

Release Notes

Polycom® RealPresence™ Mobile, Version 1.0.2.1, Motorola XOOM™ 2



The RealPresence Mobile application is designed for business professionals who use a tablet device and need to share visual experiences with others without actually being there. It is an easy-to-use video application that provides premium quality audio and visual experiences. Unlike proprietary applications, the RealPresence Mobile application is standards based and extends your organization's video network, giving you an engaging experience.

This document provides the latest information about the RealPresence Mobile application, version 1.0.2.1 for Motorola XOOM 2. For more information on how to use the RealPresence Mobile application, go to <http://support.polycom.com/>.

Software Version History

Version	Release Date	Features
1.0.2.1	November 2011	Software release specially for XOOM 2
1.0.2	October 2011	Feature enhancement
1.0.1	October 2011	Initial release

Hardware and Software Requirements

Motorola	XOOM 2 (Xyboard)
Operating System	Android 3.2.2 (recommended)
Network Requirements	Wireless Local Area Network (WLAN, 802.11 b/g/n), 4G
Peripheral Devices (optional)	3.5 mm headset

Features in 1.0.2.1




Version 1.0.2.1 provides the following features:

- Dual stack operation that allows the Polycom RealPresence Mobile application to connect to SIP or H.323 systems
- H.264 encode at up to QVGA, 15 fps

- Support for H.460 firewall traversal
- Video receiving at up to 480x352, 30 fps
- Support for Polycom Constant Clarity™ technology, such as Polycom® Siren™ Lost Packet Recovery, which can effectively improve the decreased audio quality caused by packet loss
- Configurable network and bandwidth settings that make the RealPresence Mobile application operate well in virtually any network
- Support for automatic gain control and echo cancellation
- Ability to view network quality during a call

Recovering from Problems with the Application

If a problem causes the RealPresence Mobile application to freeze, follow these steps to recover:

- 1 Touch the time displayed in the lower right corner.
- 2 In the window that opens, touch the time again.
- 3 Touch **Settings**.
- 4 Touch **Applications > Manage Applications**.
- 5 Touch  **Video**.
- 6 Touch **Force Stop**, and touch **OK** to confirm.
- 7 Touch  **Home**.
- 8 Touch  **Video**.
- 9 Touch **Settings** and disable **Gatekeeper Registration**. Touch **Gatekeeper Registration** again to register with the gatekeeper.

Known Limitations

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

Category	Issue ID	Description	Workaround
Calling	CMAD-4438	When you call a contact who is already in a call, you get the message 'Unreachable', instead of 'Busy'.	None.
Calling	CMAD-4346	When you are not registered to a SIP server, you cannot place SIP calls to join a conference call.	Register to a SIP server.

Category	Issue ID	Description	Workaround
Calling	CMAD-4232	Cannot establish SIP calls between two Xoom users using different WLAN AP (Access Point).	Place H.323 calls instead.
Calling	CMAD-4224	When two RealPresence Mobile users registered to different SIP servers end a SIP call, the call cannot be re-established by dialing from the Recent Calls list.	None.
Calling	CMAD-2381	You cannot call a system listed in your Recent Calls if it is registered to a different gatekeeper.	Enter the calling information manually.
Calling	CMAD-2602	When you dial the BroadWorks auto attendant, black video is displayed in the local video preview window.	This is a limitation of the BroadWorks system.
Calling	CMAD-2996	When the far end calls and then hangs up before you answer the call, you still see the incoming call.	Hang up the call.
Calling	CMAD-3736	When you are disconnected from a conference call, you see a message that the system cannot access the camera.	Force close the RealPresence Mobile application and call again.
Calling	CMAD-4946	When you call a Polycom CMA Desktop system while your tablet is connected to a monitor using an HDMI cable, your screen turns black for a while after either you or the far end hangs up.	None.
Calling	CMAD-4945	When you place a SIP call with a Polycom HDX 8000 system, your far-end video is displayed with the 4:3 aspect ratio, instead of 16:9.	None.
Call Control	CMAD-4948	When you place an H.323 call with a Polycom HDX system with 512 kbps as the call rate, and you then start content sharing by using Polycom® People+Content™ application, your local content sometimes moves around on your screen.	Use Polycom People+Content application version 1.2.1.
Call Control	CMAD-4857	When you are in a call with another XOOM 2 and the far site tablet moves to an area without network coverage, the call disconnects. When the far site is within the network coverage again and tries to call you, you see black screen and the UI freezes.	None.

Category	Issue ID	Description	Workaround
Call Control	CMAD-4020	Once RealPresence Mobile is disconnected from calls in places without WLAN coverage, you cannot place calls again even in places with WLAN coverage.	Force close the RealPresence Mobile application and call again.
General	CMAD-4640	If the RealPresence Mobile application is left idle for a while, it freezes. You have to restart the tablet.	This is a defect caused by the tablet camera. Our workaround is to let the application running in the background if the user leaves it idle for over 30 minutes.
Interoperability: Polycom HDX systems	CMAD-2676	When you place calls to a Polycom HDX system, the screen is black with only the audio available.	None.
Interoperability: Polycom RMX 1500	CMAD-3456	When calls are hosted by an RMX 1500 system, you see no people video when the call rate is set to 256 or 384 kbps.	None.
Interoperability	CMAD-4417	When you try to leave a video voice message to a contact who also supports video voice messaging, the recorded message contains only audio, no video.	None.
Interoperability: Polycom HDX systems	CMAD-4361	When you place SIP calls to a Polycom HDX system, local video is unavailable.	Place H.323 calls instead.
Interoperability: Polycom m100	CMAD-4519	When you and a Polycom m100 application join a multipoint call hosted by a Polycom HDX 9006 system, local video freezes after you are in the call for around 10 minutes.	Use HDX9006 version 3.03 or later.
Interoperability: Polycom RMX1000 and RMX1500	CMAD-4462	When you place a SIP call hosted by a Polycom HDX 8000 system, the RealPresence Mobile application crashes. When you restart the application, it displays a black screen.	None.
Interoperability: Polycom HDX 8000	CMAD-4336	When calls are hosted by a Polycom HDX 8000 system, sometimes the local video is only partially displayed.	None.
User Interface	CMAD-4947	When you are in an H.323 call with a Polycom HDX 8000 series system, you can press the tablet's Power key to lock the screen. If you press the Power key again to unlock the screen, the tablet's Home key and Recent Apps key disappear.	None.

Category	Issue ID	Description	Workaround
User Interface	CMAD-4951	When you place a call to another XOOM 2 which is in a call with a Polycom RMX system, you receive the message 'Far end hangs up', instead of 'Busy MSG'.	None.
User Interface	CMAD-4276	When you end a 64 kbps call, the call rate shown in the Recent Calls list is not correct.	None.
User Interface	CMAD-4370	When you dial an invalid number, you get a 'No connection' message.	Call the correct number.
Video	CMAD-4954	When you change the call rate of an ongoing call, and then touch the system's Back key, the screen turns black for about three seconds before it returns to the home screen.	None.
Video	CMAD-4953	When you place an H.323 call to a bridge with 128 kbps as the call rate, the screen turns black for several seconds.	None.
Video	CMAD-4929	Your local video resolution is QVGA on the RealPresence Mobile application, instead of 720p as shown on the tablet's Camera application.	None. This is the designed behavior.
Video	CMAD-3837	When you place SIP calls to RMX4000, no people video can be shown.	None.
Video	CMAD-2979	Using a Bluetooth wireless headphone during calls causes packet loss.	Disable the Bluetooth headphone for calls.
Video	CMAD-3571	In SIP calls hosted by a Polycom RMX1500 system, people video is not displayed. In H.323 calls, people video can be displayed after a three-minute delay.	None.

Interoperability

Type	Product	Version
NAT/Firewall/Border Controller	Polycom VBP® 5300-ST	9.1.5.3

Type	Product	Version
Gatekeeper, Gateways, External MCU, Bridges, Call Managers	Polycom® Distributed Media Application™ (DMA™) 7000	V3.0.0
	Polycom® Converged Management Application™ (CMA®) 5000	5.3 5.0
	Polycom® Converged Management Application™ (CMA®) 4000	5.4 or later
	Polycom® RMX® 4000	7.2 or later
	Polycom RMX 2000	7.2 or later
	Polycom RMX 1000	2.4.2 or later
	Broadsoft SIP r17 Server	SP2
	Broadsoft SIP r16 Server	
	DeltaPath	2.9.2
Endpoints	Polycom HDX Systems	3.0.2 or later
	Polycom® RealPresence Mobile	1.0.0 or later (Android and iOS)
	Polycom® Telepresence m100	1.0.0 or later

Supported Capabilities, Protocols, Algorithms, and Ports

Capabilities

Call Rate	Video Capability
512 kbps 384 kbps 256 kbps 128 kbps	QVGA
64 kbps	Audio only

Protocols

This version of the Polycom® RealPresence™ Mobile application supports the following protocols:

Protocol	Description
H.323, V6	Signaling
SIP (Session Initiation Protocol)	Signaling

Resolutions

This version of the RealPresence Mobile application supports following the resolutions:

Resolution and Frame Rate	Source
Up to QVGA, 15 fps	People video sent from front camera
Up to CIF, 30 fps	People video received from far end



Actual transmitted video resolution is determined by several factors, such as camera capability, computer performance, network conditions, the far-end system's capabilities.

Algorithms

This version of the RealPresence Mobile application supports the following algorithms:

Algorithm Type	Description
Audio	G.722.1 Annex C G.711u G.711a Siren LPR Acoustic Echo Cancellation (AEC) Automatic Gain Control (AGC)
Video	H.264

Inbound and Outbound Ports

This version of the RealPresence Mobile application uses the following inbound and outbound ports.

Inbound Ports

Port	Function
80 (TCP)	HTTP
1720 (TCP)	H.323 Signaling
1719 (UDP)	Registration, Admission, and Status (RAS)
5230 - 5237 (UDP)	Media (RTP/RTCP)
5060	SIP

Outbound Ports

Port	Function
5060	SIP
1720 (TCP)	H.323 Signaling
1719 (UDP)	Registration, Admission, and Status (RAS)
5230 - 5237 (UDP)	Media (RTP/RTCP) - depends on receive ports negotiated by the far end video endpoint

Copyright Information

© 2011 Polycom, Inc. All rights reserved.

Polycom, Inc.
4750 Willow Road
Pleasanton, CA 94588-2708
USA

No part of this document may be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without the express written permission of Polycom, Inc. Under the law, reproducing includes translating into another language or format.

As between the parties, Polycom, Inc., retains title to and ownership of all proprietary rights with respect to the software contained within its products. The software is protected by United States copyright laws and international treaty provision. Therefore, you must treat the software like any other copyrighted material (e.g., a book or sound recording).

Every effort has been made to ensure that the information in this manual is accurate. Polycom, Inc., is not responsible for printing or clerical errors. Information in this document is subject to change without notice.

Trademark Information

Polycom®, the Polycom “Triangles” logo, and the names and marks associated with Polycom’s products are trademarks and/or service marks of Polycom, Inc., and are registered and/or common-law marks in the United States and various other countries.

All other trademarks are the property of their respective owners.

Patent Information

The accompanying products may be protected by one or more U.S. and foreign patents and/or pending patent applications held by Polycom, Inc.