Release Notes

Polycom® RealPresence™ Mobile, Version 1.0.3, Apple® iPad®

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 iPad2.

Software Version History

Version	Release Date	Features
1.0.3	December 2011	Added H.263+ content receiving. Enable users to disable H.323 calls. User Interface enhanced and added multi-language support for the User Interface.
1.0.2	October 2011	Fixed some Known Limitations and added new ones. Added automatic Polycom® CMA® server detection. Features such as AES, H.460 firewall traversal, and content sharing are available only when you are registered to a provisioning server. Changed the User Interface for CMA registration for better usability.
1.0.1	October 2011	Initial release.

Hardware and Software Requirements

Apple	iPad2
Operating System	iOS 4.3.2 or later

Synchronization Requirements	iTunes version 10.2 or later
	Computer:
	• Mac OS X 10.2 or later
	• Windows XP SP3 or later
Network Requirements	Wireless Local Area Network (WLAN, 802.11 a/b/g/n) (Recommended)
	3G/4G
Peripheral Devices (optional)	3.5 mm headset
	Stereo Bluetooth® 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.

> You can use the RealPresence Mobile application without registering to a provisioning server. However, to use advanced features such as content receiving, AES, LDAP, and H.460 firewall traversal, you need to register to a provisioning server.

To install the RealPresence Mobile application:

1 From your tablet's **App Store** application, search for 'polycom' or 'video conferencing' to find the RealPresence Mobile application.

2 Touch **Free** then touch **INSTALL APP**.

> 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 and hold **Video** until it begins to jiggle.

2 Touch ⊗ and then touch **Delete**.

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:

- Support for receiving H.263+ content

- Usability enhancement

- Ability to disable H.323 calls

- 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 1.0.1

Version 1.0.1 provides the following features:

- Dual-stack operation that allows the Polycom RealPresence Mobile application to connect to SIP or H.323 systems

- H.264 decode at up to 720p

  — Send people video at up to 480x352, 15 fps

  — Receive people video at up to 480x352, 30 fps

  — Receive content at up to 720p, 7.5 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

- Ability to receive content using H.239 and BFCP when you are registered to a CMA server

- Ability to support AES encryption for H.323 calls when you are registered to a CMA server

- 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

- Support for H.460 firewall traversal when you are registered to a provisioning server

- Support for pausing your video during a call

- 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

- 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 **Home** button of your tablet.

2 Double-touch the **Home** button.

3 Touch and hold **Video**.

4 Touch .

Corrected Issues in 1.0.3

The following table lists issues corrected in version 1.0.3.

Category	Issue ID	Description
Call Control	CMAD-4550	The RealPresence Mobile application sometimes cannot place SIP calls using TCP protocol when network quality is poor.
Call Control	CMAD-4581	With two gatekeepers configured in the CMA server and you are registered to the primary gatekeeper, you cannot register to the backup gatekeeper when the primary one is down.
Calling	CMAD-4567	When you are in a Broadsoft SIP call, and the far end transfers the call to a HDX8000 system, you receive no far end video.
Calling	CMAD-4555	Sometimes you may not be able to place calls when RealPresence Mobile is registered to a 3G public gatekeeper.
Calling	CMAD-4549	Without registration to a SIP server, you cannot place SIP calls to another RealPresence Mobile application using transport protocol UDP.
Calling	CMAD-4566	When two RealPresence Mobile applications registered to DeltaPath are in a SIP call and one of them tries to transfer the call to a third RealPresence Mobile application, the two way audio cannot be established.
Configuration	CMAD-4570	When you move from one WLAN network to another, the CMA server doesn't configure your settings automatically for 20 minutes or more.
General	CMAD-4659	When the DNS server is down, you cannot sign in, sign out, or register to a gatekeeper or SIP server using a domain name.
Interoperability: Polycom HDX8000	CMAD-4551	When you join a multipoint call hosted by a Polycom HDX 8000 system and packet loss occurs, the redundant packet request sent from the RealPresence Mobile application is not always received by HDX8000 and Polycom LPR doesn't work as expected.
Interoperability: Polycom SoundPoint IP 670	CMAD-4553	When the RealPresence Mobile application is invited to join a call between two SoundPoint IP 670 devices, the three-way audio cannot be established.
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.
Network	CMAD-4552	The RealPresence Mobile application may sometimes be unable to register after changing networks.
Registration	CMAD-4647	You can use one CMA account to log in to the RealPresence Mobile application on more than one tablets at the same time. However, only one tablet can register to the gatekeeper successfully. The rest cannot log in because of duplicate alias.
User Interface	CMAD-4648	When all licenses configured in a CMA server are used, and you try to log in the CMA server, the message "Login data corrupted" appears, instead of prompts such as "No available licenses".
User Interface	CMAD-4653	For iOS 5.0, when you start the RealPresence Mobile application for the first time and try to change settings, you cannot click a setting to change it.

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-4654	When you place a SIP call using DTMF to join a conference call hosted by RMX1000, your call cannot be placed, or you cannot receive far end video.	Try one of the following: - Place H.323 calls; - Place SIP calls using this format: Conference room ID@RMX IP address.
Calling	CMAD-4639	When you are registered to a CMA server and search for contacts in the Directory, only contacts who support the specified call type are shown.	None. This is the designed behavior.
Calling	CMAD-5525	When you place a call from the Recent Calls list, the RealPresence Mobile application uses the IP address of the selected call entry to place the call. If the IP address is no longer reachable, or is not the IP address of the contact, for example, that of a Proxy server, you cannot call back the contact.	None.
Calling	CMAD-5516	When you are in a call through a Polycom® Video Border Proxy™ (VBP®) system, the number of packets lost for your outgoing video and audio are always zero, which is not true to the actual situation.	None.
Call Control	CMAD-4228	After you switch from a Polycom official gatekeeper to a VBP one, the gatekeeper registration fails.	Change H.323 extension and H.323 name settings and register again.

Category	Issue ID	Description	Workaround
Configuration	CMAD-5396	When your RealPresence Mobile application version is 1.0.2 and you sign in a Polycom CMA server whose version is older than 6.0.1, your tablet takes up two licenses on the CMA server, with the device type as C**MA Desktop** and **Other** respectively. If you upgrade your RealPresence Mobile application to version 1.0.3, and then sign in the same CMA server, your tablet takes one more license. Its device type is shown as **HDX** and tablet model is shown as **RealPresence Mobile** on the CMA server.	Update your CMA system to version 6.0.1. **Note**: when the Polycom CMA server is upgraded from 6.0 to 6.0.1, some RealPresence Mobile records with the device type as **CMA Desktop** are not cleared. The CMA administrator needs to delete them manually.
Content	CMAD-4569	You cannot receive content from the far end when there are two WLAN networks available, and you are disconnected within several minutes.	Move to a location where only one WLAN network is available and try again.
Directory	CMAD-5522	You cannot use directory search in a two-hop proxy scenario.	None.
Directory	CMAD-5552	If you switch your network in the middle of a directory search, if you try directory search again, the search sometimes goes on forever.	Do one of the following: • Disable and then enable Polycom CMA Service. • Force close the RealPresence Mobile application and then restart it.
General	CMAD-3912	If RealPresence Mobile is running in the background, the application shuts down after 10 minutes.	None.
General	CMAD-4638 CMAD-5136	When you log into a CMA server whose version is earlier than 6.0.1, you are registered as two users in the CMA server, with **Model name** both as **RealPresence Mobile - iPad**, and **Device type** as **HDX** and **Other** respectively.	Update your CMA system to version 6.0.1.
General	CMAD-5504	If you sign out of a Polycom CMA server during a directory search, the RealPresence Mobile application does not respond promptly to your immediate re-login attempt.	None.
Interoperability: Polycom RMX1000	CMAD-4558	When you place a H.323 call to join a conference call hosted by RMX1000, your call ends automatically after about 40 seconds.	Call again.

Category	Issue ID	Description	Workaround
Interoperability: Tangberg C20	CMAD-5511	When you are in a call with two Tangberg C20 systems, none of you can receive people video.	None. Tangberg C20 is not supported so far.
Languages	CMAD-3393 CMAD-5524	The user interface available in nine languages only, though the system can run on all language versions of your tablet. The system can register to the gatekeeper and SIP server only with an English alias and user name. User names or aliases for incoming calls from systems registered with other languages display correctly.	None.
Network	CMAD-5512	When you are in a location where the only network available is 3G, if you start the RealPresence Mobile application immediately after you power on your tablet, the RealPresence Mobile cannot obtain an IP address.	Open your tablet's Web browser application and view a Web page first. Then your tablet can obtain an IP address.
Provisioning	CMAD-5513	When you sign in to a Polycom CMA server using **Auto Find CMA Server**, with the DNS set as your corporate DNS, if you then change to another DNS, you cannot sign in the CMA server using any iPad running on an operating system later than IOS5.0.	Force close the RealPresence Mobile application and restart.
Provisioning	CMAD-5394	If your RealPresence Mobile application does not sign in the provisioning server successfully, you must disable the **Polycom CMA Service** and then enable it to sign in again. The RealPresence Mobile application does not retry signing-in automatically.	None.
Provisioning	CMAD-4660	When you register to a CMA server, only the gatekeeper, LDAP, SIP, and AES settings can be configured by the CMA server.	None.
Provisioning	CMAD-5424	You cannot log into a Polycom CMA server from an external network through a Polycom VBP® 5300-ST system whose version is 9.1.5.1. The error message is 'Login Data Corrupt'.	Upgrade your VBP-ST system to later versions.

Category	Issue ID	Description	Workaround
Provisioning	CMAD-5407	When you register to a provisioning server, but the LDAP service provisioning fails, you cannot see the Directory tab on your RealPresence Mobile application.	Disable **Polycom CMA Service** and then enable it to retry LADP provisioning.
Provisioning	CMAD-5510	When your tablet is connected through a VPN, you cannot sign in to the Polycom CMA server using **Auto Find CMA Server**, even though you have specified correct **Email**, **User name**, and **Password**.	Do not use **Auto Find CMA Server**. Specify the CMA server address instead.
Provisioning	CMAD-5537	When the Polycom CMA server is upgraded from 6.0 to 6.0.1, not all Polycom RealPresence Mobile records are cleared. For example, those with device type as **CMA Desktop** will not be cleared. For more information, see CMAD-5396.	Delete these records manually on the Polycom CMA server.
Registration	CMAD-5523	When you use a version 1.0.2 RealPresence Mobile application without registering to a Polycom CMA server, your settings for the gatekeeper and SIP server are not retained when you upgrade the RealPresence Mobile application to version 1.0.3.	None.
Registration	CMAD-5319	When you register to a Polycom CMA server using a different user name and a different IP address, your registration takes up a new license on the CMA server. If you register to a Polycom CMA server on more than one iPad2 tablet, each registration takes up one license too.	None.
Registration	CMAD-5509	When you are signed in to a Polycom CMA server using an FQDN (Fully Qualified Domain Name) server address, if you switch between WLAN and 3G networks, you cannot log in to the CMA server sometimes.	Do one of the following: • Wait a while, then turn off and turn on the your tablet's network connection. You can also switch to other networks and try again. • In the RealPresence Mobile's **Settings**, specify the CMA server's IP address and try again.

Category	Issue ID	Description	Workaround
Registration	CMAD-5536	You can use one account to sign in to more than one RealPresence Mobile applications and obtain different H.323 extensions and alias for each registration from the CMA server.	None.
Registration	CMAD-5553	When there is network problem, the RealPresence Mobile application sometimes stays forever in registration or signing-in status.	Force close the RealPresence Mobile application and then restart it.
Registration	CMAD-5538 CMAD-5493	If your Polycom RealPresence Mobile is signed in to a Polycom CMA server whose version is earlier than 6.0.1 through a Polycom VBP system, you must power down the VBP system before you upgrade the CMA server to version 6.0.1. Otherwise, the register to the gatekeeper is failed through VBP for duplicate alias.	Sign out from the VBP system before you upgrade the CMA server to version 6.0.1.
Registration	CMAD-4658	After you are registered to a CMA server and the network becomes unavailable, the RealPresence Mobile application doesn't sign out automatically, unless you change the sign in password.	Sign out and sign in manually.
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-4343	RealPresence Mobile doesn't support vertical screen orientation.	None. This is the designed behavior.
User Interface	CMAD-4556	When a call ends with RealPresence Mobile system running in the background, the next call may start with the last frame of the previous call.	None.
User Interface	CMAD-3397	When you place calls, the system uses the device name as your RealPresence Mobile display name.	To change the display name, change the device name.

Category	Issue ID	Description	Workaround
Video	CMAD-5514	If an RealPresence Mobile application uses DTMF tones to place a SIP call to an RMX virtual meeting room configured for video switching, another RealPresence Mobile application that joins using H.323 does not receive video.	Do one of the following: • Place H.323 calls, not SIP. • Join the conference directly, do not use DTMF. • For the RMX system, do not use the "video switching" profile to initiate calls.
Video	CMAD-5506	When you are in a call with another endpoint using a VPN over a 3G network, your far end people video sometimes freezes.	Use your RealPresence Mobile application together with a Polycom VBP system to place calls in a 3G network; or connect through a WLAN VPN network.
Video	CMAD-4554	Far-end video and audio are not synchronized.	Place the call again when network conditions are better.
Video	CMAD-4557	The local preview might sometimes show black video when you start the RealPresence Mobile application.	Restart RealPresence Mobile and try again.

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 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

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)
Content Sharing Applications	Polycom® People+Content™ IP	1.2.3

Supported Capabilities, Protocols, Algorithms, and Ports

Capabilities

Call Rate	Video Capability
512 kbps 384 kbps 256 kbps	480x352
128 kbps	192x144
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
Up to 480x352, 15 fps	People video sent from camera
Up to 480x352, 30 fps	People video received from far end
Up to 720p, 7.5 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	Polycom® Lost Packet Recovery™ (LPR™) H.264H.263+ (for content receiving only)
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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