Release Notes

Polycom® Telepresence m100, Version 1.0.6

Polycom is pleased to announce the release of Polycom® Telepresence m100, Version 1.0.6. This document provides the latest information about the Polycom Telepresence m100 system and version 1.0.6 software.

For more information about using the features described in this document, refer to the product documentation available at www.polycom.com/videodocumentation.

Software Version History

Version	Release Date	Features
1.0.6	July 2013	Fixes for several issues.
1.0.5	January 2013	Fixes for several issues.
1.0.4	June 2012	Fixes for several issues.
1.0	July 2011	Initial product release.

Installing and Using Polycom Telepresence m100 Version 1.0.6

Before You Begin

Please make sure that your computer meets the minimum system requirements for using Polycom Telepresence m100. You can find the latest information about system requirements in the Hardware and Software Requirements section.

If you are running the software on a laptop, be sure to have the AC power plugged in before starting Windows to ensure the CPU is running in full power mode.

Installing Polycom Telepresence m100

Your local administrator may provide the information you need to download the Polycom Telepresence m100 software. You can also download the file from the Polycom website, www.polycom.com/videosoftware.

- This installation requires the installation of Adobe AIR. When prompted to install Adobe AIR, follow the instructions on the screen and then continue the installation of Telepresence m100.

- Polycom® CMA™ Desktop, Polycom® PVX™, and Polycom Telepresence m100 can be installed on the same computer. Only one of them can run at a time.

To install Polycom Telepresence m100 software:

1 Do one of the following:

— Double-click the Telepresence m100 setup file to start the installation.

— Run the command `cmd` to start the command prompt. Then enter the following commands to perform a silence installation:

```
C:\>cd <directory of setup file>
C:\file directory>start /wait <name of setup file>.exe /s /v/qn
&& @echo finish install && pause
```

2 Activate the Telepresence m100 software.

For more information, refer to Activating Your Telepresence m100 Software.

3 When the First Setup Wizard starts, follow the steps to complete the installation and setup.

To uninstall Polycom Telepresence m100 software:

>> Do one of the following:

— Go to **Applications/Polycom/Polycom Telepresence m100** and click **Uninstall Polycom Telepresence m100**.

— Run the command `cmd` to start the command prompt. Then enter the following commands to perform a silence uninstallation:

```
C:\> cd <directory of setup file>
C:\file directory> start /wait <name of setup file>.exe /x
/v/qn && @echo finish uninstall && pause
```

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Activating Your Telepresence m100 Software

When you start Telepresence m100, the application prompts you to activate the software. You can click **Continue** if you prefer to use the trial version. The trial version allows you to use the software without restrictions for 30 days.

To activate the software, click **Activate** and do one of the following:

- Enter the license number provided with the software and the activation key code that you received when you registered the software.

- Select **Import License File** to do activation if you have the license file.

  License file is a text file that contains the license number and activation key code of the system that you want to activate. You can create the license file in a text editor, such as Notepad, using this format:
  ```
  license number<TAB>Activation Key Code
  ```

  For example, a text file with the license number and activation key code might look like this:
  ```
  XXXXX-0000-0000-0000<TAB>XXXX-0000-0000-0000-0000
  ```

Setting Your Windows Power Settings

When you use Polycom Telepresence m100 on a laptop, you must adjust the power management setting to ensure the best performance from your processor.

To set your Windows Power Settings on Windows Vista and Windows 7:

1 On your Windows Vista or Windows 7 computer, sign in using an account with Administrator privileges.

2 Right-click your Windows desktop and choose **Personalize > Screen Saver**.

3 Click **Change power settings**.

4 Select a power plan.

5 Choose **High performance** as your power plan.

To set your Windows Power Settings on Windows XP:

1 On your Windows XP computer, sign in using an account with Administrator privileges.

2 Right-click your Windows XP desktop and choose **Properties**.

3 Click the Screen Saver tab, and then click **Power**.

4 On the Power Schemes tab, choose **Maximum Performance** as the power scheme.

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Using Telepresence m100 with a Virtual Private Network (VPN)

In order to use Polycom Telepresence m100 over a corporate VPN, connect the VPN first before running the Telepresence m100 and make sure that the system can:

• See the VPN as a distinct network adapter.

• Receive the local IP address on the VPN from that adapter.

• Access the necessary ports through the VPN's firewall.

These requirements are met by most VPN clients, such as Juniper Network Connect client, version 7.0.0.

Getting Started with Polycom Telepresence m100

Polycom Telepresence m100 is simple and intuitive to use. To get started, here are some things you can try.

• Place a test call.

1. Select a sample site in your Contacts list.

2. Click **Call**.

> • Sample sites support only H.323 calls.
>
> • These sample sites may occasionally be unavailable. Try calling another site if you cannot reach one site.

• Add people to your Contacts list. Do one of the following:

— Create new contacts.

1. Right-click Contacts list panel and select **Create Contact.**

2. Enter the contact information.

3. Click **OK**.

— Add people from the Directory.

1. Click **Directory** ( ).

2. Start typing a name.

The system shows you all entries that start with the characters you enter as you type. For example, if you type and, your search may find entries such as Andrew Jones, andy, or Andover Conference Room.

3. Click the name of the person you want to add, and then click **Add to Contacts**.

Before you use the Directory, please make sure the GDS or LDAP server are configured and working.

- Call someone. Try either of the following methods:
  – Click a name in your Contacts list or your Recent Calls, and then click **Call**.
  – Type a system name or E.164 number. Select the H.323 call type and then click **Call**.
  – Type a user name or URI. Select the SIP call type and then click **Call**.
  – Type a system IP address, and then click **Call**.

New Features in Version 1.0

Polycom Telepresence m100 is an easy-to-use video conferencing application that lets you see and hear the people you call. It delivers high-quality audio, video, and content sharing to your computer and standard USB camera in a call.

Polycom Telepresence m100 is a new product with the following features:

- Dual stack operation that allows the Polycom Telepresence m100 to connect to SIP or H.323 systems.
- Support for Siren LPR, which can effectively improve the decreased audio quality caused by packet loss.
- Native LDAP and Global Directory Service support that allows you to easily find and add contacts to the Contacts list.
- Ability to import and export your Contacts list, call logs, and configuration.
- Configurable network ports and bandwidth settings that make the Telepresence m100 operate well in virtually any network.
- Page locks that allow the administrator to restrict access to the Telepresence m100 configuration settings.
- Support for H.460 firewall traversal.
- Support for AES encryption for H.323 calls.
- Support for silent installation and un-installation.

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Corrected Issues in Version 1.0.6

The following table lists corrected issues in version 1.0.6.

Feature	Issue ID	Found in Release	Description
Installation	CMAD-10543	1.0.5	The Polycom Telepresence m100 application maintenance releases showed 1.0.0 as version number in log files. This issue has been fixed.
Call Control	CMAD-10538	1.0.5	Under certain Firewall/NAT environments, the Polycom Telepresence m100 application might fail to receive inbound calls, while the outbound calls worked fine. This issue has been fixed.
User Interface	CMAD-10525	1.0.5	If the Polycom Telepresence m100 application was expanded to full screen, it covered the system task bar. This issue has been fixed.
User Interface	CMAD-10509	1.0.5	If the Polycom Telepresence m100 application was already launched and minimized to taskbar, trying to launch it again from desktop shortcut or **Start** menu could not bring it back to the foreground. This issue has been fixed.

Corrected Issues in Version 1.0.5

The following table lists corrected issues in version 1.0.5.

Feature	Issue ID	Found in Release	Description
Call Control	CMAD-8898	1.0.4	You cannot connect to incoming H.323 calls when you are behind NAT.
General	CMAD-10144	1.0.4	During a call, if the Polycom Telepresence m100 window is maximized on the second monitor, the people video window disappears after a resolution change.
General	CMAD-4214	1.0.4	When you launch the Polycom Telepresence m100 application with connected to a LAN, your IP info **MY IP** shows NULL.
User Interface	CMAD-10142	1.0.4	Your Polycom Telepresence m100 video window resizes whenever your far end video resolution changes.

Corrected Issues in Version 1.0.4

The following table lists corrected issues in version 1.0.4.

Feature	Issue ID	Found in Release	Description
Calling	CMAD-7837	1.0	In the previous version, the system did not support hostname dialing when the system was not registered to a gatekeeper. This problem has been fixed.
Calling	CMAD-7776	1.0	In the previous version, Telepresence m100 crashed when it received a setup message that did not contain a destCallSignalAddress element. This problem has been resolved.
Calling	CMAD-7784	1.0	In the previous version, if the dial string used the format subdomain.domain, the SIP invite was not sent. This problem has been resolved.
Calling	CMAD-8303	1.0	When dialing all digital numbers (including 6-digit bridge numbers) in a SIP call, m100 would send an invite similar to: INVITE sip:1234567@default_domain.com;user=phone. This problem has been resolved.
Calling	CMAD-8300	1.0	For an incoming audio-only SIP call, m100 would respond with 200 OK with SDP which included not just audio caps but video caps as well. This did not adhere to Section 6/RFC 3264, thus the phone would disconnect the call. This problem has been resolved.
Calling	CMAD-8293	1.0	When receiving a call, the m100 would crash with an error "Internal error occurred. Try restarting." This problem has been resolved.
Calling	CMAD-8298	1.0	The m100 would always crash when it received a Setup message that did not contain a destCallSignalAddress element. This problem has been resolved.
Interoperability: LifeSize	CMAD-7785	1.0	In calls with LifeSize endpoints, the audio on the LifeSize system became poor and choppy. This problem has been resolved.
Interoperability Lifesize	CMAD-7781	1.0	When a LifeSize 220 Room System was in an H.323 P2P call with an m100, choppy audio was heard. This problem has been resolved.
Interoperability Tandberg	CMAD-8297	1.0	Interoperability problems occurred with a Tandberg MCU. Sharing content in a conference call with H.323 and other m100 clients via a Codian would only work once. This problem has been resolved.
Interoperability ViewStation	CMAD-8295	1.0	The m100 did not receive video from a ViewStation version 7.5.4.x. This problem has been resolved.
Interoperability ViewStation	CMAD-8296	1.0	The m100 was unable to perform far-end camera control when in a call with ViewStation FX. This problem has been resolved.
Interoperability Ericsson IMS	CMAD-8302	1.0	Ericsson IMS MRFP bridge required end points to support packetization mode 1 header in initial INVITE. m100 did not support this function. This problem has been resolved.

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Feature	Issue ID	Found in Release	Description
Gatekeeper	CMAD-8292	1.0	The m100 application would never register with the gatekeeper if launched before a VPN connection was established. This problem has been resolved.
Global Address Book	CMAD-7779	1.0	In the previous version, the Telepresence m100 system included spaces in the display name when attempting to register to the Global Address Book. This problem has been resolved.
Network	CMAD-7782	1.0	Previously, on systems running behind a NAT, the public IP address (behind NAT) were reset after the system went to sleep or when you attempted to make an outbound call. This problem has been resolved.
Payload Type	CMAD-8301	1.0	The m100 would send an OLC with payload type number = 109. The DMA would acknowledge it, but would override the payload type number to 97. Yet, m100 would keep sending RTP with 109. This problem has been resolved.
User Interface	CMAD-7786	1.0	In the previous version, the IP address field showed the message "Null" when no IP connectivity was available. This problem has been resolved.

Feature Limitations

The following table lists the known feature limitations for version 1.0.6. If a workaround is available, it is noted in the table.

Feature	Issue ID	Found in Release	Description	Workaround
Audio	CMAD-1683	1.0	In H.323 calls between a Polycom Telepresence m100 and a Polycom HDX system, you may hear DTMF tone bursts from the Telepresence m100.	Decrease the volume on Polycom Telepresence m100.
Audio	CMAD-1584	1.0	In calls between two Polycom Telepresence m100 systems, one side may miss words spoken by the other side when both sides speak at the same time.	
Call Control	CMAD-1575	1.0	The Polycom QDX endpoint cannot receive the H.263 content sent from Polycom Telepresence m100 over a VPN.	

Feature	Issue ID	Found in Release	Description	Workaround
Call Control	CMAD-1669	1.0	You can only place audio-only calls from the Polycom Telepresence m100 when using a netbook.	
Call Control	CMAD-2133	1.0	When placing a call from Polycom Telepresence m100 using the annex O dialing string, Telepresence m100 cannot receive content from the far end.	
Call Control	CMAD-2241	1.0	After two Polycom Telepresence m100 systems establish the SIP call connection successfully, the call window on one side disappears.	
Call Control	CMAD-2379	1.0	After you place a call to an invalid SIP URI in Contacts list, the IP address of your laptop changes to 0.0.0.0 automatically.	Register your Telepresence m100 to a SIP server and place the call to a valid SIP address.
Call Control	CMAD-2220	1.0	Polycom Telepresence m100 cannot register to the gatekeeper after connecting to a VPN successfully.	Restart your Telepresence m100.
Call Control	CMAD-2449	1.0	The Polycom Telepresence m100 fails to register to BroadWorks SIP server when the Telepresence m100 is connecting to a router that enables the NAT.	
Calling	CMAD-7958	1.0.4	After you upgrade the Polycom Telepresence m100 software, Annex O addresses (alias@domain.com) that were added to the Recent Calls list or call log in version 1.0 cannot be added to the version 1.0.4 Contacts list correctly.	Manually dial the Annex O address, and then add the Contact from your Recent Calls list.
Calling	CMAD-2366	1.0	Using **Display Name@FQDN** to place a call from one Polycom Telepresence m100 to another fails when both are registered with a SIP server.	
Calling	CMAD-1669	1.0	When you place a call at 1920 kbps using a netbook, the Polycom Telepresence m100 shows video in a very poor quality.	

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Feature	Issue ID	Found in Release	Description	Workaround
Calling	CMAD-2432	1.0	Polycom Telepresence m100 does not support calling H.323 alias or SIP URI that contains the non-English characters.	
Calling	CMAD-7838	1.0.4	If Polycom Telepresence m100 is not registered to an H.323 gatekeeper, you cannot place a call to an entry on your Contacts or Recent Calls lists if the dialing information uses the Annex O format (alias@hostname).	Enter the dialing information manually.
Camera	CMAD-7736	1.0	Occasionally, Polycom Telepresence m100 is unable to activate the camera after the system restarts or wakes from sleep.	Exit and restart Telepresence m100.
Calling	CMAD-8299	1.0	Firewall settings were causing call connections to drop after exactly two hours. Communications on the H.225 TCPIP needed to be maintained every 20 minutes to maintain connectivity.	
Content	CMAD-1841	1.0	When sending content of local desktop image from one Polycom Telepresence to another, the text input window opened on the local desktop cannot be shown on the far end.	
Content	CMAD-10542	1.0.6	When sharing people video to the far end during a call, if the Polycom Telepresence m100 application runs in the foreground, it displays black window to the far end. This problem exists in Windows XP only.	Keep the Polycom Telepresence m100 application in the background.
Directory	CMAD-2352	1.0	When you run Polycom Telepresence m100 in the Window Vista Ultimate or Window 7 Ultimate system, Telepresence m100 may not be able to register to some LDAP servers.	

Feature	Issue ID	Found in Release	Description	Workaround
Installation	CMAD-2433	1.0	If you log in the operation system using a standard user account, after you install the Polycom Telepresence m100 software, the configurations and log files are generated under a wrong directory.	Use the Administrator account to log in the system and then install the Polycom Telepresence m100 software.
Interoperability: ACME SBC environment	CMAD-7757	1.0.4	A Polycom m100 system running in an ACME SBC environment is unable to send content to a Polycom RealPresence Mobile iOS located outside the network.	
Interoperability: Polycom VBP™	CMAD-1309	1.0	The Polycom Telepresence m100 is unable to call a Polycom HDX endpoint when both Telepresence m100 and the HDX system are behind the same NAT on the subscribe-side of VBP.	
Interoperability: Polycom HDX™	CMAD-2406	1.0	During a SIP call, the mute status of the Polycom HDX version 3.0.1 system cannot be shown on the call window of Polycom Telepresence m100.	
Interoperability: Polycom HDX™	CMAD-1622	1.0	When Polycom Telepresence m100 calls a Polycom HDX 8000 system, the Telepresence m100 system displays white video if the meeting requires a password.	
Interoperability: Polycom CMS System Server	CMAD-1798	1.0	When a Polycom Telepresence m100 is registered with a Polycom CMA system LDAP server, if you search for some specified characters in Directory page in Telepresence m100, the search result is incorrect.	
Interoperability: Polycom MGC™	CMAD-1905	1.0	The Polycom Telepresence m100 may not able to send or receive content when joining the meeting room on the Polycom MGC system.	
Interoperability: Polycom MGC™	CMAD-1899	1.0	The Polycom Telepresence m100 may display black video when receiving content in a full transcoding conference on the Polycom MGC system.	

Feature	Issue ID	Found in Release	Description	Workaround
Interoperability: Polycom RMX 1000™	CMAD-1579	1.0	The Polycom Telepresence m100 is not able to join an encrypted meeting hosted by Polycom RMX 1000 as an audio-only participant.	
Interoperability: Polycom RMX 1000™	CMAD-1350	1.0	The Polycom Telepresence m100 cannot call into an AES meeting on Polycom RMX 1000 by dialling RMX IP##Conference ID.	Disable the LPR option in RMX 1000.
Interoperability: Codian MCU	CMAD-2272	1.0	When placing a SIP call from the Polycom Telepresence m100 to Codian MCU, you get a blank screen on Telepresence m100.	
Interoperability: Codian MCU	CMAD-2270	1.0	When in a conference held on Codian MCU, the call window of Telepresence m100 resizes when the video resolution of the call changes.	
Interoperability: Asterisk SIP Server	CMAD-1793	1.0	When the Polycom Telepresence m100 is registered with the Asterisk SIP Server, calls may only have audio after you have made a number of calls from the Telepresence m100.	The Asterisk Server is not supported in this release. You can use DMA and BroadWorks as the SIP server.
Interoperability: Asterisk SIP Server	CMAD-1764	1.0	There is no audio in one direction in point-to-point calls between two Polycom Telepresence m100 systems when both are registered with the Asterisk server.	The Asterisk Server is not supported in this release. You can use DMA and BroadWorks as the SIP server.
Interoperability: BroadWorks SIP Server	CMAD-1960	1.0	When the Polycom Telepresence m100 is registered with the BroadWorks SIP Server, Telepresence m100 cannot send content to other endpoints in a call.	
Interoperability: Broadworks SIP Server	CMAD-1535	1.0	The Polycom QDX cannot receive content from Polycom Telepresence m100 in a SIP call when both Polycom QDX and Telepresence m100 are registered with Broadworks SIP server.	Try registering to Polycom DMA SIP server.

Feature	Issue ID	Found in Release	Description	Workaround
Interoperability: Broadworks SIP Server	CMAD-1504	1.0	In calls between two Polycom Telepresence m100 systems registered to the same Broadworks SIP server, if one system ignores a call from the other, Telepresence m100 shows that the call is connected with white video.	
Interoperability: Broadworks SIP Server	CMAD-1542	1.0	If holding the call between the Polycom Telepresence m100 and Polycom VVX when both are registered with the BroadWorks SIP Server, Telepresence m100 cannot hear the coloring ring back tone from VVX.	
Interoperability: Broadworks SIP Server	CMAD-2162	1.0	The Polycom Telepresence m100 cannot receive the video and audio of the transferred SIP call from another Telepresence m100 when both are registered with Broadworks SIP server.	
Interoperability: Google Chrome	CMAD-1994	1.0	The Google Chrome browser cannot display the help page of Polycom Telepresence m100.	Use another web browser as your default browser.
Interoperability: Firefox	CMAD-1745	1.0	The Firefox browser cannot display the Help page of Polycom Telepresence m100 when you click **Menu>Help** twice on Polycom Telepresence m100 software.	Click **Menu>Help** on Polycom Telepresence m100 again.
Interoperability: Polycom VVX™	CMAD-1961	1.0	When in a SIP call, you cannot send content from the Polycom Telepresence m100 to Polycom VVX system.	
Interoperability: LifeSize	CMAD-1934	1.0	In SIP calls between a Polycom Telepresence m100 and a LifeSize system, the content button on the call window of Telepresence m100 is always disabled.	
Interoperability: Starleaf PBX	CMAD-7758	1.0.4	In calls connecting through a Starleaf PBX, the m100 system is unable to receive content.	

Feature	Issue ID	Found in Release	Description	Workaround
Interoperability: Sony PCS-XG80	CMAD-2399	1.0	When in SIP calls between a Polycom Telepresence m100 and a Sony PCS-XG80, you cannot control the remote camera from Telepresence m100.	
Interoperability: Polycom RMX 2000	CMAD-7771	1.0.4	In a 64K multipoint call hosted by Polycom RMX 2000, Telepresence m100 experienced problems dialing in with SIP.	
Interoperability: Polycom RMX	CMAD-8150	1.0.4	The Polycom Telepresence m100 application does not receive content sent by a Polycom HDX system that uses ISDN to connect to the Polycom RMX system.	
Interoperability: Polycom RMX version 7.8	CMAD-10496	1.0.5	The Polycom m100 application could not receive content in SIP calls hosted by the Polycom RMX version 7.8 systems.	If your Polycom m100 application is the first one to send content in the meeting, it can receive content shared by the others later.
Interoperability: Tandberg E20	CMAD-2102	1.0	When in a SIP call, the Polycom Telepresence m100 cannot recover the video after you repeatedly hold and resume the call on Tandberg E20.	
Interoperability: Vidyo Gateway	CMAD-2087	1.0	When the Vidyo Desktop sends H.239 content to Polycom Telepresence m100 through the Vidyo Gateway, Telepresence m100 cannot receive the content.	
Interoperability: Vidyo Gateway	CMAD-2086	1.0	When Polycom Telepresence m100 and Vidyo Desktop call into a meeting room through the Vidyo Gateway, the Telepresence m100 sends audio using the wrong codec.	
Operating System	CMAD-3311	1.0	You cannot install the Telepresence m100 on Window XP Professional 64-bit Edition Version 2003 operating system.	

Feature	Issue ID	Found in Release	Description	Workaround
User Interface	CMAD-964	1.0	When you receive content during a call, you cannot close the content window by clicking ⊠ .	Stop sending the content and then resend it again, or hang up the Polycom Telepresence m100 and then dial into the call again.
User Interface	CMAD-1710	1.0	When during a call, the mute button displays in a wrong position after you resize the call window.	
User Interface	CMAD-2035	1.0	When you choose the call type on Polycom Telepresence m100 software, the drop down list appears in a wrong position.	
User Interface	CMAD-2372	1.0	After you place an audio-only call to another Polycom Telepresence m100 system, your Telepresence m100 software appears a warning message about firewall.	If your firewall settings are OK, ignore this message.
User Interface	CMAD-2347	1.0	After you import new contacts and choose to replace old contacts, the old contacts still show in the Contacts list.	Restart your Telepresence m100.
User Interface	CMAD-2342	1.0	After you install the Polycom Telepresence m100 on Lenovo T420 laptop which display resolution is 1366*768, the width and height of the main window of Telepresence m100 are shorter than normal show.	
User Interface	CMAD-2297	1.0	When integrated with a LDAP server, if you add a contact from the LDAP server, the Polycom Telepresence m100 shows the contact E.164 prefix in the IP address field.	
User Interface	CMAD-2226	1.0	When the Polycom Telepresence m100 is registered with a SIP server, if you enter a string in annex O dialing format, the call button in main window is grayed out.	
User Interface	CMAD-2444	1.0	The password set in the SIP page has not be cleaned after you reset the Polycom Telepresence m100.	

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Feature	Issue ID	Found in Release	Description	Workaround
User Interface	CMAD-2413	1.0	If you specified both display name and H.323 alias during the first–time setup, the H.323 alias field displays the name you set for **Display Name** after running the Polycom Telepresence m100 software.	Change the H.323 alias in Preferences page.
Video	CMAD-7773	1.0.4	In a high-rate H.323 call through a Polycom DMA gateway, the Telepresence m100 system does not receive video from a Polycom HDX SIP system.	
Video	CMAD-1919	1.0	When you send content using a Intel Core2 computer running Microsoft Windows XP, CPU usage goes up to 90%.	
Video	CMAD-2063	1.0	If there is already a MSN video call running on your computer, when you place another video call from Polycom Telepresence m100, you will get the white screen.	Disconnect the video call of MSN.
Video	CMAD-2233	1.0	When in a call, if you change the setting on Polycom Telepresence m100 software to use another camera, the camera in use cannot be released.	
Video	CMAD-2037	1.0	When sending content from Polycom Telepresence m100 at 384 kbps in a call, you will see blurred video and delayed movement with packet loss from Telepresence m100.	
Video	CMAD-2269	1.0	When there are large movements occurring in the far end in a call, the video image on Polycom Telepresence m100 breaks up.	

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Hardware and Software Requirements

These hardware and software requirements have been determined based on test scenarios. Your system's actual performance may vary based on software or hardware configurations.

Windows	Windows XP with Service Pack 2 or later
	• Windows XP Professional - 32 bit, 64 bit
	• Windows XP Home Edition 32 bits
	• Windows XP Tablet PC Edition 32 bits
	Windows Vista with Service Pack 1 or later, both 32 bit and 64 bit
	• Windows Vista Ultimate
	• Windows Vista Enterprise
	• Windows Vista Business
	• Windows Vista Home Premium
	• Windows Vista Home Basic
	Windows 7, both 32 bit and 64 bit
	• Windows 7 Ultimate
	• Windows 7 Enterprise
	• Windows 7 Professional
	• Windows 7 Home Premium
	• Windows 7 Home Basic
	Windows operating system languages:
	• Chinese
	• English
	• French
	• German
	• Japanese
	• Russian
	• Spanish

Processor	The Polycom® Telepresence m100 system's capabilities vary depending on processor performance. This list provides information based on the testing performed by Polycom at the time of the software release. You might see performance variations based on other applications running on the PC. If your processor capability is close to the threshold of performance shown here, it is recommended that you perform your own testing to verify performance. **Audio only**: Intel Atom CPU or higher **Basic Video Transmit** (Up to QVGA 30 fps send, up to 720p 15 fps receive)) • Single core • Dual cores, lower than 2.0 GHz • Quad cores, lower than 1.3 GHz **Premium Video Transmit** (Up to VGA, 30 fps send, up to 720p 30 fps receive) • Dual cores, 2.0 GHz or higher • Quad cores, 1.3 GHz or higher **Note**: Polycom® Telepresence m100 may have equivalent capabilities on other processors that have equivalent performance capabilities.
RAM	Microsoft Windows XP - 3050 MB Microsoft Windows 7 - 2048 MB Microsoft Windows Vista - 2 GB
Video Memory	Minimum: 256 MB video RAM recommended for Windows XP, Windows Vista or Windows 7.
Hard Drive Space	150 MB
Cameras	USB 2.0 Web Cameras: • Microsoft LifeCam HD-5000 • Microsoft LifeCam Cinema • Microsoft LifeCam HD-6000 • Logitech C100 • Logitech C210 • Logitech C310 • Logitech Webcam Pro 9000 • Logitech Webcam C905 • Logitech USB Webcam C270 • Lenovo integrated Webcam
Audio Devices	• Logitech USB Headset H330 • Logitech USB Headset H530 • Logitech USB Webcam C270 • Logitech PC Headset 860 • Philips 3.5mm SHM7110U Headset • Lenovo integrated Webcam
Monitor	XGA, 16-bit color or higher
Network Access	Network 128 kbps and above (Cable, DSL, or LAN)

Microsoft Software	DirectX 9.0b- or 10.0-compatible adapter

Interoperability

Type	Product	Version
NAT/Firewall/Border Controller	Polycom VBP™ 5300LF2-E10	11.2.12
	Polycom VBP™ 200EW	11.2.12
	Polycom VBP™ 5300LF2-ST25	11.2.12
Management Systems and Recorders	Polycom RSS™ 2000	8.0
	Polycom RSS™ 4000	8.0
	Polycom Converged Management Application CMA 4000, CMA 5000	6.0.1
	Polycom RealPresence® Resource Manager	7.0
Gatekeeper, Gateways, External MCU, Bridges, Call Managers	Polycom Readi*Manager*® SE200	3.00.06 ER005 / 3.00.07.ER001
	Polycom RMX® 2000, RMX® 4000	7.1/7.6.0 / 7.7
	Polycom MGC™	9.0.1.6 / 9.0.1.8
	Polycom Distributed Media Application™ DMA 7000	4.0.3 / 5.0

Type	Product	Version
Endpoints	Polycom Telepresence m100	1.0/1.0.4
	Polycom CMA Desktop	5.1 / 5.2.2 / 5.2.3/5.2.4
	Polycom CMA Desktop for Mac OS X	5.1 / 5.2.2 / 5.2.3/5.2.4
	Polycom HDX®	2.6.0 / 2.6.1 / 3.0.0 / 3.0.4 / 3.0.5
	Polycom PVX®	8.0.16
	Polycom RealPresence® Mobile	1.2 / 1.3
	Polycom QDX™ 6000	4.0.2
	Polycom VSX® 3000A, VSX 8000	9.0.6.2
	Polycom VVX	4.0.2B
	Sony PCS-G70	2.11.00
	Sony PCS-XG80	2.30.00
	Sony PCS-1	03.41
	Tandberg C20	TC3.1.1
	LifeSize Express 200	LS_EX2_4.7.10 (14)
	LifeSize Room	4.7.10

Supported Protocols, Algorithms, and Ports

Protocols

This version of y working supports the following protocols:

Protocol	Description
DNS	Domain Name System
H.235	Security and encryption
H.239	Token Management
H.281	Far-End Camera Control (FECC)
H.323	Call signaling and control, multimedia transport and control, and bandwidth control
H.460.18, H.460.19	Firewall traversal
SIP	Session Initiation Protocol

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Protocol	Description
LDAP, H.350	Directory services
Siren™ Lost Packet Recovery (LPR)	Audio lost packet recovery
NTLMv1, NTLMv2	Security: authentication, integrity, and confidentiality

Video Resolutions

This version of Polycom Telepresence m100 supports the following resolutions for People video:

Call Speed	Video Format	Resolution
128 kbps - 511 kbps	QVGA	320x240
512 kbps - 831 kbps	VGA	640x480
832 kbps - 1920 kbps	VGA (send), 720p (receive)	1280x720

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 sent or received.

Algorithms

This version of Polycom Telepresence m100 supports the following algorithms:

Algorithm Type	Description
Audio	G.719 (mono) Constant Bit Rate (CBR) at 32 kbps, 48 kbps, 64 kbps, 96 kbps, and 128 kbps
	G.722.1 at 16 kbps, 24 kbps and 32 kbps
	G.722.1 Annex C at 24 kbps, 32 kbps, and 48 kbps
	G.728 at 16 kbps
	G.711u and G.711a for VOIP Interoperability
	Siren 14 at 24 kbps, 32 kbps, and 48 kbps
	Siren LPR 48 kbps
Video	H.261
	H.263
	H.264
Encryption	AES

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Inbound and Outbound Ports

This version of Polycom Telepresence m100 uses the following inbound and outbound ports:

Inbound Ports

Port	Function
1720 (TCP)	H.225.0 CS
3230 - 3237 (UDP)	Media (RTP/RTCP) can be configured
5060 (TCP/UDP)	SIP
Random port (UDP)	H.225.0 RAS
Random port (TCP)	H.245
Random port (TCP)	BFCP

Outbound Ports

Port	Function
5060 (UDP)	SIP
3230 - 3237 (UDP)	Media (RTP/RTCP) can be configured
Random port (UDP)	DNS
Random port (TCP)	H.225.0 CS
Random port (UDP)	H.225.0 RAS
Random port (TCP)	H.245
Random port (TCP)	BFCP
Random port (TCP)	GDS
Random port (TCP)	LDAP
Random port (TCP)	SIP

Improving Video Quality

Factors Affecting Video Quality

A number of factors can affect video quality, including the quality and design of your camera, your camera settings, your video window size, and lighting conditions. If your video preview shows reduced quality in your local video, be sure to address these problems, if possible. Any deficiencies you see locally may be magnified when the video is sent to the far end. Video problems may be more obvious when the video is expanded to fill the full screen.

Troubleshooting Video Problems

Problems with Video Quality

If you're experiencing problems with your local video, try the following:

- If you are using Polycom Telepresence m100 on a laptop, ensure that the laptop is connected to a power source. Running on battery power can reduce the laptop's performance, resulting in poor video quality or no video.

- Increase the amount of light on the people in the call.

- Ensure that your camera is connected to a USB port on your computer and not to a USB hub connected to the computer.

- Check your camera drivers.

  - Ensure that you are using the latest software drivers for your camera. Refer to the camera manufacturer's web site for more information.

  - Using the operating system's default camera drivers with your camera may result in problems with the video. To avoid this problem, install the latest drivers provided by your camera's manufacturer.

- Check your video card.

  - Ensure that your system is using the most up-to-date drivers for your video card. To obtain the latest drivers, go to the manufacturer's web site. Note that using the Microsoft Update utility may not always provide the latest drivers.

  - If you are using Windows Vista or Windows 7, verify that your system has at least 256 MB of video memory.

- Check your camera configuration.

  — Polycom Telepresence m100 transmits video at the frame rate that it receives from the camera. Several factors affect the frame rate transmitted by a camera, including camera settings and lighting. Consult the camera's documentation for information about adjusting the camera's settings.

  — Turn off special camera features that require extra image processing. These features might include automatic focus or automatic adjustments for local lighting conditions.

- Check your Windows Vista settings.

  — Turn off Windows Vista Aero and use the basic user experience instead. To do this:

    1. Right-click your Windows desktop and choose **Personalize > Window Color and Appearance**.

    2. Click **Open classic appearance properties for more color options** (Vista Home Premium version only).

    3. In the Color Scheme table, select **Windows Vista Basic**.

  — Adjust your power management settings to use **High performance** as your power plan. Refer to Setting Your Windows Power Settings for more information.

- If you are using a wireless LAN connection, try using a wired LAN connection.

Problems with Black Screen

If you are receiving black screen, you may need to add Polycom Telepresence m100 to your Windows firewall exception list.

To add Polycom Telepresence m100 to your firewall exception list:

1. From the Windows desktop, click **Start** and choose **Control Panel > Windows Firewall**.

2. On the Exceptions tab, click **Add Program**.

3. Browse to **c:\Program Files\Polycom\Polycom Telepresence m100\Polycom Telepresence m100.exe** and click **Open**.

If you are using a third-party personal firewall on your computer, you may need to follow similar steps with the firewall software. Consult your firewall documentation for more information.

Improving Audio Quality

Factors Affecting Audio Quality

Polycom Telepresence m100 uses the built-in Polycom echo canceller which automatically adjusts the audio to prevent the sound of far-end voices from being sent back to the far end.

A number of factors can affect audio quality, including the volume of the system, the sensitivity of the microphone, the acoustic qualities of the room, and the acoustic qualities of any audio devices that combine microphone and speakers.

Troubleshooting Audio Problems

- For best audio echo cancellation performance, all audio signal processing should be disabled. If you are experiencing audio issues, please make sure audio processing software provided by your computer manufacturer is disabled.

- If you use a separate microphone, ensure that it is connected to a USB port on your computer and not to a USB hub connected to the computer.

- For best microphone performance, place the microphone further from the person who is speaking. Speaking too close to the microphone can cause poor audio quality.

- If you are using a wireless LAN connection, try using a wired LAN connection.

Problems with Echo

If the far end hears echo, try these possible solutions:

- Check your audio device's echo cancellation settings.

  If your audio device provides its own echo cancellation, be sure to enable it. Refer to the documentation you received with your device.

- Check your volume.

  For most effective echo cancellation, reduce the volume on your system's speakers, and then adjust the sound using the Polycom Telepresence m100 volume controls.

- Place the microphone and speakers as far apart as possible.

  If you use a laptop's integrated speakers with the laptop's integrated microphone or with a webcam's microphone, connect external speakers. This enables you to increase the distance between the microphone and speakers.

- If you still experience echo, use earphones instead of speakers. You can also use a headset instead of a microphone and speakers.

Problems with No Audio

If you are not receiving audio, you may need to add Polycom Telepresence m100 to your Windows firewall exception list.

To add Polycom Telepresence m100 to your firewall exception list:

1 From the Windows desktop, click **Start** and choose **Control Panel > Windows Firewall**.

2 On the Exceptions tab, click **Add Program**.

3 Browse to **c:\Program Files\Polycom\Polycom Telepresence m100\Polycom Telepresence m100.exe** and click **Open**.

> If you are using a third-party personal firewall on your computer, you may need to follow similar steps with the firewall software. Consult your firewall documentation for more information.

Collecting Diagnostic Information

If you need to report a problem, you may be asked to supply information about your system. The Log Utility automatically creates a zipped file containing the Polycom Telepresence m100 log. You can save the file from the Log utility.

To collect Polycom Telepresence m100 diagnostics:

1 From the main window, click **Menu** and choose **Preferences > Statistics> Log**.

2 Click **Save Log** and specify where you want to save the zipped file.

3 If you need to collect the crash information, go to **C:\Program Files\Polycom\Polycom Telepresence m100** and find the **.dump** file.

Related Documentation

For more information, refer to the online help for Polycom Telepresence m100 by pressing F1 from the software.

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