

Release Notes

Polycom® RealPresence™ Mobile, Version 1.1, Motorola Xoom™ and Samsung® Galaxy Tab



The RealPresence Mobile application is designed for business professionals who use a tablet or smart phone 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 1.1 for Motorola XOOM, XOOM 2, and Samsung Galaxy Tab.

Software Version History

Version	Release Date	Features
1.1	February 2012	XOOM and Galaxy: User Interface experience enhancement. XOOM 2: Added automatic provisioning support.
1.0.4	January 2012	XOOM and Galaxy: Added support for Android 4.0.
1.0.3	December 2011	XOOM and Galaxy: Enabled users to disable H.323 calls. User Interface enhancements. Added support for server provisioning, AES encryption for H.323 calls, and H.460 firewall traversal.
1.0.2.1	November 2011	XOOM 2: Software release specially for XOOM 2.
1.0.2	October 2011	XOOM and Galaxy: Fixed some known issues.
1.0	October 2011	XOOM and Galaxy: Initial release.

Hardware and Software Requirements

Motorola	XOOM XOOM 2 (Xyboard)
Samsung	Galaxy 8.9" and 10.1" Tab
Operating System	For Galaxy and XOOM: <ul style="list-style-type: none"> • Android 3.1 • Android 3.2 • Android 4.0 (recommended) For XOOM 2: <ul style="list-style-type: none"> • Android 3.2.2 or later
Network Requirements	Wireless Local Area Network (WLAN, 802.11 a/b/g/n) 3G 4G
Peripheral Devices (optional)	3.5 mm headset Stereo Bluetooth® headset

To view the version of your operating system:

>> From your tablet, touch **Settings** > **About tablet** > **Android Version**.

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 device'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 device'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.

Version 1.1 Feature Overview

This table lists all features available in version 1.1. Features marked with an asterisk (*) are enabled by the provisioning server.

Features	XOOM XOOM 2 Galaxy Standalone	XOOM XOOM 2 Galaxy Provisioned
Placing H.323 calls	✓	✓
Enabling and disabling H.323 calling	✓	✓ *
Specifying H.323 gatekeepers	✓	✓ *
Specifying internal or external gatekeepers	✓	
Receiving H.264 content during H.323 calls		✓
Receiving H.263 + content during H.323 calls		✓ (non-NVIDIA® Tegra™ 2-based tablets only)
Encrypting H.323 calls		✓ *
H.460 firewall traversal		✓

Features	XOOM XOOM 2 Galaxy Standalone	XOOM XOOM 2 Galaxy Provisioned
Placing SIP calls	✓	✓ *
Enabling and disabling SIP calls	✓	✓ *
Registering to SIP servers	✓	✓ *
Specifying SIP proxy servers	✓	✓ *
SIP credential	✓	✓ *
Placing SIP calls over UDP	✓	✓ *
Placing SIP calls over TCP	✓	✓ *
Receiving H.264 content during SIP calls		✓
Receiving H.263 + content during SIP calls		✓ (non-Tegra 2-based tablets only)
Selectable call rates between 64 kbps - 512 kbps	✓	✓ (non-Tegra 2-based tablets only)
For non-Tegra 2-based tablets: H.264 encode at up to 320 x240 (video) H.264 decode at up to 352x288 (video) For other tablets: H.264 encode/decode at up to 1080 x 720 (video)	✓	✓
H.264 decode at up to 720 p (content)		✓
Automatic gain control	✓	✓
Acoustic echo cancellation	✓	✓
Automatic noise control	✓	✓
WLAN, 3G and 4G network support	✓	✓
Muting your audio during a call	✓	✓
Muting your video during a call	✓	✓
DTMF during a call	✓	✓
Viewing call statistics	✓	✓
Switching between the front and rear cameras	✓	✓
Showing or hiding local PIP during a call	✓	✓
Adjusting volume during a call	✓	✓
Polycom Siren Lost Packet Recovery	✓	✓
Provisioning service		✓
Network quality indicator during a call	✓	✓

Features	XOOM XOOM 2 Galaxy Standalone	XOOM XOOM 2 Galaxy Provisioned
Local address book		✓
LDAP service		✓

What's New in Version 1.1

Version 1.1 is available for Galaxy, XOOM, and XOOM 2.

Version 1.1 provides the following features:

- Ability to support Galaxy, XOOM, and XOOM 2 in one RealPresence Mobile application .apk file
- Usability enhancement

What's New in Version 1.0.4

Version 1.0.4 is available for Galaxy and XOOM.

Version 1.0.4 adds support for the Android 4.0 operating system.

What's New in Version 1.0.3

Version 1.0.3 is available for Galaxy and XOOM.

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
- Ability to 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 Version 1.0.2.1

Version 1.0.2.1 is available for XOOM 2 only.

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

What's New in Version 1.0.2

Version 1.0.2 is available for iPad 2, Galaxy, and XOOM 2.

Version 1.0.2 provides usability enhancement to the RealPresence Mobile application.

What's New in Version 1.0

Version 1.0 is available for Galaxy and XOOM 2.

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

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 switch among the people video and content windows.

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 In the RealPresence Mobile application, touch **Settings** and disable **Enable Polycom CMA Service**, then touch  to sign out from the RealPresence Mobile application.
- 10 In the RealPresence Mobile application, touch **Settings** and enable **Enable Polycom CMA Service**.
- 11 Touch  to sign in to the RealPresence Mobile application again.

Corrected Issues in 1.1

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-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.
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 witch back to content.
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.
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-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.

Known Issues


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

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-6517	After you switch the RealPresence Mobile application to the background during a call, your far end hangs up, and you answer another incoming call by touching the Accept button on the incoming call notification. After the second far end hangs up, you switch back to the RealPresence Mobile application and find two 'Far end hang up' windows.	None.
Calling	CMAD-6516	When you use a headset during a conference, after you remove it, you hear echoes sometime.	None.
Calling	CMAD-6514	During a call, if you and your far end both mute the audio, then unmute it and speak at the same time, sometimes, your far end audio is discontinues.	None.
Calling	CMAD-2602	When you dial the BroadWorks auto attendant, you see a black screen, instead of an audio-only screen.	This is a limitation of the BroadWorks system.
Calling	CMAD-5575	When a XOOM tablet places a call to a Galaxy tablet, sometimes, the ringing does not stop on the far end in the following scenarios: <ul style="list-style-type: none"> When the Galaxy user rejects the incoming call When the XOOM user hangs up before the Galaxy user answers the call 	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.

Category	Issue ID	Description	Workaround
Calling	CMAD-6416	If you place an H.323 call by your far end's IP address, sometimes, you cannot receive people video.	Hang up and retry.
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 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.
Calling	CMAD-6420	When you dial in to a conference meeting as the first participant, if you then switch between your front and rear cameras back and forth in short succession, you are prompted that the application doesn't respond.	
Calling	CMAD-6422	When you are in a call, if you switch to the Camera application, then switch back to the RealPresence Mobile application, your local video becomes unavailable.	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.
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 Model name both as RealPresence Mobile - Android , and Device type as HDX and Other respectfully.	Upgrade your CMA server to version 6.0.1.
Content	CMAD-6515	If you switch to another application during far end content showing, the RealPresence Mobile application crashes sometimes when you switch back to it.	None.

Category	Issue ID	Description	Workaround
Content	CMAD-6203	When you view content shared in a call, if you switch back and forth between the content and people windows, or if the far end stops the content showing, sometimes you get a message saying that the application doesn't respond.	None.
Content	CMAD-6421	If you place a SIP call to join a conference which has ongoing H.263+ content sharing, you cannot receive the content.	None.
Directory	CMAD-5569	When you sign in to a Polycom CMA server using Auto Find CMA Server , if you then enable and disable Flight mode on your tablet, you cannot search contacts. The error message is 'Connection to LDAP Server failed'.	Search again.
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.
General	CMAD-5818	After you closed the Polycom RealPresence Mobile application by stopping the LogService and MainService from Settings > Applications > Running Services , if you then try to launch the application again, you get a message saying that the application has stopped unexpectedly.	Always follow below steps to force close the RealPresence Mobile application: <ol style="list-style-type: none"> 1 From your tablet, touch Settings. 2 Touch Applications > Manage Applications. 3 Touch Video. 4 Touch Force Stop, and touch OK to confirm.
Interoperability: Broadsoft SIP server	CMAD-6204	When two Polycom RealPresence Mobile applications are in a SIP call hosted by a Broadsoft SIP server, the call cannot be held by using the Broadsoft Call Manager, and the call can still be transferred.	None.
Interoperability: Cisco VCS	CMAD-6266	The RealPresence Mobile application cannot register to a Cisco TelePresence™ Video Communication Server (Cisco VCS), when the latter works as a SIP server.	None.
Interoperability: Polycom HDX/CMAD	CMAD-6419	Sometimes, when you try to place an H.323 call to a Polycom HDX system or CMAD application, you keep hearing alert beeps, or are prompted that the far end is unreachable.	None.

Category	Issue ID	Description	Workaround
Interoperability: Deltapath	CMAD-6418	When you are in a SIP call through a Deltapath SIP server, if you try to transfer the call to a third party by using the Deltapath frSIP® application, sometimes, the call transferring cannot be completed.	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.	Use a Polycom HDX system with the version higher than 3.0.2, or 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.
Provisioning	CMAD-6268	When you are signed in to a provisioning server, which is specified by its FQDN (Fully Qualified Domain Name), if you then move to another network, you cannot sign in to the server again sometimes. The error message is 'Invalid server address'.	None.
Provisioning	CMAD-6209	When you are signed in to a Polycom CMA server through a WiFi network, if you then switch to another WiFi network and try to search in your corporate directory, it takes a long time before you see an error message about provisioning failure.	None.

Category	Issue ID	Description	Workaround
Registration	CMAD-6513	After you are registered to a SIP server using TCP as the Transport protocol, if you then enable the Flight mode of your tablet, and disable it again, your SIP registration fails.	None.
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-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.
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 OK , 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-5585	When you sign into a Polycom CMA server for the first time and touch Contacts >  , you cannot scroll down on the contact detail page.	None.
User Interface	CMAD-6210	When you receive content in an H.323 call, the complete in-call toolbar doesn't appear immediately after you touch the screen.	None.

Category	Issue ID	Description	Workaround
Video	CMAD-6364	When you are in a call hosted by a Polycom RMX 4000 (version 7.6.1) system which has no MPMX cards inserted, other participants cannot see your video.	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.

Interoperability

Type	Product	Version
NAT/Firewall/Border Controller	Polycom VBP® 5300-ST	9.1.5.3 11.2.3
Gatekeeper, Gateways, External MCU, Bridges, Call Managers	Polycom® Distributed Media Application™ (DMA™) 7000	V3.0.0 V4.0.0
	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	

Type	Product	Version
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)

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
Up to VGA, 15 fps (Galaxy and XOOM) Up to QVGA, 15 fps (non-Tegra 2-based tablets)	People video sent from front camera
Up to HD/720p, 30 fps (Galaxy and XOOM) Up to QVGA, 15 fps (non-Tegra 2-based tablets)	People video sent from rear camera
Up to HD/720p, 30 fps (XOOM and Galaxy) Up to CIF (352 x 288), 30 fps (non-Tegra 2-based tablets)	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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