Release Notes

Polycom® RealPresence™ Mobile, Version 1.1, Apple® iPad® and Apple® iPhone® 4S

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 iPad 2 and iPhone 4S.

Software Version History

Version	Release Date	Features
1.1	February 2012	iPhone 4S: Initial release.
		iPad 2: Added content sharing, and improved User Interface experience.
1.0.4	January 2012	iPad 2: Fixed some memory leak issues.
1.0.3	December 2011	iPad 2: Added H.263+ content receiving. Enabled users to disable H.323 calls. User Interface enhancements. Added multi-language support for the user interface.
1.0.2	October 2011	iPad 2: Fixed some known issues. Added automatic Polycom® CMA® server detection. Features such as AES, H.460 firewall traversal, and content receiving are available only when you are registered to a provisioning server. User Interface enhancements.
1.0.1	October 2011	iPad 2: Initial release.

Hardware and Software Requirements

Apple	iPad 2
	iPhone 4S
Operating System	For iPad 2: iOS 4.3.2 or later
	For iPhone 4S: iOS 5.0 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
Peripheral Devices (optional)	3.5 mm headset
	Stereo Bluetooth® headset

To view the version of your operating system:

>> From your tablet or phone, touch **Settings** > **General** > **About** > **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.

[iPad 2 only] you can use the RealPresence Mobile application without registering to a provisioning server. However, to use advanced features such as content sharing, AES, LDAP, and H.460 firewall traversal, you need to register to a provisioning server.

To install the RealPresence Mobile application:

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

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.
>
> **[iPad 2 only]**: 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 and hold **Video** until it begins to jiggle.

2 Touch ⊗ and then touch **Delete**.

> 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	iPad 2 Standalone	iPad 2 Provisioned	iPhone 4S 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		✓	✓
Encrypting H.323 calls		✓	✓
H.460 firewall traversal		✓	✓
Placing SIP calls	✓	✓	✓

Features	iPad 2 Standalone	iPad 2 Provisioned	iPhone 4S Provisioned
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		✓	✓
Selectable call rates between 64 kbps - 512 kbps	✓	✓	✓
H.264 encode at up to 480 x 352 (video)	✓	✓	✓
H.264 decode at up to 480 x 352 (video)	✓	✓	✓
H.264 decode at up to 720 p (content)		✓	✓
Automatic gain control	✓	✓	✓
Acoustic echo cancellation	✓	✓	✓
Automatic noise control	✓	✓	✓
WLAN and 3G 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	✓	✓	✓
Local address book		✓	✓
LDAP service		✓	✓
H.264 content sharing up to 720p (PDF only)		✓	
H.263+ content sharing up to 720p (PDF only)		✓	

Features	iPad 2 Standalone	iPad 2 Provisioned	iPhone 4S Provisioned
Previewing PDF file		✓	
User interface Localization	✓	✓	

What's New in Version 1.1

Version 1.1 is available for iPad 2 and iPhone 4S.

For iPad 2, version 1.1 provides the following features:

- Usability enhancement
- Ability to show PDF files

For iPhone 4S, version 1.1 provides the following features:

- Dual-stack operation that enables 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
- 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.

What's New in Version 1.0.4

Version 1.0.4 is available for iPad 2. Version 1.0.4 fixes some memory leak issues.

What's New in Version 1.0.3

Version 1.0.3 is available for iPad 2.

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 Version 1.0.2

Version 1.0.2 is available for iPad 2.

Version 1.0.2 provides usability enhancement to the RealPresence Mobile application.

What's New in Version 1.0.1

Version 1.0.1 is available for iPad 2.

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

- Configurable network and bandwidth settings that make the RealPresence Mobile application operate well in virtually any network

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

- 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 switch among the people video and content windows. If you use iPad 2, you can also show PDF files to your far sites.

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 iPad 2 or iPhone 4S.

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

3 Touch and hold **Video**.

4 Touch .

Corrected Issues in 1.1

Category	Issue ID	Description	Workaround
Audio	CMAD-4000	When registered to DeltaPath, RealPresence Mobile never receives far end audio.	Register to a SIP server, not DeltaPath.
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.
Call Control	CMAD-3939	Sometimes there is no audio during SIP calls.	Hang up and call again.
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 if the IP address is no longer assigned to a contact (for example, if the IP address is assigned to a Proxy server), the call cannot connect.	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.
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 to the CMA server using any iPad running on an operating system later than IOS 5.0.	Force close the RealPresence Mobile application and restart.

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
Audio	CMAD-6318	When you are connected to an unstable 3G network, audio discontinuity occurs sometimes.	None.
Audio	CMAD-6353	In a call hosted through a bridge, if you are using a Bluetooth headset, you cannot mute your audio using the in-call toolbar.	None. iOS system behavior.
Calling	CMAD-4654	When you place a SIP call using DTMF to join a conference call hosted by a Polycom® RMX® 1000 system, 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-6265	If you place a call through a 3G VPN, after you are in the call for around half an hour, the VPN is down and your call ends.	Connect through a Polycom VBP system when you are in a 3G network; or through a VPN when in a WiFi network.
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.

Category	Issue ID	Description	Workaround
Configuration	CMAD-5396	When your RealPresence Mobile application version is 1.0.2 and you sign in to 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. When your RealPresence Mobile application version is later than 1.0.2 and you sign in to a Polycom 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. **Note**: When the Polycom CMA server is upgraded from version 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-6253	After you are signed in to a Polycom CMA server and registered to a Broadsoft SIP server, if you place a call, then transfer the call to a third party by using the Broadsoft Call Manager application, the content sharing button sometimes grays out.	None.
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-5552	If you switch your network in the middle of a directory search and you try the directory search again, the search might continue indefinitely.	Do one of the following: • Disable and then enable Polycom CMA Service. • Force close the RealPresence Mobile application and then restart it.
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.
General	CMAD-3912	If RealPresence Mobile is running in the background, the application shuts down after 10 minutes.	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.

Category	Issue ID	Description	Workaround
Interoperability: Ericsson MRFP	CMAD-6261	When dialing in to a conference with an Ericsson MRFP (Media Resource Function Processor) server, the IVR (Interactive Voice Response) service asks the participants for PIN codes. However, your DTMF input is not sent.	None.
Interoperability: Tandberg C20	CMAD-5511	When you are in a call with Tandberg C20 systems, none of you can receive people video.	None. Tandberg C20 is not supported so far.
Languages	CMAD-3393 CMAD-5524	The user interface is 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.
Provisioning	CMAD-6311	After you are signed in to a provisioning server and registered to a SIP server which is specified by its FQDN address, if you then add a new DNS, sign out from the SIP server and then try to sign in again, the SIP registration fails. You need to restart the RealPresence Mobile application to sign in again.	iOS system behavior. You must restart the RealPresence Mobile application to make any changes on DNS settings effective.
Provisioning	CMAD-5394	If your RealPresence Mobile application does not sign in to the provisioning server successfully, it does not retry signing-in automatically, unless it detects that the IP address of the device was changed.	Disable the **Polycom CMA Service** and then enable it to sign in again.
Provisioning	CMAD-4660	When you register to a CMA server, only the gatekeeper, LDAP, SIP, AES, and H.323 settings can be configured by the CMA server.	None. This is the designed behavior.
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 a later version.

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 LDAP 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-6351	After you are connected to a WiFi network with successful gatekeeper registration, if you switch to a 3G network and switch back to the WiFi network again, your H.323 registration may fail with the error message 'Duplicate Name or Extension'.	Try one of the following: - Sign out from the RealPresence Mobile application before you switch to another network. - Wait after the registration times out, and then retry registration. - Delete the corresponding gatekeeper registration record from the provisioning 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 iPad 2 tablet, each registration takes up one license too.	None. This is the designed behavior.

Category	Issue ID	Description	Workaround
Registration	CMAD-5536	You can use one account to sign in to more than one RealPresence Mobile system and obtain a different H.323 extension and alias for each from the CMA server.	None. This is the designed behavior.
Registration	CMAD-5553	When there is a network problem, the RealPresence Mobile application sometimes stays in registration or signing-in status indefinitely.	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 gatekeeper registration fails for duplicate alias.	Try one of the following: - Sign out from the VBP system before you upgrade the CMA server to version 6.0.1. - Delete the corresponding gatekeeper registration record from the provisioning server.
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.
User Interface	CMAD-4343	RealPresence Mobile doesn't support vertical screen orientation.	None. This is the designed behavior.
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.
Video	CMAD-6252	Occasionally, people video shows significant delay when you place calls through a 3G network, with the call rate at 256 kbps.	None.
Video	CMAD-4554	Sometimes, far-end video and audio are not synchronized when network conditions are not good.	Place the call again when network conditions are better.

Interoperability

Type	Product	Version
NAT/Firewall/Border Controller	Polycom VBP® 5300-ST	9.1.5.3 11.2.3

Type	Product	Version
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 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
	Polycom® CMA® Desktop	5.2.0 (PC and Mac)
Content Sharing Applications	Polycom® People+Content™ IP	1.2.3 (iPad 2 only)

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

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 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
Up to 720p, 4 fps (iPad 2 only)	PDF content showing from the tablet

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	Polycom® Lost Packet Recovery™ (LPR™) H.264 H.263+ (for content only)
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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