

Polycom® RealPresence® Mobile for Apple® iOS

Contents

What's New in Release 3.9	1
Release History	3
Security Updates	4
Hardware and Software Requirements	4
Products Tested with This Release	5
Install and Uninstall RealPresence Mobile	7
System Constraints and Limitations	7
Resolved Issues	10
Known Issues	10
Interoperability Issues	12
Enterprise Scalable Video Coding (SVC) Solution	13
Access Media Statistics	15
Prepare Your Device for Mutual Transport Layer Security	17
Get Help	19
Copyright and Trademark Information	19

What's New in Release 3.9

Polycom® RealPresence® Mobile version 3.9 includes the features and functionality of previous releases and includes the following new features.

Dropped Support for Automatic Detection of Polycom® SmartPairing™

From this version on, the RealPresence Mobile video collaboration software drops support for the automatic detection feature of Polycom SmartPairing. Instead of listing the IP address of nearby Polycom HDX or RealPresence Group Series systems automatically, you will have to enter their IP addresses manually to pair to them.

New Device and OS Support

Refer to [Hardware and Software Requirements](#) for more information.

Release History

This following table lists the release history of Polycom RealPresence Mobile application.

Release History

Release	Release Date	Features
3.9	January 2018	Dropped support for automatic detection of Polycom® SmartPairing™ New device and OS support
3.8	September 2017	Support for receiving 1080p content Disable Remember Password feature Dropped support for Polycom® Concierge Startup Option Settings on Apple iPad Use Apple Siri to launch RealPresence Mobile on Apple iPhone
3.7	December 2016	Audio enhancement Video enhancements UI enhancements CallTo feature support New device support New OS Support
3.5.1	April 2016	Constant Bitrate (CBR) adopted for video codecs Bug fixes and feature enhancements
3.5	January 2016	Polycom® Concierge Solution support for Apple iPhones TLSv2 support SmartPairing support for Polycom® RealPresence Debut™ products New devices support
3.4.1	July 2015	Support for Cloud Services
3.4	June 2015	Profile Photo and Virtual Business Card Feature Mid-string Search of Favorites Support for Polycom® NoiseBlock™ In-call Toolbar User Interface Enhancement Support for 64-bit iOS Platform

Release History

Release	Release Date	Features
3.3	January 2015	Support for BroadSoft Device Management as Provisioning Server User Interface Improvements Standalone mode provides more features. See System Capabilities and Constraints for a complete list of feature capabilities. Support for high video resolution (720p) on powerful mobile devices such as iPad Air and iPad Mini 2, for AVC point to point calls, AVC multi-points calls, and SVC point to point calls. Support for the SDP Size Adjustment Feature Devices Support Changes <ul style="list-style-type: none"> • Drop support for iOS 6 • Add support for iOS 8 • Add support for iPad Air 2 and iPad Mini 3 • Add support for iPhone 6 and iPhone 6 Plus
3.2.1	July 2014	The Roster display button is not shown in CloudAXIS 1.5 and earlier versions. Fixed an OpenSSL security vulnerability (CVE-2014-0224). Fixed two issues. See Resolved Issues for details.
3.2	June 2014	Support for CloudAXIS HTTPs tunneling Support for roster display in a CloudAXIS meeting Support for log collector Support for Czech Support for iPad Air and iPad Mini with Retina display

Security Updates

RealPresence Mobile is now upgraded its OpenSSL to the latest version 1.0.2k for higher security.

Please refer to the [Polycom Security Center](#) for information about known and resolved security vulnerabilities.

Hardware and Software Requirements

The following hardware requirements were determined based on test scenarios. Your system's actual performance may vary based on software or hardware configurations.

Items	Description
Apple	iPad iPad Air, iPad Air 2, iPad Mini 2, iPad Mini 3, iPad Mini 4, iPad Pro 9.7", iPad Pro 10.5", iPad Pro 12.9" iPhone iPhone 5S, iPhone 6, iPhone 6 Plus, iPhone 6S, iPhone 6S Plus, iPhone7, iPhone 7 Plus, iPhone 8 , iPhone 8 Plus, iPhone X
iOS Requirements	iOS 9, 10 and 11

Items	Description
System Requirements	Syncing with iTunes® on a Mac or PC requires: <ul style="list-style-type: none"> • iTunes: 10.2 or later • Mac: OS X 10.9 or later • PC: Windows XP SP3 or later
Network Requirements	Wireless Local Area Network (WLAN), 802.11 a/b/g/n recommended 3G or 4G network
Optional Peripheral Devices	3.5 mm headset Stereo Bluetooth headset

To view your iOS system version:

- » From your device, tap **Settings > General > About > Version**.

Polycom® CMA® System and Polycom® RealPresence® Resource Manager System

The RealPresence Mobile application can register to the Polycom® CMA® Server and Polycom® RealPresence® Resource Manager server. Some management features have limitations relative to other Polycom endpoints. For example, software updates of RealPresence Mobile are not supported and the QOS monitoring is limited.

Products Tested with This Release

The Polycom RealPresence Mobile application is tested with other products. The following list is not a complete inventory of compatible equipment. It indicates the products that have been tested for compatibility with this release.



Polycom recommends that you upgrade your Polycom devices with the latest software versions, as compatibility issues may already have been addressed by software updates. See the [Current Polycom Interoperability Matrix](#) to match product and software versions.

Products Tested with this Release

Product	Tested Versions
Polycom® Distributed Media Application™ (DMA®) 7000	6.4.1, 9.0
Polycom® RealPresence® Resource Manager	10.2, 10.3
Polycom® RealPresence® Collaboration Server (RMX®) 4000/2000/1800/1500	8.7.3, 8.7.4
Polycom® RealPresence® Collaboration Server Virtual Edition	8.7.3, 8.7.4
Polycom® RealPresence® Collaboration Server (RMX®) 4000/2000 with MPMx	8.5.12

Product	Tested Versions
Polycom® RealPresence® Media Suite	2.8.2
Polycom® RealPresence® Web Suite	2.1.5, 2.2
Polycom® RealPresence® Group Series	6.1.4
Polycom® HDX® Series	3.1.11
Polycom® RealPresence® Desktop	3.8, 3.9
Polycom® RealPresence® Mobile	3.8, 3.9
Polycom® VVX®	5.5.2
Polycom® RealPresence Debut™	1.2.1, 1.3.1
Polycom® RealPresence Trio™	5.4.5, 5.5.2
Polycom® RealPresence® Access Director™	4.2.5
Polycom® VBP® 7301	14.8.2
Broadsoft SIP Server	R21 SP1
Broadsoft DMS	R21 SP1

Install and Uninstall RealPresence Mobile

This section explains how to install and uninstall RealPresence Mobile.



The RealPresence Mobile user interface supports the following languages: English, International Spanish, French, German, Korean, Japanese, Russian, Portuguese, Czech, Simplified Chinese, and Traditional Chinese.



To install the RealPresence Mobile application:

- 1 Go to the Apple Store, search for **Polycom** or **video conferencing** to find the RealPresence Mobile application.
- 2 Tap **Free** and then **INSTALL APP**.



RealPresence Mobile will consume one more license after upgrading from 3.0 or earlier version to version 3.1 or later versions. To release the old license, you must remove the old license manually or set the license reclaim cycle to be a small value (for example five minutes) on RealPresence Resource Manager.

To uninstall the RealPresence Mobile application:

- 1 Go to the device's application list.
- 2 Tap and hold  **Video** until it begins to jiggle.
- 3 Tap  and then tap **Delete**. Your user data is deleted when you uninstall this application.

System Constraints and Limitations

The following sections provide information on constraints and limitations when using Polycom RealPresence Mobile application.

Capabilities

The following video capabilities are supported for RealPresence Mobile.

Call Rate	Video Capability
1 Mbps	720p
512 kbps 384 kbps 256 kbps	480x270
128 kbps	240x135
64 kbps	Audio only

Protocols

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

Protocol	Description
DNS	Domain Name System
H.235	Security and Encryption
H.239	Token Management
H.323	Signaling
H.460	Firewall/NAT Traversal
LDAP, H.350	Directory Services
NTLMv2	Authentication
Polycom® Lost Packet Recovery™ (LPR™)	Lost Packet Recovery
SIP	Session Initiation Protocol

Resolutions

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

Resolution and Frame Rate	Source
Up to 720p, 15 fps	People video sent from camera
Up to 720p, 30 fps	People video received from far end
Up to 1080p, 15 fps	Content received from far end
Up to XGA (1024x768) / 5 fps	Content showing from the ipad



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.

HD/720p 30 fps is the maximum video receiving capability. The actual resolution is based on the negotiation with the far end.

Algorithms

The following table lists the algorithms supported in this version of the 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) Scalable Audio Coding (SAC)
Video	Polycom Lost Packet Recovery™ (LPR™) H.264 SVC H.264 AVC H.264 high profile H.263 and H.263+ (for content only) Note: H.261 is not supported.
Encryption	AES-128 media encryption TLS for SIP calls

Inbound and Outbound Ports

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

Port	Function
1720 (TCP)	H.323 Call Signaling (H.225)
1719 (UDP)	H.323 Registration, Admission, and Status (RAS)
3230 - 3250 (TCP)	H.323 Call Control (H.245)
3230 - 3250 (UDP)	Media (RTP/RTCP)
3238 (UDP and TCP)	BFCP
5060 (UPD and TCP)	SIP

Port	Function
443 (TCP)	Provisioning, Monitoring, Help Files, HTTPS
389 (TCP)	LDAP
5060 (UDP and TCP)	SIP

Port	Function
5061 (TCP)	SIP TLS signaling
1720 (TCP)	H.323 Signaling (H.225)
1719 (UDP)	H.323 Registration, Admission, and Status (RAS)
3230 - 3250 (TCP)	H.323 Control (H.245)
3230 - 3250 (UDP)	Media (RTP/RTCP)
3238 (UDP and TCP)	BFCP

Resolved Issues

The following table lists all resolved issues in this release.

Resolved Issues

Issue ID	Description
EN-60438	If you disconnect and reconnect to a conference call when a participant on the Cisco endpoint is sharing content, the participant may not see your video.
EN-52371	RealPresence Desktop or RealPresence Mobile is unable to receive content from the Zoom VMR in an H.323 call.

Known Issues

The following table lists all known issues and suggested workarounds for Polycom RealPresence Mobile application.



These release notes do not provide a complete listing of all known issues that are included in the software. Issues not expected to significantly impact customers with standard voice or video conferencing environments may not be included. In addition, the information in these release notes is provided as-is at the time of release and is subject to change without notice.

Known Issues

Issue ID	Description	Workaround
EN-65381	When the system volume of the iPhone X is set to the minimum, if you end the call and reconnect the call, and then adjust the volume to the maximum, the volume is still too low.	Do the following: <ol style="list-style-type: none"> 1 Set system volume as the maximum. 2 End the call and reconnect. The volume will be changed to loud.
EN-63350	Sometimes, RealPresence Mobile on the iPhone X/iPhone 8 Plus cannot receive and transmit audio after you plug and unplug the earphone.	None.
SWEP-10627	The RealPresence Mobile cannot sign in successfully through Polycom RealPresence Access Director. The error message is 'Invalid server'.	Do the following: <ol style="list-style-type: none"> 1 From Polycom RealPresence Access Director administrator portal, go to Configuration > Access Proxy > Https proxy. 2 Change the rule of the Polycom RealPresence Resource Manager to make it the highest priority.
SWEP-10435	You cannot share live streaming video from YouTube. The far ends always see a black content screen.	None. This is not a Polycom problem. The RealPresence Mobile application uses Apple API to capture content screenshots. However, this API doesn't support live streaming content.
SWEP-9369	If you switch to another application when you are dialing a number, the RealPresence Mobile application crashes.	Avoid switching to another application while placing a call. Wait until the call completes to open other applications.
SWEP-8960	You cannot share pictures or PDF files from the Dropbox application in SVC calls.	None. This is the designed behavior.

Interoperability Issues

You may encounter the following issues when using RealPresence Mobile with other products or on specific operating systems.

Interoperability Issues Related to Operation System or Devices

Description	Solution
On some iPads with poor CPU performance, when RealPresence Mobile sends PDF content, the video may freeze on far ends every three seconds.	None
Audio may stop in the first few seconds when plugging in an earphone in a call on iPhone 6.	None This is a device issue.
If you create a Continuous Presence (CP) only conference call on Polycom RealPresence Collaboration Server (RMX) 4000/2000 system and Polycom RealPresence Collaboration Server 800s version 8.1 with default content settings (Content Settings: HiResGraphics and Content Protocol: H.264 HD), the RealPresence Mobile application cannot send or receive content if call rate is set as 384 kbps or below.	<ul style="list-style-type: none"> Change the RealPresence Collaboration Server (RMX) Content Settings to Graphics, and Content Protocol to H.263 & H.264 Auto Selection. Set the call rate on RealPresence Mobile to above 384 kbps.
Polycom VSX® Visual Concert™ cannot display 1024x576 content sent by RealPresence Mobile, whether or not they call each other directly.	Double-click the content to show the content in full screen, then RealPresence Mobile will send 1024x768 content, and the Polycom VSX Visual Concert can display correctly.
RealPresence Mobile may consume more than one license on RealPresence Resource Manager if you install and uninstall RealPresence Mobile several times.	Configure the reclaim period on RealPresence Resource Manager to a small value (for example five minutes).
RealPresence Mobile supports only using English user names and password to sign in Polycom CMA server and RealPresence Resource Manager, or to register to a gatekeeper or an SIP server.	Use English user name and password.
In a motion mode conference, RealPresence Mobile receives video with a long delay because the video is 60 fps.	Set a conference with sharpness mode on MCU.
RealPresence Mobile in internet may fail to call Telepresence m100 in intranet.	Let Telepresence m100 call RealPresence Mobile.
You may hear a short audio glitch on RealPresence Mobile when dialing in an SIP AVC encrypted conference created on the RealPresence Collaboration Server (RMX) 4000 with NGB.	None

Enterprise Scalable Video Coding (SVC) Solution

Limitation Type	Description	Solution
Limitations Related to Operation System or Devices	On some iPads with poor CPU performance, when RealPresence Mobile sends PDF content, the video may freeze on far ends every three seconds.	None
	Audio may stop in the first few seconds when plugging in an earphone in a call on iPhone 6.	None This is a device issue.
Limitations Related to Other Polycom Products	If you create a Continuous Presence (CP) only conference call on Polycom RealPresence Collaboration Server (RMX) 4000/2000 system and Polycom RealPresence Collaboration Server 800s version 8.1 with default content settings (Content Settings: HiResGraphics and Content Protocol: H.264 HD), the RealPresence Mobile application cannot send or receive content if call rate is set as 384 kbps or below.	<ul style="list-style-type: none"> Change the RealPresence Collaboration Server (RMX) Content Settings to Graphics, and Content Protocol to H.263 & H.264 Auto Selection. Set the call rate on RealPresence Mobile to above 384 kbps.
	Polycom VSX® Visual Concert™ cannot display 1024x576 content sent by RealPresence Mobile, whether or not they call each other directly.	Double-click the content to show the content in full screen, then RealPresence Mobile will send 1024x768 content, and the Polycom VSX Visual Concert can display correctly.
	RealPresence Mobile may consume more than one license on RealPresence Resource Manager if you install and uninstall RealPresence Mobile several times.	Configure the reclaim period on RealPresence Resource Manager to a small value (for example five minutes).
	RealPresence Mobile supports only using English user names and password to sign in Polycom CMA server and RealPresence Resource Manager, or to register to a gatekeeper or an SIP server.	Use English user name and password.
	In a motion mode conference, RealPresence Mobile receives video with a long delay because the video is 60 fps.	Set a conference with sharpness mode on MCU.
	RealPresence Mobile in internet may fail to call Telepresence m100 in intranet.	Let Telepresence m100 call RealPresence Mobile.
	You may hear a short audio glitch on RealPresence Mobile when dialing in an SIP AVC encrypted conference created on the RealPresence Collaboration Server (RMX) 4000 with NGB.	None

The Enterprise Scalable Video Coding (SVC) solution is an alternative to the AVC mode that has traditionally

been supported. Differences between the two modes are listed in the following table.

SVC Mode	AVC Mode
Each participant in the conference call is received by the client as a separate video stream.	The composite video image is determined by the bridge based on administrator configuration.
A Caller ID is indicated by text in the appropriate window, on display throughout the call.	Caller ID information is displayed intermittently.
<p>Double-clicking or tapping on a participant's video, content video, or local preview expands that video to full screen. Double-clicking or tapping again reverts the display to the composite image.</p> <p>Pinch controls enable you to zoom in and out on a participant's video or content video.</p>	Layout may typically be controlled by dialing ** and then selecting a format.

The SVC solution provides the following features:

- For video send and receive, support up to 720p on high performance devices under 1 Mbps call rate.
- For video send, support 7.5/15 fps
- For video receive, support 7.5/15/30 fps
- Support auto layouts of 1x1, 1+1 through 1+5
The maximum layout of 1+5 comprises four remote participants plus one content-sharing frame, and one local preview frame
- Support for AVC content
- Support for Scalable Audio Coding (SAC) with at least two quality layers
- Ability to mix up to three different audio streams from the MCU
- Ability to combine up to four different SVC video streams (call rate at 512kbps and above) from the MCUs
- Support for SVC dial-out from RealPresence DMA

Using SVC conference calls has following limitations:

- Does not support recording
- Does not support Far-end Camera Control (FECC)
- In a SIP call, when networks using UDP experience 10 percent packet loss, the screen layout on received devices can be incorrect
- Does not support H.323 call
- In a poor network connection, sometimes a participant disconnects automatically from an SVC call. This can result in a frozen video stream of the participant. The RealPresence RMX system will clear the frozen stream in 30 minutes
- Do not use 128 kbps if you share content in a SVC call, otherwise people's video will freeze while sending or receiving content

Access Media Statistics

To access media statistics, click . The following table shows the meaning of each value.

Value	Description
Call Type	SIP or H.323 call type.
Call Encryption	Indicates whether your call is encrypted.
Far Site Name	Name of the far site.
Far Site System	Type of video conferencing system at the far end and the software version.
Call Speed	Negotiated speed (bandwidth) for the call, which is usually the combined video and audio speeds in the call.
Video Protocol	ITU-C video algorithm and annexes used in the current call. The video protocol used depends on the capabilities of the system at the far end as well as on your system's configuration.
Video Format	Picture size currently in use.
Audio Protocol	Audio algorithm and annexes used in the current call. The audio protocol used depends on the capabilities of the system at the far end as well as on your system's configuration.
Audio Rate	Bandwidth specified for the audio portion of the call. The proportion of the audio rate to the video rate depends on the protocol used.
Video Rate	Bandwidth specified for the video portion of the call. The proportion of the video rate to the audio rate depends on the protocol used.
Video Rate Used	Actual bandwidth being used for the video portion of the call. This is a real-time measurement, which normally fluctuates.
Video Frame Rate	Rate your system uses to update the picture seen at the far end. The system can send up to 15 fps. If the camera picks up large, continuous, or frequent motions, the software takes longer to assemble the data into video frames, and the frame rate drops. Changes in lighting also reduce the frame rate.
Video Packets Loss Percentage	Total video packet loss as a percentage of the total number of video packets transmitted by your system and those transmitted by the far end.
Video Jitter	Percentage of variation in the video transmission rate.
Audio Packet Lost	Number of audio data packets lost during the call, including transmitted packets and incoming packets. Packet loss indicates congestion or other problems on the network.
Audio Packets Loss Percentage	Total audio packet loss as a percentage of the total number of audio packets transmitted by your system and those transmitted by the far end.
Audio Jitter	Percentage of variation in the audio transmission rate.
Content Protocol	Format used for the recording, compression, and distribution of the content.
Content Format	Display resolution of the content.
Content Rate	Rate your system uses in content transmission.

Value	Description
Content Rate Used	Actual bandwidth being used for the content transmission.
Content Frame Rate	Rate your system uses in content frame transmission.
Content Packets Lost	Number of content data packets lost during the call, including transmitted packets and incoming packets. Packet loss indicates congestion or other problems on the network.
Content Packets Loss Percentage	Total audio packet loss as a percentage of the total number of content packets transmitted by your system and those transmitted by the far end.

Prepare Your Device for Mutual Transport Layer Security

You can establish secure communications using Mutual Transport Layer Security (MTLS) with provisioning servers such as Polycom RealPresence DMA or RealPresence Resource Manager systems.

To establish MTLS connections, the client and server need to hold certificates issued from the same Certificate Authority (CA) and the root certificate of this CA.

To import certificates into your iPad, you need to generate a Certificate Request (CSR) first by using a computer that has installed the OpenSSL tool. This is an iOS limitation.

The following example uses Mac as the example.

To generate and import your certificate:

- 1 Open the Terminal from your Mac computer.
- 2 Generate the private key *client.key*. For example:

```
Mike-MacBook-Pro:~ root# openssl genrsa -out client.key 1024
```
- 3 Generate the certificate request *client.csr*. For example:

```
Mike-MacBook-Pro:~ root# openssl req -new -key client.key -out client.csr
```
- 4 You are about to be asked to enter information that will be incorporated into your certificate request. Enter the Distinguished Name (DN) information that will be incorporated into your certificate request. You can leave some of the fields blank.

```
For som-----
Country Name (2 letter code) [GB]:cn          ---CSR info.
State or Province Name (full name) [Berkshire]:bj  ---CSR info.
Locality Name (eg, city) [Newbury]:bj          ---CSR info.
Organization Name (eg, company) [My Company Ltd]:plcm  ---CSR info.
Organizational Unit Name (eg, section) []:caqa  ---CSR info.
Common Name (eg, your name or your server's hostname) []:caqa  ---CSR info.
E-mail Address []:pp@pp.com  ---CSR info.
```
- 5 Enter the following extra attributes to be sent with your certificate request. Write down the challenge password. You will need it later in the procedure.

```
A challenge password []:1234          -----see [Notel]
An optional company name []:poly
```
- 6 Submit the certificate request to your CA:
 - a View the content of the file *client.csr* using the following command, then select and copy its content (from ---BEGIN CERTIFICATE REQUEST to END CERTIFICATE REQUEST---):

```
Mike-MacBook-Pro:~ root# cat client.csr
```
 - b Go to your CA's web interface <http://<CA's IP address>/certsrv/>, and click **Request a certificate**.
 - c Click **Advanced certificate request**.
 - d Click **Submit a certificate request by using a base-64-encoded CMC or PKCS #10 file, or submit a renewal request by using a base-64-encoded PKCS #7 file**.

- e Paste the content of the file **client.csr** to the **Saved Request** text field, and click **Submit**.
- f Click **Base 64 encoded** and click **Download certificate**.

The file is saved as *certnew.cer* by default in the folder **Downloads**.

- 7 Move the generated **certnew.cer** file to your current directory.
- 8 Convert the file *ccertnew.cer* to a .p12 file by using the OpenSSL tool. For example:

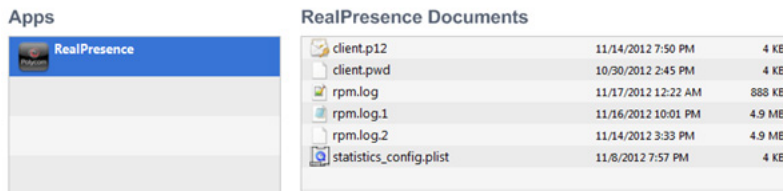
```
Mike-MacBook-Pro:~ root#openssl pkcs12 -export -in certnew.cer -inkey
client.key -out client.p12 -name testp12
```

Enter Export Password:

Verifying - Enter Export Password:

The export password should be the same as the challenge password you set in Step 3.

- 9 Encrypt the challenge password you set in Step 3:
 - a Go to [Convert Strings](#).
 - b Enter the challenge password in the text field, and click **Base64 Encode!**.
 - c Copy the encoded text from the following text field, and save it as a .pwd file, for example, *client.pwd*.
- 10 Add both *client.p12* and *client.pwd* to your iPad using iTunes.



To import the root certificate of your CA into your iPad:

- 1 Go to your CA's web address <http://<MCA's IP address>/certsrv/>, click **Download a CA certificate, certificate chain, or CRL**.
- 2 Select **Base 64**, and click **Download CA Certificate**.
- 3 Send the certificate to your iPad as an email attachment.
- 4 On your iPad, open the attached certificate from your email, and then click **Install**.
- 5 When prompted to install the profile, tap **Install Now**, and then tap **Done**.

The certificate is now installed on your iPad. You can find it from your iPad **Settings > General > Profile > Configuration Profiles**.



To establish MTLS connection with servers such as Polycom RealPresence DMA or RealPresence Resource Manager systems, these systems should also hold the CA root certificate and the system's certificates.

Get Help

For more information about installing, configuring, and administering Polycom products, refer to Documents and Downloads at [Polycom Support](#).

To find all Polycom partner solutions, see [Polycom Global Strategic Partner Solutions](#).

The Polycom Community

The [Polycom Community](#) gives you access to the latest developer and support information. Participate in discussion forums to share ideas and solve problems with your colleagues. To register with the Polycom Community, create a Polycom online account. When logged in, you can access Polycom support personnel and participate in developer and support forums to find the latest information on hardware, software, and partner solutions topics.

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