



RELEASE NOTES

1.3.3 | December 2021 | 3725-85802-003C

Polycom[®] Content App



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What's New

Content App 1.3.4 is a maintenance release that includes the following changes:

- Support for macOS Big Sur (version 11)
- Bug fixes

System Requirements

To connect Content App with devices such as Polycom Pano and Poly Trio, you must enable HTTP and HTTPS in the Pano and Poly Trio system web interface.

Security Updates

There are no security updates in this release.

Installation and Upgrade

Topics:

- [Installing Content App from the Command Line](#)

Installing, upgrading, or uninstalling the Content App requires administrative rights on your device.

Installing Content App from the Command Line

If you are a system administrator, you can install the Content App using the command line.

The installation file with an `.msi` extension supports silent Windows installations. The installation file with a `.dmg` extension supports silent macOS installations.

Remember the following when installing the Content App from the command line:

- The `.msi` and `.dmg` files are intended for centralized distribution by system administrators.
- When you save one of these installation files to your local disk, don't rename it. The file name must be consistent with the installation package.

Install or Upgrade Content App on Windows from the Command Line

You can install or upgrade the Content App on Windows using the command line.

Procedure

1. Save the `Polycom Content App.msi` installation file to a directory on your local disk. For example, in `C:\Downloads`.
2. Do one of the following:
 - Run the command to install Polycom Content App 1.3 or later. For example:
`msiexec /qn /l* log.txt /i "C:\Downloads\Polycom Content App.msi"`
 - Run the command to upgrade Polycom Content App 1.3 or later to a newer version. For example:
`msiexec /passive /i "C:\Downloads\Polycom Content App.msi" REINSTALLMODE=vomus REINSTALL=ALL /l*v logfile.txt`
 - Run the command to upgrade Content App 1.2 or earlier to Content App 1.3 or later. For example:
`msiexec /qn /l* log.txt /i "C:\Downloads\Polycom Content App.msi"`

Uninstall Content App on Windows from the Command Line

You can uninstall the Content App on Windows using the command line.

Procedure

- » Run the command to uninstall the app using the `.msi` file.
Example: `msiexec /qn /x "C:\Downloads\Polycom Content App.msi"`

Install or Upgrade Content App on macOS from the Command Line

You can install or upgrade the Content App on macOS using the command line.

Procedure

1. Mount the .dmg file to get the .pkg file.

Example: `hdiutil attach /filepath/PolycomContentApp.dmg`

2. Run the command to install or upgrade the .pkg file.

Example: `sudo installer -pkg /filepath/PolycomContentApp.pkg -target CurrentUserHomeDirectory`

Uninstall Content App on macOS from the Command Line

You can uninstall the Content App on macOS using the command line.

Procedure

1. Enter `cd /Applications`.
2. Enter `sudo rm -r -f Polycom\ Content\ App.app`.
3. Enter your macOS administrator password to proceed.

Release History

The following table shows the release history of Polycom Content App.

Release History

Software Version	Release Date	Description
1.3.4	March 2021	Support for macOS Big Sur (Version 11) and bug fixes
1.3.3	June 2020	Bug fixes
1.3.2	September 2019	Bug fixes
1.3.1	June 2019	Support for Poly G7500, bug fixes, and feature enhancements
1.3	January 2019	Includes the following new features: <ul style="list-style-type: none">▪ Renamed Content App to Content App▪ Enhancements to Polycom Trio support▪ Connecting to devices over USB▪ New OS support▪ Magnifying glass▪ User interface enhancements
1.2	July 2018	Includes the following new features: <ul style="list-style-type: none">▪ Using Polycom Touch Devices to start content sharing on Content App▪ New OS support for Content App▪ Content App content layout controls available as a normal feature
1.1	December 2017	Includes the following new features: the ability to end sessions and disconnect from the Pano system; audio support with Content App for Windows; sharing video at up to 1080p and 30fps. This release also includes Content App content layout control, which is a Polycom Labs feature.
1.0.1	June 2017	Includes user interface updates.
1.0	June 2017	Initial release that includes local content sharing; automatic detection of nearby Pano systems; and the ability to save content displayed on a Pano system. This release also includes Polycom Cloud Service Content Sharing, a Polycom Labs feature.

Resolved Issues

The following table lists the resolved issues in Content App 1.3.2.

Category	Issue ID	Found in Release	Description
Application	EN-141643	1.3.1	(Mac only) Sometimes, when you attempt to share content, the Content App crashes.
Content	EN-136962	1.3.1	With more than one Content App users casting content on a Polycom Pano system, if one Content App user maximizes his/her content, then a second attempt by another Content App user fails. The far end still sees the first maximized content.
Content	EN-143880	1.3.1	When you cast content to a Poly Pano system, sometimes the monitor connected to the Pano system doesn't play audio.
Connection	EN-146829	1.3.1	Sometimes, when you cast content on a Polycom Pano system, if the Pano system ends the content session, Content App doesn't disconnect from the Pano system as expected.

Known Issues

The following table lists known issues in this release.

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.

Known Issues

Category	Issue ID	Description	Workaround
Application	EN-149146	If you're signed in to the Content App, when you select Find Other Rooms , the user interface prompts you to enter the target device's name instead of its IP address.	Don't sign in to the Content App.
Application	EN-87106	To use the Content App to cast content on the Pano device over the secondary network (Wi-Fi), you must enable the administrator access for the secondary network.	Use AirPlay or Miracast to cast content instead.
Application	EN-57340	If your laptop runs on battery only and you share 1080p content for over an hour, your laptop may power off automatically because of power exhaust.	Plug in the power supply during prolonged sharing.
Application	EN-35220	(Windows 10 only) When you share the Windows Media Player application, if another window (such as a notification window or other application) covers the shared application, the content sharing hangs.	Make sure the shared application is always on top or share your desktop instead.
Content	EN-138771	When you cast video to a Polycom RealPresence Group Series system, the far end can't hear the audio contained in the source content.	None.
Content	EN-132441	When you share content on a Mac device, there is noticeable latency between the content source and the content displayed on the endpoint. The streamed content is also a little choppy.	Share your desktop instead of the application.
Content	EN-157698	The Mac version of the Content App doesn't support audio transmission.	None.

Limitations

The following table lists limitations and constraints when using Content App.

Limitations

Category	Description	Workaround
Bluetooth	(macOS users only) When your device resumes from sleep or screen lock status, macOS may occasionally fail to start low-level Bluetooth functionality. This may cause the Content App to fail to detect nearby Poly Trio and Pano systems.	Restart Bluetooth manually from your system settings.
Bluetooth	Content App can search for nearby Poly Trio and Pano systems that support Bluetooth version 4.0 or later, with Windows 8.1 or macOS 10.8 or later.	None.
Content	(Windows only) If you switch the content source while casting content to Pano, Trio, or G7500 systems using the Polycom Content App, the audio (if any) from the previous content continues playing, regardless of which new content source you switch to. Audio is shared no matter if you choose to share your desktop or a specific application.	None.
Display	Pano devices display a blank panel or screen when the last content source from the Content App disconnects.	None.
Interoperability	Sometimes unexpected results occur when connecting to the Polycom Cloud Service	Make sure the time clock of the system on which you install the Content App matches the current local time.

Products Tested with This Release

Topics:

- [Products Tested with Content App](#)
- [Language Support](#)

Refer to the following for devices tested or are compatible with Polycom Content App.

Products Tested with Content App

Polycom/Poly products are tested extensively with a wide range of products. You can view a list of the products that have been tested for compatibility with this release.

Poly strives to support any system that is standards-compliant and investigates reports of Polycom systems that are not interoperable with other vendor systems. Note that the following list is not a complete inventory of compatible equipment, but the products that have been tested with this release.

Note: Poly recommends that you upgrade all of your Polycom/Poly systems with the latest software versions. Any compatibility issues may already have been addressed by software updates. See [Poly Service Policies](#) for the Current Polycom Intraoperability Matrix.

Products Tested with This Release

Product	Tested Versions
Poly Trio 8800	7.0.1.1067
Polycom VisualPro (Poly Trio and Polycom RealPresence Group Series 500)	6.2.2.5-640009
Polycom RealPresence Group Series	6.2.2.2-610014
Poly G200	1.1.0-0309
Polycom RealPresence Touch	2.2.2
Poly Studio X30 and Poly Studio X50	3.3.2-286145
Poly G7500	3.3.2-286145
Polycom Pano	1.2.3-204171

Language Support

The Content App user interface provides support for the following languages.

- Chinese (Simplified)

- Chinese (Traditional)
- British English
- American English
- French
- German
- Hungarian
- Italian
- Japanese
- Korean
- Norwegian
- Polish
- Portuguese (Brazilian)
- Russian
- Spanish