



SOLUTION GUIDE

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# Polycom® MSR Series



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# Introduction to Polycom MSR Series

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Polycom MSR Series delivers a familiar Microsoft Skype for Business experience in small to large meeting rooms. Polycom MSR Series offers a complete solution that can scale from small huddle rooms to larger conference rooms. Polycom audio and video peripherals are certified with Skype Room Systems and support certified Skype Room System docks.

MSR100	MSR200	MSR300	MSR400	MSR500
				

Your infrastructure will likely fall into one of the following configurations:

- Skype for Business Online (Office 365) with Exchange Online
- Skype for Business Server 2015 on-premises with Exchange Online or Exchange 2013 SP1 on-premises/Exchange 2016 on-premises

The Polycom MSR Dock does not support Lync Server 2013 or earlier versions. The Polycom MSR Dock supports 1080p resolution only.

# Setting Up Polycom MSR Series

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## Topics:

- [MSR100 Bundle](#)
- [MSR200 Bundle](#)
- [MSR300 Bundle](#)
- [MSR400 Bundle](#)
- [MSR500 Bundle](#)
- [Upgrading System Software through Windows Update](#)

## MSR100 Bundle

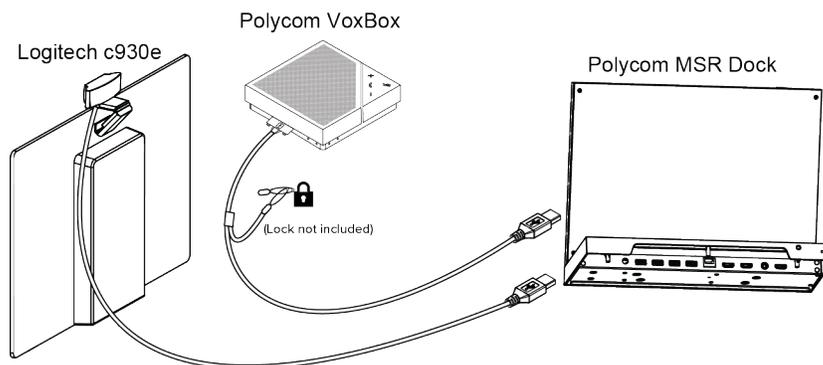
The MSR100 bundle includes the Polycom MSR Dock with Microsoft Surface Pro, the Polycom VoxBox, and Logitech c930e webcam.

### Set Up the MSR100 Bundle

Follow the steps below to set up the MSR100 bundle.

#### Procedure

1. Connect the Logitech c930e webcam USB cable to a USB port on the Polycom MSR Dock.
2. Connect the security USB cable to the Polycom VoxBox using the supplied hardware.
3. Connect a lock, if needed.
4. Connect the other end of the USB cable to the Polycom MSR Dock.



## MSR200 Bundle

The MSR200 bundle includes the Polycom MSR Dock with Microsoft Surface Pro, Polycom Trio 8500, and Logitech c930e webcam.

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**Note:** The Trio 8500 system is supported with software versions 5.5.2 and higher. For more information on Microsoft Skype Room Systems, refer to [Microsoft Technet site](#).

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## Set Up the MSR200 Bundle

Follow the steps below to set up the MSR200 bundle.

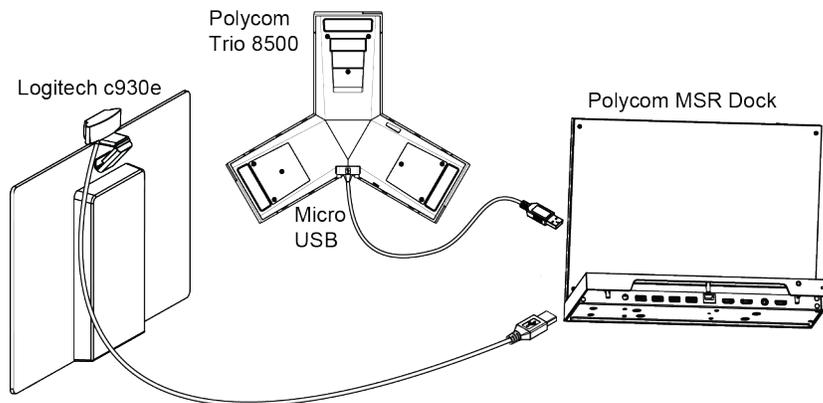
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**Note:** The Polycom Trio 8500 system must meet the Minimum Setup requirements. For more information on setting up the Trio 8500 system, refer to the [Polycom Support site](#).

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### Procedure

1. Connect the power adapter or PoE cable to the Polycom Trio 8500 system.
2. Connect the Micro USB cable to the Micro-B USB port on the Polycom Trio 8500 system.
3. Connect the other end of the USB cable to a USB port on the Polycom MSR Dock.
4. Connect the Logitech c930e webcam USB cable to a USB port on the Polycom MSR Dock.



## Verify the Trio System Software Version

You can view the Trio system software version using the local interface, web browser or the Control Panel application.

### Procedure

1. Do one of the following:

- On the Trio system, go to **Settings > Status > System Information**. Enter the IP address of the Trio system in a web browser and enter the Admin password (the default password is 456).

The software version displays in the **Home** screen under **UC Software Version**.

- In the **Control Panel application** software, enter the administrator password and click **System Status**.

## Update the Base Profile for the Trio System

You can use the Trio system as an audio speakerphone by setting the **Base Profile** to **Skype USB Optimized**.

Polycom recommends connecting the Trio system to the network while updating the base profile.

### Procedure

1. Connect a USB cable from the Trio system to the MSR Dock.
2. Do one of the following:
  - In the Trio system web interface, go to **Simple Setup > Base Profile**, and select **Skype USB Optimized** from the list and click **Save**.
  - On the Trio system, go to **Setup > Advanced > Administrative Settings > Network Configurations > Base Profile** and select **Skype USB Optimized**.

## MSR300 Bundle

The MSR300 bundle includes the Polycom MSR Dock with Microsoft Surface Pro, Polycom Trio 8800, and Polycom EagleEye IV USB camera.

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**Note:** The Trio 8800 system is supported with software versions 5.5.3 and higher. The Polycom EagleEye IV USB camera is supported with software versions 1.1 and higher. For more information on Microsoft Skype Room Systems, refer to [Microsoft Technet site](#).

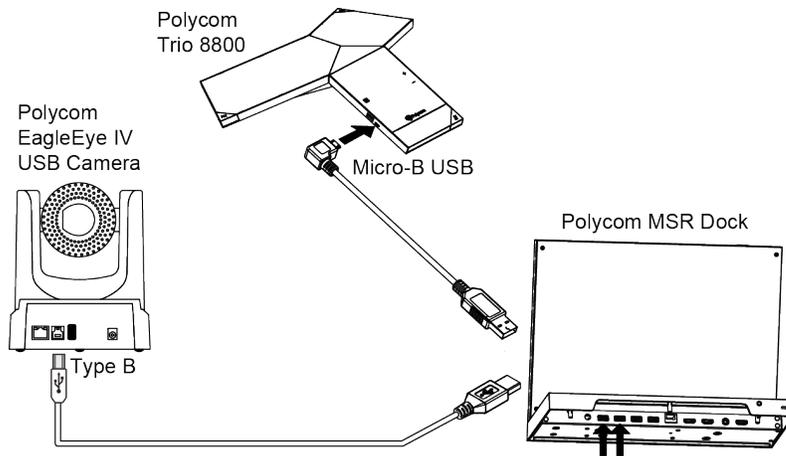
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## Set Up the MSR300 Bundle

Follow the steps below to set up the MSR300 bundle.

### Procedure

1. Connect the power adapter or PoE cable to the Polycom Trio 8800 system.
2. Connect the Micro-B USB cable to the Micro-B USB port on the Polycom Trio 8800 system.
3. Connect the other end of the USB cable to a USB port on the Polycom MSR Dock.
4. Connect the USB Type B cable to the USB Type B port on the Polycom EagleEye IV USB camera.
5. Connect the other end of the USB cable to a USB port on the Polycom MSR Dock.
6. Connect the power cable to the Polycom EagleEye IV USB camera.



## Update the Base Profile for the Trio System

You can use the Trio system as an audio speakerphone by setting the **Base Profile** to **Skype USB Optimized**.

Polycom recommends connecting the Trio system to the network while updating the base profile.

### Procedure

1. Connect a USB cable from the Trio system to the MSR Dock.
2. Do one of the following:
  - In the Trio system web interface, go to **Simple Setup > Base Profile**, and select **Skype USB Optimized** from the list and click **Save**.
  - On the Trio system, go to **Setup > Advanced > Administrative Settings > Network Configurations > Base Profile** and select **Skype USB Optimized**.

## Verify the Trio System Software Version

You can view the Trio system software version using the local interface, web browser or the Control Panel application.

### Procedure

1. Do one of the following:
  - On the Trio system, go to **Settings > Status > System Information**. Enter the IP address of the Trio system in a web browser and enter the Admin password (the default password is 456).  
The software version displays in the **Home** screen under **UC Software Version**.
  - In the **Control Panel application** software, enter the administrator password and click **System Status**.

## Update the Polycom EagleEye IV USB Camera System Software

You can use a USB drive to update the camera system software version. The Polycom EagleEye IV USB camera system version 1.0.0.388 or later supports Windows Update.

Ensure the following before updating the camera system software:

- Use a USB drive with at least 64 MB of available space.
- Make sure the file system is in FAT32 format.

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**Note:** Do not remove the USB drive during the software update process.

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### Procedure

1. Download the latest software image of the camera system from the MSR Series page on the [Polycom support site](#).
2. Copy the Polycom EagleEye IV USB camera image (`polycom-MSRCam-x.x.x-xxx.tar.gz`) into the USB root directory.
3. Plug in the Polycom EagleEye IV USB camera power cable to power on and allow the camera system to fully boot up.
4. Plug the USB drive into the Polycom EagleEye IV USB camera system.  
The Polycom EagleEye IV USB camera system starts the image update and the LED blinks amber. The Polycom EagleEye IV USB camera system automatically reboots when the image update is complete. The camera tilts up and then down during the reboot.
5. Remove the USB drive.

## Set the Camera Home Position

You may want to set a camera Home position to use as a default.

### Procedure

1. Press and hold the Select button for 5 seconds until the LED light blinks green.

## Move to the Camera Home Position

You may want to move to a previously set camera Home position.

### Procedure

1. To move to camera Home position, press the **Select** button.

## Waking the Polycom EagleEye IV USB Camera System

You can wake the Polycom EagleEye IV USB camera system in the following ways:

- Press any button on the remote control.
- Send the video content.
- Place a call.

## MSR400 Bundle

The MSR400 bundle includes the Polycom MSR Dock with Microsoft Surface Pro and Polycom CX5100 system.

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**Note:** Only Polycom CX5100 version 1.3.1 or later is compatible with the MSR400 bundle. The Windows update feature is only available with version 1.3.1 or later.

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## Set Up the MSR400 Bundle

Follow the steps below to set up the MSR400 bundle.

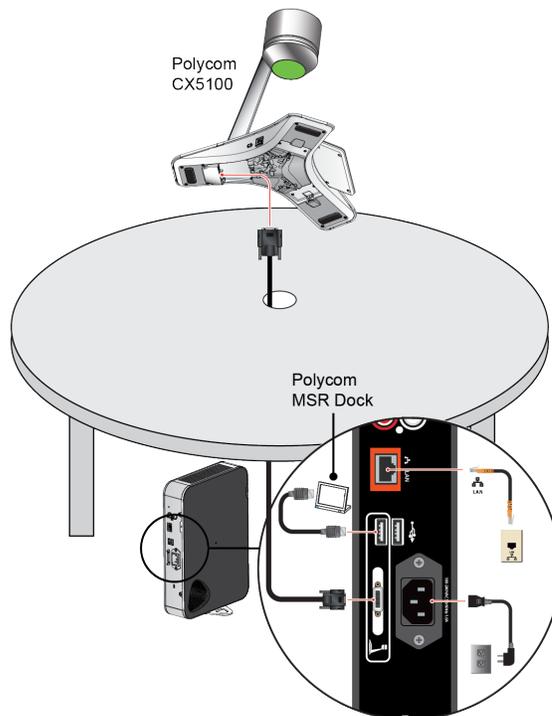
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**Note:** The USB ICRON 2211 extender is not supported.

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### Procedure

1. Connect the USB cable to the USB port on the Polycom CX5100 Power Data Box.
2. Connect the other end of the USB cable to a USB port on the Polycom MSR Dock.



## Update the CX5100 System Software Automatically through Control Panel

You can configure the CX5100 unified conference station to check for available software updates automatically. You can set the frequency to check for software updates and update automatically when a new software version is detected in the software update server.

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**Note:** Do not power off the CX5100 system during the software update.

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### Procedure

1. On your computer, start the **CX5100 Control Panel** application.
2. In the Profile Editor tab, select **Software Update**.
3. Enter the name of the server to check for the software in the **Update Server** field.
4. Select the frequency to check for the software updates in **Update Frequency** list.
5. Select the time to update the software when a new software version is detected in **Update Time** list.
6. Click **Save**.

The CX5100 system retrieves the software updates from the server based on the chosen date and time.

## Update the CX5100 System Software through USB Drive

You can use a USB drive to update the CX5100 system software.

Ensure the following while updating the CX5100 system software through a USB drive:

- Make sure the file system is in FAT32 format.
- Polycom recommends using a USB 2.0 drive.

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**Note:** Do not remove the USB drive during the software update process.

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### Procedure

1. Download the latest software image of the CX5100 system from the CX5100 series page on [Polycom support site](#).
2. Copy the Polycom CX5100 software image (`polycom-cx5100cx5500-release-xxxx.tar`) into the USB root directory.
3. Plug in the CX5100 system power cable to power on and allow the CX5100 system to fully boot up.
4. Connect the USB drive to the CX5100 system.

The CX5100 system detects the USB drive and starts the update within 30 seconds. The mute key indicator lights blink and the system reboots several times during the update. The indicator lights stop blinking when the update is complete.

## MSR500 Bundle

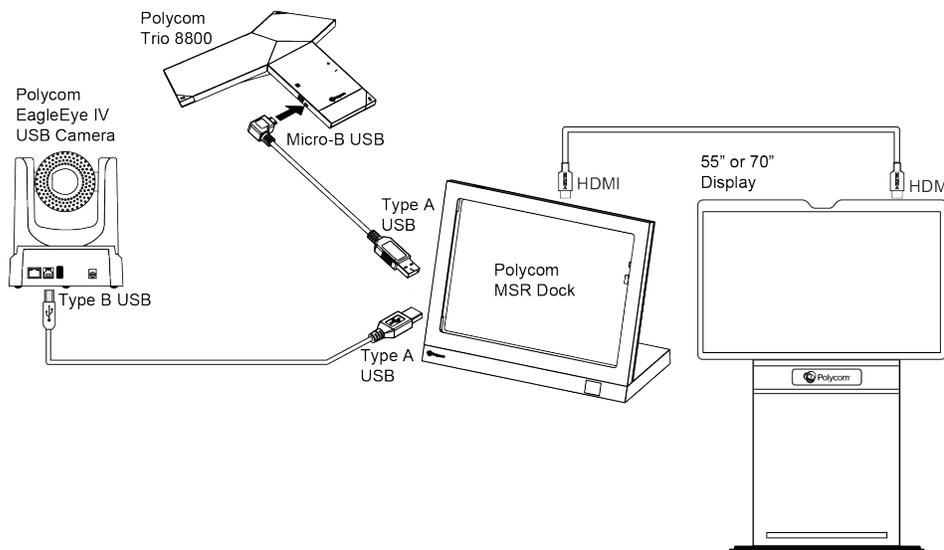
The MSR500 bundle includes a single or dual display (55" or 70") Medialign with Polycom MSR Dock with Microsoft Surface Pro, Polycom Trio 8800, and Polycom EagleEye IV USB camera.

### Set Up the MSR500 Bundle with a Single Display

Follow these steps to set up the MSR500 bundle with a single display.

#### Procedure

1. Connect the HDMI cable from the HDMI port on the MSR Dock to the HDMI port on the 55" or 70" display.
2. Connect the Micro-B USB/Type A USB cable from the Micro-B USB port on the Trio 8800 system to the Type A USB port on the MSR Dock.
3. Connect the Type B/Type A USB cable from the Type B USB port on the Polycom EagleEye IV USB camera to the Type A USB port on the MSR Dock.



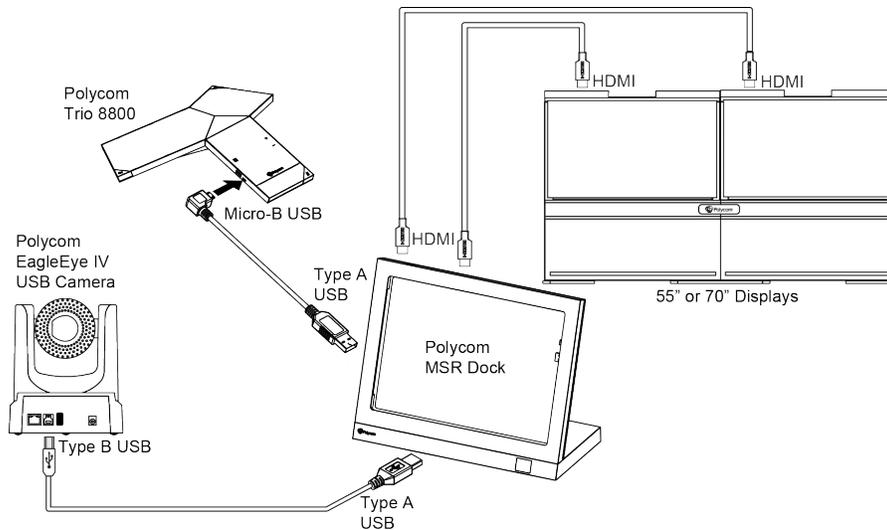
### Set Up the MSR500 Bundle with Dual Displays

Follow these steps to set up the MSR500 bundle with dual displays.

#### Procedure

1. Connect the HDMI cable from the HDMI port on the MSR Dock to the HDMI port on the 55" or 70" display.
2. Connect the HDMI cable from the HDMI port on the MSR Dock to the HDMI port on the second 55" or 70" display.

3. Connect the Micro-B USB/Type A USB cable from the Micro-B USB port on the Trio 8800 system to the Type A USB port on the MSR Dock.
4. Connect the Type B/Type A USB cable from the Type B USB port on the Polycom EagleEye IV USB camera to the Type A USB port on the MSR Dock.



## Update the Base Profile for the Trio System

You can use the Trio system as an audio speakerphone by setting the **Base Profile** to **Skype USB Optimized**.

Polycom recommends connecting the Trio system to the network while updating the base profile.

### Procedure

1. Connect a USB cable from the Trio system to the MSR Dock.
2. Do one of the following:
  - In the Trio system web interface, go to **Simple Setup > Base Profile**, and select **Skype USB Optimized** from the list and click **Save**.
  - On the Trio system, go to **Setup > Advanced > Administrative Settings > Network Configurations > Base Profile** and select **Skype USB Optimized**.

## Verify the Trio System Software Version

You can view the Trio system software version using the local interface, web browser or the Control Panel application.

### Procedure

1. Do one of the following:
  - On the Trio system, go to **Settings > Status > System Information**. Enter the IP address of the Trio system in a web browser and enter the Admin password (the default password is 456).

The software version displays in the **Home** screen under **UC Software Version**.

- In the **Control Panel application** software, enter the administrator password and click **System Status**.

## Update the Polycom EagleEye IV USB Camera System Software

You can use a USB drive to update the camera system software version. The Polycom EagleEye IV USB camera system version 1.0.0.388 or later supports Windows Update.

Ensure the following before updating the camera system software:

- Use a USB drive with at least 64 MB of available space.
- Make sure the file system is in FAT32 format.

---

**Note:** Do not remove the USB drive during the software update process.

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### Procedure

1. Download the latest software image of the camera system from the MSR Series page on the [Polycom support site](#).
2. Copy the Polycom EagleEye IV USB camera image (`polycom-MSRCam-x.x.x-xxx.tar.gz`) into the USB root directory.
3. Plug in the Polycom EagleEye IV USB camera power cable to power on and allow the camera system to fully boot up.
4. Plug the USB drive into the Polycom EagleEye IV USB camera system.  
The Polycom EagleEye IV USB camera system starts the image update and the LED blinks amber. The Polycom EagleEye IV USB camera system automatically reboots when the image update is complete. The camera tilts up and then down during the reboot.
5. Remove the USB drive.

## Set the Camera Home Position

You may want to set a camera Home position to use as a default.

### Procedure

1. Press and hold the Select button for 5 seconds until the LED light blinks green.

## Move to the Camera Home Position

You may want to move to a previously set camera Home position.

### Procedure

1. To move to camera Home position, press the **Select** button.

## Waking the Polycom EagleEye IV USB Camera System

You can wake the Polycom EagleEye IV USB camera system in the following ways:

- Press any button on the remote control.

- Send the video content.
- Place a call.

## Upgrading System Software through Windows Update

The Windows Update server automatically installs the USB driver and system software update package to the MSR system according to the Windows Update server task self-rule.

While performing a Windows software upgrade, be aware of the following:

- You can manually update the software by checking Windows Update.
- If the system is busy, it is not updated with the latest software. Disconnect the USB cable from the system and re-connect the USB cable to install the Windows updates.
- When the MSR Dock downloads a firmware update from the Windows Update server and the connected device is running an unsupported software version, the system prompts to update to the latest software version.
- Process logs are viewed in the Windows Event log. Note that the device update result is not currently valid.
- The Windows software upgrade is supported for Windows 10 64-bit operating systems only.

## Windows Updates on MSR

You can check for the latest software updates from Microsoft. These updates also update the camera software to the latest version.

### Procedure

1. On the MSR screen, click **Settings**.
2. Enter the administrator password to access Windows Settings.
3. Go to **Windows Settings > Admin Sign-In > Administrator**.
4. Enter the administrator password.
5. On the bottom toolbar, search for Windows Update and press **Enter**.
6. Click on **Check for updates** in the Windows Update screen.

# Troubleshooting

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## Topics:

- [Video Does Not Play](#)
- [MSR Dock Does Not Detect the CX5100 System](#)

## Video Does Not Play

**Symptom:** Video does not play on a system when you use a USB camera.

### Workaround:

You can connect your USB camera to a computer to troubleshoot the video problems.

1. Connect the camera to the USB port on your computer.

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**Note:** Polycom recommends using a computer running the Windows 10 64-bit operating system.

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2. Do one of the following:
  - In the Polycom RealPresence Desktop, go to **Settings > Camera**.
  - In the Skype for Business client, go to **Tools > Video Devices**.
3. Select USB camera as the video input camera.  
Make a video call and check if the video appears.
4. Go to **Control Panel > Device Manager > Imaging Devices** and check if the USB camera is listed.  
If the USB camera does not show under **Imaging Devices**, run the **Windows Update** again.  
If the camera is still not listed under **Imaging Devices**, replace the camera.

## MSR Dock Does Not Detect the CX5100 System

**Symptom:** MSR Dock does not detect the CX5100 system when connected using a USB cable.

### Workaround:

You can connect the CX5100 system to the MSR Dock to troubleshoot the connectivity problems.

1. Connect the CX5100 system to the MSR Dock.  
The Windows Update will automatically begin on the MSR Dock.
2. If the Windows Update does not start automatically, run the Windows Update manually on the MSR Dock.
3. Verify the software version of the CX5100 system.

The software version of the CX5100 system must be 1.3.1 or later.

4. If the MSR Dock does not detect the CX5100 system after the Windows update, connect the CX5100 system to a computer running Windows 10 64 bit operating system.
5. Do one of the following:
  - Go to **Control Panel > Device Manager > Sound, video and game controllers** and check if CX5100 system is listed.
  - In the Skype for Business client, go to **Tools > Video Devices**.
  - In the Skype for Business client, go to **Tools > Audio Devices**.

If the CX5100 system is still not listed under **Imaging Devices**, replace the CX5100 system.

# Known Issues

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The following table lists all known issues in all releases of MSR Solution.

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**Note:** These release notes do not provide a complete listing of all known issues that are included in the software. Issues not expected to significantly impact customers with standard voice or video conferencing environments may not be included. In addition, the information in these release notes is provided as-is at the time of release and is subject to change without notice.

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## Known Issues

Category	Issue ID	Release	Description	Workaround
MSR Dock	USBCMRA-128	1.0	When in a call, HDMI In can only display content video, not audio. When out of a call, HDMI In supports content with video and audio. Occasionally, when out of a call, there is no audio.	Un-plug and re-plug the HDMI cable.
MSR Dock	USBCMRA-161	1.0	The GL2250 display is not supported. The HDMI output does not work with the MSR Dock.	Do not use a GL2250 display.
MSR Dock	USBCMRA-129	1.0	In some instances, the HDMI content may not display clearly with some resolutions set on a computer.	Change the resolution on the computer.
MSR Dock	USBCMRA-262	1.0	When a laptop is connected to the MSR Dock and shares content, the MSR application freezes.	Disconnect the HDMI cable from the MSR Dock and re-launch the MSR application.