

# Release Notes

Polycom® RealPresence™ Mobile, Version 1.0.4, 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 regardless of your location.

This document provides the latest information about the RealPresence Mobile application, version 1.0.4 for Motorola Xoom and Samsung Galaxy Tab.

## Software Version History

Version	Release Date	Features
1.0.4	January 2012	Added support for Android 4.0.
1.0.3	December 2011	Enabled users to disable H.323 calls. User Interface enhancements include . Added support for server provisioning, AES encryption for H.323 calls, and H.460 firewall traversal.
1.0.2	October 2011	Fixed some known issues.
1.0	October 2011	Initial release.

## Hardware and Software Requirements

Motorola	XOOM
Samsung	Galaxy 10.1" Tab
Operating System	Android 4.0 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 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 application, but it cannot fully manage, provision, or update the application.

## 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 1.0.4

Version 1.0.4 adds support for the Android 4.0 operating system.

## 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
- Multi-language UI support: English, International Spanish, French, German, Simplified Chinese, Korean, Japanese, Russian, and Traditional Chinese.

When you install the RealPresence Mobile application on a tablet that uses one of the supported languages, the RealPresence Mobile application is automatically installed in the corresponding language. For other languages, the English version of the RealPresence Mobile application is installed.

## 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
- Support for automatic gain control and echo cancellation
- Ability to view network quality during a call
- Ability to allow the provisioning server to supply configuration settings automatically when you are registered to a provisioning server
- Ability to create a local address book when you are registered to a provisioning server

## 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 to the location you want.

## 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.

## 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.
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 Issues

The following table lists the known feature issues 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.

Category	Issue ID	Description	Workaround
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 a XOOM tablet places a call to a Galaxy tablet, the ringing does not stop on the far end in following scenarios: <ul style="list-style-type: none"> <li>• When the Galaxy user rejects the incoming call</li> <li>• When the XOOM user hangs up before the Galaxy user answers the call</li> </ul>	None.
Calling	CMAD-5576	After you launch the RealPresence Mobile application and place your first call to another RealPresence Mobile application, you cannot view all media statistics from the in-call toolbar.	None.
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-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, instead of the audio-only screen.	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.
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.

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.
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.
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: Tandberg C20	CMAD-5083	When you are in a call with two Tandberg C20 systems, you can neither send nor receive people video.	None. Tandberg C20 is not supported so far.

Category	Issue ID	Description	Workaround
Registration	CMAD-5508	You cannot sign in to a Polycom CMA server using an account with a non-English user name. The error message is: 'Invalid user name or password'.	Use English user names.
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	When you are registered to a Polycom CMA server, 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.



Category	Issue ID	Description	Workaround
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
	Polycom RMX 1000	2.4 with video accelerator 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
1024 kbps 768 kbps	VGA
512 kbps 384 kbps 256 kbps	QVGA
64 kbps	Audio only

### Protocols

The following table lists the protocols supported in this version of the Polycom® RealPresence™ Mobile application.

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

The following table lists the resolutions supported in this version of the Polycom® RealPresence™ Mobile application.

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

The following table lists the algorithms supported in this version of the Polycom® RealPresence™ Mobile application.

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

The following table lists the inbound and outbound ports supported in this version of the Polycom® RealPresence™ Mobile application.

### 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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