 7000 HD	Hardware Version B	2201-28128-XXX 2215-28127-XXX	2.5.0.1 or later	Yes
Polycom HDX 7000 HD	Hardware Version C	2201-26773-XXX 2215-26771-XXX	2.5.0.7 or later	Yes
Polycom HDX 7000 HD	Hardware Version D	2201-64679-XXX 2215-64681-XXX	3.0.5 or later	Yes
Polycom HDX 8000 HD	Hardware Version A <sup>6</sup>	2201-24506-XXX 2215-24614-XXX	2.0.0 or later (but not 2.0.0J, 2.0.3.2, or 2.5.0)	No
Polycom HDX 8000 HD	Hardware Version B	2201-27951-XXX 2215-27952-XXX	2.5.0.1 or later	Yes

<sup>1</sup> Hardware Version of an HDX Series system can be found under **System > System Information** on the embedded UI and web interface of the HDX system.

<sup>2</sup> The column "Compatible Software Versions" shows the approved/qualified software versions. Software Update enforces most of these rules.

<sup>3</sup> A system updated from a model which does not have the real-time clock does not have the real-time clock even after the update.

<sup>4</sup> Systems that do not have a real-time clock will not retain the time of day across reboots. These systems should be configured to use an NTP server.

<sup>5</sup> Hardware Version is designated only when Software Version 2.5.0.1 or later is installed on the system.

<sup>6</sup> Hardware Version is designated only when Software Version 2.5.0.1 or later is installed on the system.

Hardware Model	Designation in User Interface <sup>7</sup>	Part Number	Compatible Software Versions <sup>8</sup>	Real-Time Clock
Polycom HDX 9001	—	2201-23784-XXX 2201-23795-XXX 2215-23796-XXX  (pre rev E ship labels)	1.0.0 or later (but not 2.0.3.2 or 2.5.0)	Yes
Polycom HDX 9001	—	2215-23796-XXX 2201-28218-XXX (rev E ship labels)	2.0.0J, 2.0.2 or later (but not 2.0.3.2 or 2.5.0)	Yes
Polycom HDX 9002	—	2201-23783-XXX 2201-23782-XXX 2215-23788-XXX  (pre rev E ship labels)	1.0.0 or later (but not 2.0.3.2 or 2.5.0)	Yes
Polycom HDX 9002	—	2201-28217-XXX 2215-23788-XXX  (rev E ship labels)	2.0.0J, 2.0.2 or later (but not 2.0.3.2 or 2.5.0)	Yes
Polycom HDX 9002	—	2201-29004-XXX 2215-23788-XXX (rev F ship labels)	2.0.5J or later (but not 2.5.0 or 2.5.0.1)	Yes
Polycom HDX 9004	—	2201-23722-XXX 2201-23283-XXX 2215-23358-XXX  (pre rev E ship labels)	1.0.0 or later (but not 2.0.3.2 or 2.5.0)	Yes
Polycom HDX 9004	—	2201-28216-XXX 2201-29006-XXX 2215-23358-XXX  (rev E or F ship labels)	2.0.0J, 2.0.2 or later (but not 2.0.3.2 or 2.5.0 or 2.5.0.1)	Yes

<sup>7</sup> Hardware Version of an HDX Series system can be found under **System > System Information** on the embedded UI and web interface of the HDX system.

<sup>8</sup> The column "Compatible Software Versions" shows the approved/qualified software versions. Software Update enforces most of these rules.

Hardware Model	Designation in User Interface <sup>9</sup>	Part Number	Compatible Software Versions <sup>10</sup>	Real-Time Clock
Polycom HDX 9006	Hardware Version B	2201-32806-XXX 2215-23134-XXX	2.6.0 or later	Yes
Polycom HDX 9006	Hardware Version C	2201-82562-XXX 2215-82562-XXX	2.6.1.1 or later	Yes

Even though HDX software update attempts to prevent downgrading an HDX Series system to an incompatible software version, Polycom recommends taking precautions when downgrading the software. Downgrading an HDX Series system to an incompatible software version may cause the HDX system to fail to boot up.

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<sup>9</sup> Hardware Version of an HDX Series system can be found under **System > System Information** on the embedded UI and web interface of the HDX system.

<sup>10</sup> The column "Compatible Software Versions" shows the approved/qualified software versions. Software Update enforces most of these rules.

## HDX Series Peripheral Devices and HDX Software Compatibility

The following table lists Polycom HDX Series peripherals and HDX software versions which are compatible with them.

HDX Peripheral Device	Compatible HDX Series Hardware	Compatible HDX Software Version
Polycom EagleEye HD Camera	All HDX Series Models	1.0.0 or later
Polycom EagleEye 1080 Camera	All HDX Series Models	2.5.0 or later
Polycom EagleEye View Camera	All HDX Series Models	2.6.0 or later
Polycom EagleEye II Camera	HDX 9006 Series, HDX 8000 Series, HDX 7000 Series, and HDX 6000 Series	2.6.1 or later
Polycom EagleEye III Camera	All HDX Series Models	3.0.1 or later
Polycom EagleEye Director (Software Version 1.0)	HDX 9000 Series, HDX 8000 Series, HDX 7000 Series, and HDX 6000 Series	3.0.1 or later
Polycom EagleEye Director (Software Version 2.0)	HDX 9000 Series, HDX 8000 Series, HDX 7000 Series, and HDX 6000 Series	3.1.1.2 or later
Polycom EagleEye Director (Software Version 2.1)	HDX 9000 Series, HDX 8000 Series, HDX 7000 Series, and HDX 6000 Series	3.1.2 or later
Polycom EagleEye Director (Software Version 2.2)	HDX 9000 Series, HDX 8000 Series, HDX 7000 Series, and HDX 6000 Series	3.1.3 or later

HDX Peripheral Device	Compatible HDX Series Hardware	Compatible HDX Software Version
Polycom SoundStructure®	HDX 9000 Series, HDX 8000 Series, HDX 7000 Series, and HDX 6000 Series	HF 2.0.1_sstsoundmix-2370, 2.5.0 or later
Polycom SoundStation® IP 7000	All HDX Series Models	2.5.0 or later
Polycom Touch Control	HDX 9000 Series, HDX 8000 Series, HDX 7000 Series, HDX 6000 Series, and HDX 4500	3.0.0 or later
Polycom UC Board™	HDX 9006, HDX 8000 Hardware Version B, and HDX 7000 Hardware Version C	3.0.3 or later
Polycom HDX 4000 Monitor Hardware Version B <sup>11</sup>	HDX 4000 Series	2.6.1 or later

Attempting to run HDX peripherals with incompatible HDX software may result in the following:

- The camera not responding to IR signal from the remote control;
- The HDX system not booting up; or
- The HDX system going into a continuous reboot.

<sup>11</sup> The Monitor Hardware Version of HDX 4000 Series system can be found under **System > System Information** on the embedded UI and web interface. No designation indicates Monitor Hardware Version A.

## Polycom Touch Control Software and HDX Software Compatibility

The support for Polycom Touch Control began with HDX Software version 3.0.0. Many HDX software versions require that particular Panel Software and Operating System Versions are running on the Polycom Touch Control to function properly.

The table below lists Polycom Touch Control Panel Software and Operating System Versions qualified with the Polycom HDX software versions.

HDX Series Software Version	Polycom Touch Control Panel Software	Polycom Touch Control Operating System Version
Version 3.0.0	1.0.0	1.0.0
Version 3.0.0.1	1.0.1	1.0.0
Version 3.0.0.2	1.0.1 1.0.3 <sup>12</sup>	1.0.1 1.0.3
Version 3.0.1	1.1.0	1.0.3
Version 3.0.2	1.2.0	1.2.0
Version 3.0.2.1	1.2.0	1.2.0
Version 3.0.3	1.3.0	1.3.0
Version 3.0.3.1	1.3.0	1.3.0
Version 3.0.4	1.4.0, 1.4.1	1.4.0
Version 3.0.5	1.5.0	1.5.0
Version 3.1.0	1.6.0 <sup>13</sup>	1.6.0
Version 3.1.1.2	1.7.0	1.7.0
Version 3.1.1.3	1.7.0	1.7.0
Version 3.1.2	1.8.0	1.8.0
Version 3.1.3	1.9.0	1.9.0
Version 3.1.3.2	1.9.0	1.9.0
Version 3.1.4	1.10.0	1.10.0

<sup>12</sup> Polycom Touch Control Hardware Version 5 requires Polycom Touch Control Panel Software 1.0.3 or later and Polycom Touch Control Operating System Version 1.0.3 or later. The Polycom Touch Control Hardware Version can be found under **System > Touch Control** on Polycom Touch Control unit.

<sup>13</sup> Polycom Touch Control hardware Version 6 requires Polycom Touch Control Panel Software 1.6.0 or later and Polycom Touch Control Operating System Version 1.6.0 or later.

<b>HDX Series Software Version</b>	<b>Polycom Touch Control Panel Software</b>	<b>Polycom Touch Control Operating System Version</b>
Version 3.1.5	1.11.0	1.11.0
Version 3.1.6	1.12.0	1.12.0
Version 3.1.7	1.13.0	1.13.0
Version 3.1.8	1.14.0	1.14.0



## Software Stored in Factory Partition of the HDX Series System and Factory Restore

The HDX Series system stores a version of software and the default configuration in its factory partition. If the Polycom HDX system will not start up or develops serious problems, it is recommended that factory restores is performed to completely erase the system's flash memory and install the software from the factory partition.

There currently is no means to determine the version of software stored in the factory partition.

After the hardware inside the HDX Series system or its peripherals is updated, it is important that the software image stored in the factory partition is upgraded to a version which is compatible with the hardware. If the software image is not updated, the system may fail to boot up or may reboot continuously after a factory restore is performed.

The software image stored in the factory partition can be updated following the steps below:

1. Access the web interface of the HDX system.
2. Go into **Admin Settings > General Settings > Software Update > Polycom HDX System**.
3. Click on **Next** to launch the system in Software Update mode.
4. After the system completed launching in Software Update mode, click on **Browse** and select the software package (.pup file) to which you wish to upgrade the factory partition.
5. Click on **Begin Update**.
6. After update package is successfully transferred to the HDX system, software update wizard web page is displayed. While on one of these pages, change the URL of the web page to `http://IPAddress/swu_updaterestoreimage.cgi`, where `IPAddress` is the IP address of the HDX system being updated.
7. Continue through the software update wizard. Once the software update is completed, the system will boot up with the new software running and also stored as the software image in the factory partition.

With the software stored in the factory partition updated to a compatible version, the software should be able to detect the HDX system hardware and its peripherals whenever a factory restore is done.

Refer to *Administrator's Guide for Polycom HDX Systems* available at [www.polycom.com/videodocumentation](http://www.polycom.com/videodocumentation) for additional information on performing a factory restore.

## Restore Button on the HDX System

The Restore button on the HDX system is used when performing USB restore or factory restore on the system. These procedures are discussed later in this document.

On the Polycom HDX 9000 series system, the restore button is located on the front of the system, as shown in the following figure.



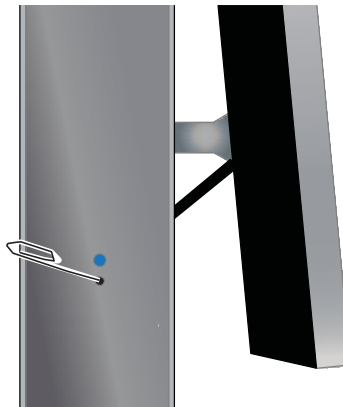
On the Polycom HDX 8000 series, Polycom HDX 7000 series, Polycom HDX 6000 series, and Polycom HDX 4000 series systems, the restore button is located on the front of the system, as shown in the following figure.



On the Polycom HDX 4500 system, the restore button is located on the left side of the system behind a wire mesh screen. The screen must first be removed, as shown in the following figure.



Once the screen is removed, a paperclip can be used to press the restore button, as shown in the following figure.



## Performing a Factory Restore on the Polycom HDX Series System

If the Polycom HDX system will not start up or develops serious problems after a software upgrade, the system can be restarted with its factory partition software. This operation completely erases the system's flash memory and reinstalls the software version and default configuration stored in its factory partition.

This process, also known as "Factory Restore", can be executed following the steps below:

1. Power off the HDX system.
2. With the system still powered off, press and hold the restore button on the system.
3. While holding the restore button, press the power button once.
4. Keep holding the restore button for at least 5 more seconds, then release the button.

After the factory restore is successfully completed, the HDX system will boot up with the software installed from the factory partition in the system default configuration ("out-of-box" state).

Refer to *Administrator's Guide for Polycom HDX Systems* for additional information on performing a factory restore.

## Restoring the HDX System with USB Restore

If the HDX system had already been downgraded to an incompatible version, it may be necessary to recover the system by restoring the system using a software package stored on a USB storage device. Additionally, if the HDX system needs to be restored when the version of software stored in the factory partition is incompatible with the hardware or is unknown, it is recommended to restore the system from a USB storage device.<sup>14</sup>

This process, also known as “USB restore”, can be executed following the steps below:

1. Power off the HDX system.
2. Place a software package of a compatible software version on the root directory of a USB storage device.
3. Place the USB storage into the USB port on the HDX system.
4. With the system still powered off, press and hold the restore button on the system.
5. While holding the restore button, press the power button once.
6. Keep holding the restore button for at least 5 more seconds, then release the button.

After USB restore is successfully completed, the HDX system will boot up with the software installed from the USB device in the system default configuration (“out-of-box” state).

The USB restore process does not update the software package installed in the factory partition. Polycom recommends that the software stored in the factory partition be updated with a compatible version once the system is upgraded following the USB restore procedure.

Refer to *Administrator’s Guide for Polycom HDX Systems* for additional information on performing a factory restore from a USB storage device.

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<sup>14</sup> You might not be able to upgrade software from version 3.0.x to version 3.1.x using the USB restore method (Issue ID VIDEO-111572). If you run into this issue, first upgrade the system to version 3.1.x, then perform the USB restore procedure.

## Software Stored in Factory Partition of the Polycom Touch Control and Factory Restore

The Polycom Touch Control stores a version of software and the default configuration in its factory partition. If the Polycom Touch Control develops serious problems, it is recommended that factory restore is performed to completely erase the system's flash memory and install the software from the factory partition.

There currently is no means to determine the version of software stored in the factory partition. Polycom recommends that the software installed in the factory partition of the Polycom Touch Control is updated to the version corresponding to the software running on the HDX Series system before the factory restore is performed on the Polycom Touch Control.

The software image stored in the factory partition can be updated following the steps below:

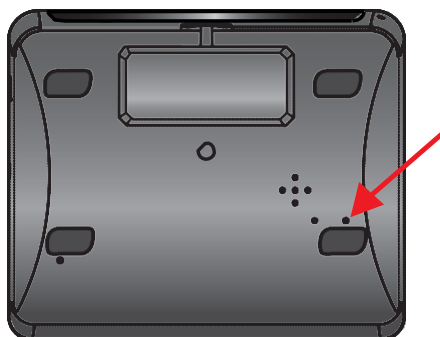
1. Place both the Platform (Operating System) software package and the corresponding Application (Control Panel) software package to the root directory on a USB memory stick, both in *.zip* format (zipped).

### NOTES:

(1) Make sure that the two *.zip* files are not password-protected. If either one of the files is password-protected, factory restore will fail.

(2) Make sure that the version of the Platform software package corresponds to that of the version of the Application software package. If they do not correspond to one another, factory restore will fail.

2. Remove any other Polycom Touch Control software package from the root directory of the USB memory stick.
3. Shut down the Polycom Touch Control.
4. Unplug the power source from the Polycom Touch Control.
5. Connect the USB memory stick to the Polycom Touch Control.
6. Turn over the Polycom Touch Control so that the bottom of the unit is exposed.
7. Place a paperclip inside the pinhole on the bottom right of the unit (Factory Restore button).



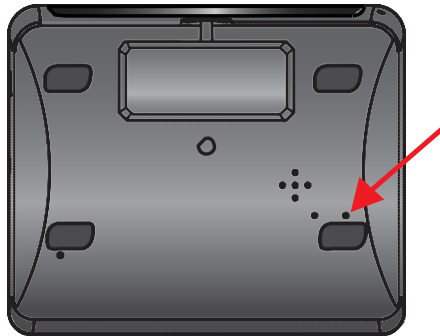
8. Press down the button inside the pinhole.
9. Plug in the power source back into the Polycom Touch Control.
  - There is an LED in the hole next to the pinhole where the paperclip was inserted. This LED is typically blue under the normal circumstances.
  - With the button in the pinhole pressed and the Polycom Touch Control is powered on, the LED will immediately turn from blue to purple once power is plugged in.
  - Wait until the LED starts blinking. This will take about 15 seconds.
10. Release the button in the pinhole being pressed down using the paperclip.

The process to update the software installed in the factory partition will begin. Please note that updating the software installed in the factory partition alone *will not* update the software currently running on the Polycom Touch Control.

## Performing a Factory Restore on Polycom Touch Control

The software running on Polycom Touch Control can be restored from the factory partition by following the steps below:

1. Shut down the Polycom Touch Control.
2. Remove the USB memory stick if attached to the Polycom Touch Control.
3. Unplug the power source from the Polycom Touch Control.
4. Turn over the Polycom Touch Control so that the bottom of the unit is exposed.
5. Place a paperclip inside the pinhole on the bottom right of the unit (Factory Restore button).



6. Press down the button inside the pinhole.
  - There is an LED in the hole next to the pinhole where the paperclip was inserted. This LED is typically blue under the normal circumstances.
  - With the button in the pinhole pressed and the Polycom Touch Control is powered on, the LED will immediately turn from blue to purple once power is plugged in.
  - Wait until the LED starts blinking. This will take about 15 seconds.
7. Release the button in the pinhole being pressed down using the paperclip.

The process to update the Polycom Touch Control from the software installed in the factory partition will begin. After the software update is successfully completed, the Polycom Touch Control will boot up with the software installed from the factory partition in the system default configuration (“out-of-box” state).

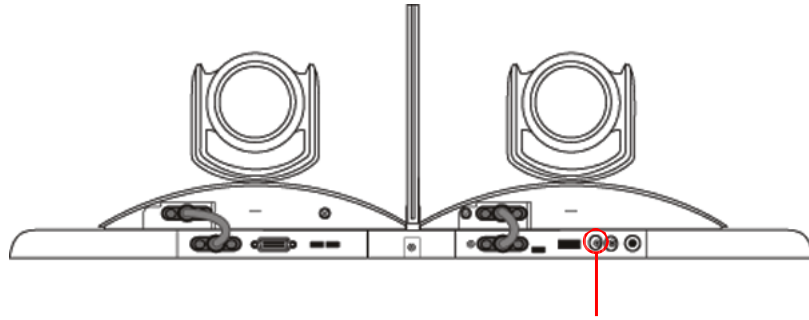
Refer to “Performing a Factory Restore on the Polycom Touch Control” section in the *Administrator’s Guide for Polycom HDX Systems* for additional information on performing a factory restore on Polycom Touch Control.



## Performing a Factory Restore on Polycom EagleEye Director

If the Polycom EagleEye Director is not functioning properly or if a corrupted partition needs to be recovered, the restore button on the EagleEye Director can be used to reset it. This procedure completely erases the camera settings and reinstalls the software.

1. Press and hold the restore button on the back of the EagleEye Director for 3 seconds while the power light cycles.



When normal video content is displayed on the monitor instead of a blue video, the EagleEye Director has been successfully restored.

2. Release the restore button.