

Release Notes

Polycom® Converged Management Application™ (CMA™)
Desktop for Mac OS X, Version 5.0.0



Polycom is pleased to announce the release of Polycom® Converged Management Application™ (CMA™) Desktop for Mac OS X, Version 5.0.0. This document provides the latest information about the Polycom CMA Desktop for Mac OS X system and version 5.0.0 software.

For more information about using the features described in this document, refer to the product documentation available at www.polycom.com/videodocumentation.

Installing and Using Polycom CMA Desktop for Mac OS X, Version 5.0.0

Your local administrator will provide the information you need to download the Polycom CMA Desktop for Mac OS X software.

Polycom CMA Desktop for Mac OS X is installed on the partition that includes Mac OS X Snow Leopard.

To install Polycom CMA Desktop for Mac OS X:

>> Double-click PolycomCMAD5.0.0.xxxx.dmg to start the installation, and follow the prompts on the screen.

To uninstall Polycom CMA Desktop for Mac OS X:

>> Go to **Applications/Polycom** and double-click PolycomCMADUninstaller.

For more information about using Polycom CMA Desktop for Mac OS X, click the **Help** menu.

Starting Polycom CMA Desktop for Mac OS X

You can use your credentials to sign in to one Polycom CMA Desktop for Windows or Polycom CMA Desktop for Mac OS X system at a time. If you are signed in on one system, be sure to sign out before you attempt to sign on to another system.



If you use a VPN, you must connect to the VPN before starting Polycom CMA Desktop.

To start Polycom CMA Desktop for Mac OS X:

>> Go to **Applications/Polycom** and double-click Polycom CMA Desktop.



To make sure you are always ready to send or receive calls, do the following:

- Go to **Polycom CMA Desktop > Preferences > Sign In** and configure the application to start and sign you in when the system starts.
- Go to **Applications/Polycom** and drag the Polycom CMA Desktop for Mac OS X icon to the dock.

Getting Started with Polycom CMA Desktop for Mac OS X

Polycom CMA Desktop is simple and intuitive to use. To get started, here are some things you can try.

- Add people to your Contacts list.
 1. Click the Directory ().
 2. Start typing a name.
 3. The system shows you all entries that contain the characters you enter as you type. If your system is configured for manual searching, click the search button to start the search.

For example, if you type and, your search may find entries such as Andrew Jones, Christine Anderson, or Andover Conference Room.

Tip: For faster searches in large Directories, click ▼ and choose the Group that contains the person you're looking for, if you know it.
 4. Click the name of the person you want to add.
 5. Click **Add to Contacts**.
- Call someone. Try either of the following:
 - Click a name in your Contacts list or your Recent Calls, and then click **Call**.

- Type a name or number, and then click  **Call**.



The Directory includes current Polycom CMA Desktop users whom you can call, as well as people whose accounts are not yet active. A Polycom CMA Desktop account is activated when the person signs in for the first time. If you want to call a person whose account is not activated, tell him or her to activate the account by signing in. You can then locate the user in the Directory and place a call.

Features in Version 5.0.0

The Polycom CMA Desktop for Mac OS X client is an easy-to-use video conferencing application that lets you see and hear the people you call.

Polycom CMA Desktop for Mac OS X allows you to:

- Create a Contacts list by selecting names from the Polycom CMA directory or your corporate directory, if your administrator has enabled it.
- Launch a video call by clicking a Contact.
- Connect to a variety of video conferencing systems, including personal, room, and immersive telepresence solutions.
- Experience high-quality visual communications.
- Configure a variety of preferences to suit the way you work. For example, you can choose whether to view your video preview before you place a call.

This release of Polycom CMA Desktop for Mac OS X is optimized for use in a Polycom-solutions-only environment including the most current versions of Polycom RMX® 2000/4000 platform, Polycom HDX® systems, and Polycom CMA™ Desktop solutions, and the Polycom CMA 4000/5000 server. Calls between Polycom CMA Desktop for Mac OS X and other equipment may not connect with full features and capabilities. See [“Feature Limitations”](#) on page 4 for specific examples.

Platform-specific Limitations

Support for the following features are not included in this software version:

- Automatic signin using network credentials
- Automatic software upgrade
- Content sharing
- Chat
- Ability to view presence for Contacts
- Ability to show others your presence

- Alphabetically sorted groups
- Contact details
- Call history included with Contact details
- Date and time displayed for Recent Calls
- Provisioned custom logo
- Starting a call automatically by clicking a callto: link
- Notification Log
- Capabilities list on the Preferences > Processor page
- Support for dual monitors
- Audio and video packet loss recovery (Polycom Video Error Concealment and Dynamic Bandwidth Allocation)

Feature Limitations


The following table lists the known feature limitations for this software version. If a workaround is available, it is noted in the table.

Feature	Issue ID	Found in Release	Description	Workaround
Audio	VIDEO-82895	5.0.0	When Polycom CMA Desktop is in a call, frequently changing the audio input device may cause a crash. This setting is found at Preferences > Audio .	Avoid frequent changes to the audio input device setting during calls.
Audio	VIDEO-82602	5.0.0	You may occasionally experience audio breakage in calls.	None
Audio	VIDEO-82599 VIDEO-82884	5.0.0	On some systems, using the built-in speakers and microphone may cause audio problems or echo.	Use earphones instead of the built-in speakers. You can also use a headset instead of the built-in microphone and speakers.
Audio		5.0.0	If you use a control on the local audio device to mute your audio, Polycom CMA Desktop may not always correctly show that the microphone is muted.	For best results, use the Polycom CMA Desktop mute button to mute your audio.
Audio	VIDEO-82878	5.0.0	In calls with a Polycom CMA Desktop for Windows system, the audio may lag slightly behind the video.	None.
Calling		5.0.0	Starting and ending calls using the control buttons on Polycom Communicator™ is not supported.	This is not yet supported.

Feature	Issue ID	Found in Release	Description	Workaround
Camera		5.0.0	When you start Polycom CMA Desktop, the system cannot access the camera if it is in use by another application.	Shut down the other application and do one of the following: <ul style="list-style-type: none"> Go to Preferences > Video and select the camera. Shut down and restart Polycom CMA Desktop.
Contacts	VIDEO-81707	5.0.0	When the Polycom CMA server software is reinstalled, your Contacts are no longer valid.	Delete your Contacts and recreate your Contacts list.
Content	VIDEO-82560 VIDEO-82868 VIDEO-81713	5.0.0	Polycom CMA Desktop for Mac OS X can receive content only when it is sent on the People stream. <ul style="list-style-type: none"> Polycom CMA Desktop for Mac OS X cannot receive content from endpoints and bridges that use H.239 or Polycom People+Content™ IP to send content on the content channel. Polycom CMA Desktop for Mac OS X can receive content from endpoints and bridges that can send content on the people channel. 	None
General	VIDEO-82715	5.0.0	On a Mac OS X system with multiple CPU cores, CPU utilization is displayed as the sum of the utilization percentages of all cores. For example, 100% utilization of 4 cores displays 400% CPU utilization. Because of this, Polycom CMA Desktop running on a system with multiple cores may display CPU usage over 100%.	This is normal system behavior.
General	VIDEO-82965	5.0.0	On a system on a wireless network with both Polycom CMA Desktop for Mac OS X and iTunes running, Polycom CMA Desktop for Mac OS X may be unresponsive when the system resumes from sleep.	Avoid running Polycom CMA Desktop for Mac OS X and iTunes at the same time.
H.323		5.0.0	Running other H.323 applications along with Polycom CMA Desktop for Mac OS X may cause conflicts.	Shut down other H.323 applications before running Polycom CMA Desktop for Mac OS X.
Installing and Uninstalling	VIDEO-82218	5.0.0	When the Polycom CMA Desktop system is updated, your custom settings are returned to the default values. Your Contacts list is saved.	To retain all custom settings when you upgrade your software, choose Customize on the Installation Type page of the installation wizard. Then, clear the Property List checkbox.

Feature	Issue ID	Found in Release	Description	Workaround
Installing and Uninstalling	VIDEO-81938	5.0.0	If you move the Polycom CMA Desktop for Mac OS X application files after installing, the uninstaller cannot uninstall the application.	Avoid moving the application files after you install.
Installing and Uninstalling	VIDEO-81938	5.0.0	After you uninstall Polycom CMA Desktop, all minimized pages for other applications are maximized.	None
Interoperability: Aethra	VIDEO-82887	5.0.0	In calls using an Aethra MCU, you may see black video after Polycom HDX joins the call.	Interoperability with this third party endpoint is not yet supported.
Interoperability: Aethra	VIDEO-82881	5.0.0	When you call Polycom CMA Desktop for Mac OS X from an Aethra system, the call connects very slowly. Audio connects first, and some time later, video connects.	Interoperability with this third party endpoint is not yet supported.
Interoperability: LifeSize	VIDEO-82886	5.0.0	In calls with LifeSize systems, you may see gray video.	Interoperability with this third party endpoint is not yet supported.
Interoperability: Polycom HDX systems	VIDEO-82926	5.0.0	Under some circumstances, when Polycom CMA Desktop for Mac OS X is in a multipoint call hosted by a Polycom HDX system, the other endpoints may see very poor video when they view the Polycom CMA Desktop video full screen.	On the Polycom HDX system, disable Polycom Video Error Concealment. To do this, go to System > Admin Settings > Network > IP > Quality of Service and disable the Enable PVEC setting.
Interoperability: Polycom MGC™	VIDEO-82683	5.0.0	In calls using the Polycom MGC, the video is gray and pixelated.	None
Interoperability: Polycom RMX® 2000	VIDEO-83035	5.0.0	When you connect with the Polycom RMX, you may briefly see gray video before you see the welcome screen.	None
Interoperability: Polycom RSS™ 2000	VIDEO-82890	5.0.0	In calls to the Polycom RSS 2000, the video from the RSS 2000 may flash occasionally.	None
Interoperability: Polycom RSS 4000	VIDEO-82889	5.0.0	When you use Polycom CMA Desktop for Mac OS X to view streamed video or an archived stream from the Polycom RSS 4000, you may see pixelated video.	None
Interoperability: Polycom VSX® 7000 systems	VIDEO-82871	5.0.0	In calls with Polycom VSX 7000 systems, Polycom CMA Desktop for Mac OS X connects by audio in calls that do not use the H.264 algorithm.	For video calls with a Polycom VSX 7000 system, use the following call speeds: <ul style="list-style-type: none"> Up to 784 kbps for VSX systems using a TV monitor Up to 512 kbps for VSX systems using a VGA monitor

Feature	Issue ID	Found in Release	Description	Workaround
Interoperability: Polycom VSX 7000 systems	VIDEO-82867	5.0.0	In a multipoint call hosted by Polycom VSX 7000 or VSX 7000e, Polycom CMA Desktop for Mac OS X switches to an audio-only connection when participants that do not support the H.264 algorithm join the call. Polycom CMA Desktop continues audio only after the other participants disconnect.	None
Interoperability: Polycom VVX®	VIDEO-82877	5.0.0	Calls from Polycom CMA Desktop for Mac OS X to Polycom VVX business media phones connect with audio only.	None
Interoperability: Sony	VIDEO-82883	5.0.0	You may experience poor audio in calls with Sony PCS-G50.	Interoperability with this third party endpoint is not yet supported.
Multipoint	VIDEO-81713	5.0.0	When Polycom CMA Desktop for Mac OS X is in a multipoint call using an MGC with transcoding disabled, the conference switches to audio when an endpoint which does not support H.264 joins.	None
Multipoint	VIDEO-82872	5.0.0	In calls to Polycom MGC, Polycom CMA Desktop for Mac OS X can participate by audio if any algorithm other than H.264 is in use.	None
Network	VIDEO-82039	5.0.0	Polycom CMA Desktop for Mac OS X cannot access the CMA server using the Polycom VBP™ network appliance.	None
Network	VIDEO-82041	5.0.0	If you disconnect from the default network adapter during a call, the system attempts to connect using another adapter. You see a duplicate alias message and then the system connects with the other adapter.	Avoid changing the network adapter during a call.
Signing In and Out	VIDEO-83087	5.0.0	User names and passwords cannot contain Unicode characters.	Create user names and passwords that do not contain Unicode characters.
Signing In and Out		5.0.0	The system may fail to connect to a Polycom CMA 5000 system with NTLMv2 disabled.	None
Signing In and Out	VIDEO-82797	5.0.0	On a system running Polycom CMA Desktop, if you put the system in sleep mode and then wake the system, Polycom CMA Desktop restarts and signs you in again, regardless of your settings for starting automatically or remembering your password.	This is normal system behavior.
User Interface	VIDEO-82875	5.0.0	When you create a group, it displays at the end of your Contacts list.	None

Feature	Issue ID	Found in Release	Description	Workaround
User Interface	VIDEO-82927	5.0.0	When you receive a call from an endpoint that requires encryption for all calls, the call does not connect and you see a message that the call could not be completed because of security or permission issues. When this happens, you can no longer make calls using main call button.	Do one of the following to restore the main call button function: <ul style="list-style-type: none"> • Sign out and sign in again. • Place a call by double-clicking a Contact or Recent Call. • Place a call from the Directory using the Directory's Call button. • Answer an incoming call that does not require encryption.
Video	VIDEO-82793 VIDEO-82794	5.0.0	In calls that do not use the H.264 algorithm for video, Polycom CMA Desktop for Mac OS X can participate by audio only. Endpoints and MCUs that support H.264 for video calls may sometimes use other algorithms for video calls. See Troubleshooting Video Problems in this document for more information.	None
Video	VIDEO-82267	5.0.0	Dual monitors are not supported in this version.	None
Video	VIDEO-82873	5.0.0	You may see video artifacts when a far-end participant moves against a bright background.	None
Video	VIDEO-82549	5.0.0	As the call connects, the call rate displayed on the Preferences > Diagnostics > Call Statistics page may briefly show a very high rate.	The rate displays correctly after the call is established.
Video	VIDEO-82888	5.0.0	In calls with third-party endpoints, you see green or pink video.	None
Video	VIDEO-82988	5.0.0	Under some circumstances, when Polycom CMA Desktop for Mac OS X is in a multipoint call hosted by a Polycom HDX system, the other endpoints may briefly see green video when the video switches to a different participant.	On the Polycom HDX system, disable Polycom Video Error Concealment and Dynamic Bandwidth Allocation. To do this: <ol style="list-style-type: none"> 1 Go to System > Admin Settings > Network > IP > Quality of Service and disable the Enable PVEC setting. 2 Select  and disable the Dynamic Bandwidth setting.
Video	VIDEO-80653	5.0.0	When a participant at the far site moves, you may observe reduced video quality.	None

Hardware and Software Requirements

These hardware and software requirements have been determined based on test scenarios. Your system's actual performance may vary based on software or hardware configurations.

Operating System	Mac OS X 10.6 Snow Leopard
Processor	<p>Polycom CMA Desktop for Mac OS X system's capabilities vary depending on processor performance. The processor types and speeds listed below are intended as reference guides. Polycom CMA Desktop for Mac OS X has equivalent capabilities on other processors with equivalent performance.</p> <p>Basic video (Up to QVGA)</p> <ul style="list-style-type: none"> • Core Duo 1.83 GHz and higher <p>Standard video (Up to CIF)</p> <ul style="list-style-type: none"> • 2.0 GHz <p>Premium video (Up to VGA)</p> <ul style="list-style-type: none"> • Core Duo 2 GHz and higher
RAM	2 GB
Video Memory	256 MB
Hard Drive Space	30 MB
Cameras	<p>USB 2.0 Web Cameras:</p> <ul style="list-style-type: none"> • iSight built-in camera • Logitech Quickcam Vision Pro for Mac <p>Note: Polycom has fully qualified the USB devices listed above for interoperation with Polycom CMA Desktop for Mac OS X. Other Macintosh USB devices may also work with Polycom CMA Desktop for Mac OS X.</p>
Audio Devices	Built-in microphones and speakers
Monitor	XGA, 16-bit color or higher
Network Access	Network 128 kbps and above (Cable, DSL, or LAN)
VPN Client	<p>The VPN client:</p> <ul style="list-style-type: none"> • Must appear in the Mac system's network adapter list. • Must allow Polycom CMA Desktop for Mac OS X to retrieve the VPN client's IP address from the adapter. • Must not block any ports required by Polycom CMA Desktop. For a list of ports, see Inbound and Outbound Ports, later in this document.
Polycom CMA System	Software version 5.00.00 or 4.01.04 with NTLMv2 support enabled

Interoperability

The following list indicates the products that have been tested for compatibility with this release:

Type	Product	Version
Management Systems	Polycom CMA 4000, CMA 5000	5.0.0
Gatekeeper, Gateways, External MCU, Bridges, Call Managers	Polycom CMA 4000, CMA 5000	5.0.0
	Polycom DMA 7000	2.0.0
	Polycom RMX 4000/2000	6.0
	Polycom RMX 1000	2.1.0
Endpoints	Polycom HDX	2.5.0.8, 2.6.0
	Polycom CMA Desktop	5.0

Supported Protocols, Algorithms, and Ports

Protocols

This version of Polycom CMA Desktop for Mac OS X supports the following protocols:

Protocol	Description
DNS	Domain Name System
H.281	Far End Camera Control (FECC)
H.323	Signaling
LDAP H.350	Directory services
NTLMv2	Authentication

Video Resolutions

This version of Polycom CMA Desktop for Mac OS X supports the following resolutions for People video:

Call Speed	Video Format	Resolution
64 kbps - 383 kbps	QVGA	320x240
384 kbps - 511 kbps	2QVGA (HVGA)	320x480
512 kbps - 1023 kbps	VGA	640x480



Actual transmitted video resolution is determined by several factors, such as camera capability, computer performance, network conditions, the far-end system's capabilities, and whether content is being sent or received.

Algorithms

This version of Polycom CMA Desktop for Mac OS X supports the following algorithms:

Algorithm Type	Description
Audio	G.711
Video	H.264

Inbound and Outbound Ports

This version of Polycom CMA Desktop for Mac OS X uses the following inbound and outbound ports:

Inbound Ports

Port	Function
1720 (TCP)	H.245 Signaling
1719 (UDP)	Remote Access Service (RAS)
3230-3245 (TCP)	Signaling
3230 - 3245 (UDP)	Media

Outbound Ports

Port	Function
443 (TCP)	Provisioning, Monitoring, Help Files, HTTPS
389 (TCP)	LDAP

Improving Video Quality

Factors Affecting Video Quality

A number of factors can affect video quality, including the quality and design of your camera, your camera settings, your video window size, and lighting conditions. If your video preview shows reduced quality in your local video, be sure to address these problems, if possible. Any deficiencies you see locally may be magnified when the video is sent to the far end. Video problems may be more obvious when the video is expanded to fill the full screen.

Troubleshooting Video Problems

Problems with Video Quality

If you're experiencing problems with your local video, try the following:

- If you are using CMA Desktop on a laptop, ensure that the laptop is connected to a power source. Running on battery power can reduce the laptop's performance, resulting in poor video quality or no video.
- Check your camera configuration.
 - Polycom CMA Desktop transmits video at the frame rate that it receives from the camera. Several factors affect the frame rate transmitted by a camera, including camera settings and lighting. Consult the camera's documentation for information about adjusting the camera's settings.
 - Turn off special camera features that require extra image processing. These features might include automatic focus or automatic.

Problems with No Video

- Check your firewall configuration. To do this, follow these steps:

- Go to **System Preferences > Security > Firewall > Advanced**.
- Add the Polycom CMA Desktop application to the list.
- Select **Allow incoming connections**.
- Check the algorithm used for the call. Polycom CMA Desktop for Mac OS X uses H.264 to participate in video calls with endpoints, endpoints that can host multipoint calls, and multipoint conferencing units (MCUs), provided the call uses the H.264 algorithm for video. In calls that do not use the H.264 algorithm for video, Polycom CMA Desktop for Mac OS X can participate by audio only.

Endpoints and MCUs that support H.264 for video calls may sometimes use other algorithms for video calls. Polycom CMA Desktop for Mac OS X can participate in these calls by audio only.

- An endpoint may support H.264 only under specific circumstances. For instance, Polycom VSX systems support H.264 at lower call rates, but these systems may drop to H.263 at higher call rates.
- An MCU that supports H.264 may use a different video algorithm if specified by the conference profile or if required for the capabilities of call participants. For instance, an MCU might reconfigure a call to use H.263 or H.261 to accommodate a participant that does not support H.264. Some MCUs, such as Polycom MGC systems, support H.264 at lower call rates, but these systems may drop to H.263 at higher call rates.

Problems with Video Window Size

- If the size of the far-end video seems small, you can resize the far-end video window manually or you can view it full screen. The size of the far-end video window is determined by the resolution or format of the video sent by the far end, so video sent by endpoints that transmit lower resolution video display in a smaller window.

Improving Audio Quality

Factors Affecting Audio Quality

Polycom CMA Desktop uses the built-in Polycom echo canceller which automatically adjusts the audio to prevent the sound of far-end voices from being sent back to the far end.

A number of factors can affect audio quality including the volume of the system, the sensitivity of the microphone, the acoustic qualities of the room, and the acoustic qualities of any audio devices that combine microphone and speakers.

Troubleshooting Audio Problems

- For best audio echo cancellation performance, all audio signal processing should be disabled. If you are experiencing audio issues, make sure audio processing software provided by your computer manufacturer is disabled.
- Enable ambient noise reduction on the system. To do this:
 - a Go to **System Settings > Sound > Input**.
 - b Select **Use ambient noise reduction**.
- If you use a separate microphone, ensure that it is connected to a USB port on your computer and not to a USB hub connected to the computer.
- For best microphone performance, place the microphone at a distance from the person who is speaking. Speaking too close to the microphone can cause poor audio quality.

Problems with Echo

If the far end hears echo, try these steps:

- Check your audio device's echo cancellation settings.

If your audio device provides its own echo cancellation, be sure to enable it. Refer to the documentation you received with your device.
- Check your volume.

For most effective echo cancellation, reduce the volume on your system's speakers, and then adjust the sound using the Polycom CMA Desktop volume controls.
- Place the microphone and speakers as far apart as possible.

If you use a laptop's integrated speakers with the laptop's integrated microphone or with a webcam's microphone, connect external speakers to allow you to increase the distance between the microphone and speakers.
- If you still experience echo, use earphones instead of speakers. You can also use a headset instead of a microphone and speakers.

Problems with No Audio

- Check your firewall configuration. To do this, follow these steps:
 - Go to **System Preferences > Security > Firewall > Advanced**.
 - Add the Polycom CMA Desktop application to the list.
 - Select **Allow incoming connections**.

Collecting Diagnostic Information

If you need to report a problem, you may be asked to supply information about your system.

File	Location
Logs	/UserName/Library/Application Support/Polycom/PolycomCMADesktop/PolycomCMADBackup.log
Crash Reports	/UserName/Library/Logs/DiagnosticReports/Polycom CMA Desktop_timestmap_username-imac.crash
Provisioned Data	/UserName/Library/Application Support/Polycom/PolycomCMADesktop/ProvisionData.xml

Related Documentation

For more information, see the *Release Notes for Polycom Converged Management Application 5000*, available at www.polycom.com.

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curl

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Cyrus SASL

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Version 1.0

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