

# Release Notes

Polycom® RealPresence™ Mobile, Version 1.0.3, Motorola Xoom™ and Samsung® Galaxy Tab



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 1.0.3 for Motorola Xoom and Samsung Galaxy Tab.

## Software Version History

Version	Release Date	Features
1.0.3	December 2011	Enable users to disable H.323 calls. User Interface enhanced. Added support for server provisioning, AES encryption for H.323 calls, and H.460 firewall traversal.
1.0.2	October 2011	Fixed some Known Limitations and added new ones.
1.0	October 2011	Initial release.

## Hardware and Software Requirements

Motorola	XOOM
Samsung	Galaxy 10.1" Tab
Operating System	Android 3.1 (recommended) Android 3.2
Network Requirements	Wireless Local Area Network (WLAN, 802.11 a/b/g/n) 3G/4G
Peripheral Devices (optional)	3.5 mm headset

## Interoperability with the Polycom CMA System

Your RealPresence Mobile Mobile application can register to the Polycom CMA server version 6.0.1. The CMA system can schedule and perform limited monitoring of the RealPresence Mobile applications, but it cannot fully manage, provision, or update them.

## Setting Up the RealPresence Mobile application

Before you can use the RealPresence Mobile application, you need to configure network and server settings. You can register to a provisioning server to get the settings automatically, or enter settings manually.

### To install the RealPresence Mobile application:

- 1 From your tablet's **Market** application, search for 'polycom' or 'video conferencing' to find the RealPresence Mobile application.
- 2 Touch **Free** and then touch **OK** to accept permission. The application downloads and installs itself.



The first time you launch the RealPresence Mobile application, you are required to enter your CMA provisioning server account information. If you do not have a CMA server account, enter any information in the fields for **Email**, **User Name**, and **Password**. You can still use the application, but you will not be able to use advanced features such as receiving content, AES, LDAP, and H.460 firewall traversal.

### To uninstall the RealPresence Mobile application:

- 1 From your tablet's applications list, touch **Settings** > **Applications** > **Manage applications** and then touch  **Video**.
- 2 Touch **Uninstall**.
- 3 When you are prompted to confirm, touch **OK**.



Your user data is deleted when you uninstall the application.

## What's new in 1.0.3

Version 1.0.3 provides the following features:

- Usability enhancement
- Ability to disable H.323 calls
- Ability to receive content using H.239 and BFCP when you are registered to a provisioning server
- Ability to support AES encryption for H.323 calls when you are registered to a provisioning server
- Support for H.460 firewall traversal when you are registered to a provisioning server
- Support for mute your video during a call

- Ability to allow a provisioning server to supply configuration settings automatically when you are registered to the provisioning server
- Ability to create a local address book when you are registered to a provisioning server
- Ability to access LDAP (Lightweight Directory Access Protocol) service when you are registered to a provisioning server. With LDAP service, you can call contacts in your corporate directory or add them to your local address book

## What's new in 1.0.2

Version 1.0.2 provides usability enhancement to the RealPresence Mobile application.

## Features in 1.0

Version 1.0 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 and decode at up to 720p, 30fps
- 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
- Ability to access LDAP (Lightweight Directory Access Protocol) service when you are registered to a provisioning server. With LDAP service, you can call contacts in your corporate directory or add them to your local address book

## Working with Content

When you are registered to a provisioning server, your RealPresence Mobile application allows you to view content sent by others in the call. The people video and the content you receive appear in separate windows. You can rearrange the people video and content windows by dragging them.

## 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**.

## Corrected Issues in 1.0.3

The following table lists issues corrected in version 1.0.3.

Category	Issue ID	Description
Call Control	CMAD-3846	H.323 registration fails after you choose a different Access Point. This issue has been corrected.
Calling	CMAD-2996	When the far end calls and then hangs up before you answer the call, you still see the incoming call.
Calling	CMAD-4346	When you are not registered to a SIP server, you cannot place SIP calls to join a conference call. This issue has been corrected.
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. This issue has been corrected.
Calling	CMAD-4232	Cannot establish SIP calls between two Xoom users using different WLAN AP (Access Point). This issue has been corrected.
General	CMAD-4640	If the RealPresence Mobile application is left idle for a while, it freezes. You have to restart the tablet. This issue has been corrected.
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. This issue has been corrected.
Interoperability: Polycom HDX systems	CMAD-2676	When you place calls to a Polycom HDX system, the screen is black with only the audio available.

Category	Issue ID	Description
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. This issue has been corrected.
User Interface	CMAD-4276	When you end a 64 kbps call, the call rate shown in the Recent Calls list is not correct.
User Interface	CMAD-4370	When you dial an invalid number, you get a 'No connection' message.
Video	CMAD-3837	When you place SIP calls to RMX4000, no people video can be shown.

## 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-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-5575	When you place a call to another RealPresence Mobile application, if the far end rejects the incoming call, local ringing doesn't stop immediately. If you hang up before the far end answers the call, the far end ringing doesn't stop immediately either.	None.
Calling	CMAD-5603	When you are in a call with the call rate at 1920 kbps, if you switch to your rear camera, your voice echoes on the far site sometimes.	None.
Calling	CMAD-5576	After you place a call to another RealPresence Mobile application, you can not view all the media statistics immediately from the in-call toolbar.	None.

Category	Issue ID	Description	Workaround
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, or restart your tablet.
Calling	CMAD-5584	When you place an audio-only H.323 call to a Polycom CMA Desktop or m100 application, your far end screen shows a black screen first before the audio-only screen appears.	None.
Calling	CMAD-5583	When you are in a call using a Bluetooth headset, if you then turn off and then turn on the Bluetooth headset, the audio cannot be routed to the Bluetooth headset again.	None.
Calling	CMAD-5631	Sometimes, when you are registered to a Polycom CMA server using <b>Auto Find CMA Server</b> in a 3G network, if you then switch to a public wireless network, you are disconnected from the CMA server and cannot register successfully again.	None.
Calling	CMAD-5634	When you are in a call with a Polycom m100 system, with the call rate at 1024 kbps, if you then switch to your rear camera, your transmitted video frame rate changes to 10 fps, instead of 30 fps.	None.
Calling	CMAD-5623	Sometimes, when you are in a call hosted through a bridge, if you receive content from a Polycom HDX 9006 system and you then drag to switch the people and content windows, you see a black screen with audio only. Then you are notified that 'Activity video is not responding'.	None.
Call Control	CMAD-4020	Once RealPresence Mobile application 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.

Category	Issue ID	Description	Workaround
Configuration	CMAD-5404	When you sign in a Polycom CMA server whose version is older than 6.0.1, you are registered as two users and take up two licenses in the CMA server, with <b>Model name</b> both as <b>RealPresence Mobile - Android</b> , and <b>Device type</b> as <b>HDX</b> and <b>Other</b> respectfully.	Upgrade your CMA server to version 6.0.1.
Contacts	CMAD-5606	If you edit a contact information, the virtual keyboard appears and you cannot scroll down to view the contact detail hidden by the virtual keyboard.	Close the virtual keyboard to view the hidden fields.
Contacts	CMAD-5604	After you upgraded your RealPresence Mobile application from version 1.0.2 to 1.0.3, your recent calls are cleared.	None.
Content	CMAD-5645	When you are in a multipoint call hosted through a bridge, if two far sites send you content in short succession, you may receive the second content in wrong aspect ratio.	Switch to people video and then switch back to content.
Directory	CMAD-5569	When you sign in to a Polycom CMA server using <b>Auto Find CMA Server</b> , if you then enable and disable <b>Flight mode</b> on your tablet, you cannot search contacts. The error message is 'Connection to LDAP Server failed'.	None.
General	CMAD-5448	You can use the same user name and password to log in more than one RealPresence Mobile applications at the same time.	None.
Interoperability: Polycom HDX systems	CMAD-5331	When you are in a H.323 call with a Polycom HDX 8000 system using the call rate 512 kbps, your people video freezes often after a Polycom Telepresence m100 application joins the call.	Use a Polycom HDX system with the version higher than 3.0.2.
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.

Category	Issue ID	Description	Workaround
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 HDX 8000	CMAD-4336	When calls are hosted by a Polycom HDX 8000 system, sometimes the local video is only partially displayed.	None.
Interoperability: Tangberg C20	CMAD-5083	When you are in a call with two Tangberg C20 systems, you can neither send nor receive people video.	None. Tangberg C20 is not supported so far.
Provisioning	CMAD-5626	If you switch your network between WLAN and 3G when you are registered to a Polycom CMA server, it takes a while before your registration status changes accordingly.	None.
Provisioning	CMAD-5642	When you are registered to a gatekeeper using a version 1.0.2 RealPresence Mobile application, if you update the application to version 1.0.3 and then enter incorrect Polycom CMA registration information, your gatekeeper registration fails even after you disable the <b>Polycom CMA Service</b> .	Wait about five minutes and then retry the gatekeeper registration.
Registration	CMAD-5508	You cannot sign in a Polycom CMA server using an account with non-English user name. The error message is: 'Invalid user name or password'.	Use English user names.
User Interface	CMAD-5608	When you use the RealPresence Mobile application on a Samsung Galaxy tab, if you select an entry on the Settings pane, for example, <b>Settings &gt; Network Settings</b> , the highlight frame that appears is too long and extends into the detail pane on the right.	None.
User Interface	CMAD-5629	When you are in a SIP call hosted through a bridge, if you view the media statistics for over ten minutes, the in-call toolbar disappears and cannot be brought out again.	Click the Back button of your tablet, then click any place on the application.

Category	Issue ID	Description	Workaround
User Interface	CMAD-5579	When you launch the RealPresence Mobile application for the first time, if you scroll to read the whole End User License Agreement, then accept it and touch <b>OK</b> , the virtual keyboard, instead of the dialer, appears.	None.
User Interface	CMAD-5185	When you install the same RealPresence Mobile application on two Galaxy tablets (model GT-P7510 and GT-P7500 respectively), you find the font size of the application's user interface is slightly different.	None.
User Interface	CMAD-5133	If you adjust the tablet's volume during a call using a Samsung Galaxy tablet, the tablet's volume is not restored to its original value when the call ends. This impacts the volume of all other applications running on the tablet.	None.
User Interface	CMAD-5582	If you mute your audio during an H.323 call using a Samsung Galaxy tablet, the system mutes your audio for your next call automatically.	None.
User Interface	CMAD-5585	When you sign into a Polycom CMA server for the first time and touch <b>Contacts</b> >  , you cannot scroll down on the contact detail page.	None.
Video	CMAD-5580	When you are in an H.323 call with a Polycom HDX system using a Motorola XOOM tablet, if you mute your video, your screen turns black for about one second.	None.
Video	CMAD-2979	Using a Bluetooth wireless headphone during calls causes packet loss.	Disable the Bluetooth headphone for calls.
Video	CMAD-3516	You may experience video delay when you use the rear camera for calls at 1920 kbps.	Switch to the front camera.
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
Gatekeeper, Gateways, External MCU, Bridges, Call Managers	Polycom® Distributed Media Application™ (DMA™) 7000	V3.0.0
	Polycom® Converged Management Application™ (CMA®) 5000	6.0.1
	Polycom® Converged Management Application™ (CMA®) 4000	6.0.1
	Polycom® RMX® 4000	7.2.2.20 or later, with MPMX media card
	Polycom RMX 2000	7.2.2.20 or later, with MPMX media card
	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
	Polycom® CMA® Desktop	5.2.0 (PC and Mac)
Content Sharing Applications	Polycom® People+Content™ IP	1.2.3

## Supported Capabilities, Protocols, Algorithms, and Ports

### Capabilities

Call Rate	Video Capability
1920 kbps	720p

Call Rate	Video Capability
1024 kbps 768 kbps	VGA
512 kbps 384 kbps 256 kbps	QVGA
64 kbps	Audio only

## Protocols

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

Protocol	Description
H.239	People and Content
H.323, V6	Signaling
H.460	Firewall traversal
SIP (Session Initiation Protocol)	Signaling
BFCP (Binary Floor Control Protocol)	Content



H.239, BFCP, and H.460 are supported only when you are registered to a provisioning server.

## Resolutions

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

Resolution and Frame Rate	Source
VGA, 15 fps	People video sent from front camera
1280x720, 30 fps	People video sent from rear camera
1280x720, 30 fps	People video received from far end
Up to 720p, 5 fps	Content 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, and whether content is being received.

## 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
Encryption	AES for H.323 calls



AES encryption is available only when you are registered to a provisioning server.

## Inbound and Outbound Ports

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

### Inbound Ports

Port	Function
1720 (TCP)	H.323 Signaling
1719 (UDP)	Registration, Admission, and Status (RAS)
3230 - 3237 (UDP)	Media (RTP/RTCP)
5060	SIP

## Outbound Ports

Port	Function
443 (TCP)	Provisioning, Monitoring, Help Files, HTTPS
389 (TCP)	LDAP
5060	SIP
1720 (TCP)	H.323 Signaling
1719 (UDP)	Registration, Admission, and Status (RAS)
3230 - 3237 (UDP)	Media (RTP/RTCP)

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