

# Release Notes



## Polycom® Converged Management Application™ (CMA™) Desktop POLYCOM® for Mac OS X, Version 5.2.0

Polycom is pleased to announce the release of Polycom® Converged Management Application™ (CMA™) Desktop for Mac OS X, Version 5.2.0. This document provides the latest information about the Polycom CMA Desktop for Mac OS X system and version 5.2.0 software.

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

## Software Version History

Version	Release Date	Features
5.1.0	November 2010	<a href="#">New Features in Version 5.1.0</a>
5.1.1	June 2011	<a href="#">New Features in Version 5.1.1</a>
5.2.0	October 2011	<a href="#">New Features in Version 5.2.0</a>

## Installing and Using Polycom CMA Desktop for Mac OS X, Version 5.2.0



- For 5.2.0 release, only English user interface is supported.
- This installation requires the installation of Adobe AIR version 2.0 or above. When prompted to install Adobe AIR, follow the instructions on the screen and then continue the installation of Polycom CMA Desktop for Mac OS X.

Your local administrator will provide the information you need to download the Polycom CMA Desktop for Mac OS X software.

Polycom CMA Desktop for Mac OS X is installed on the partition that includes Mac OS X.



When you upgrade Polycom CMA Desktop for Mac OS X from previous version to version 5.2.0, you can choose to retain your settings and Contacts list during upgrading.

### To download the .dmg file for Polycom CMA Desktop for Mac OS X version 5.2.0:

- 1 On your Mac, open Safari.
- 2 Go to [support.polycom.com](http://support.polycom.com).
- 3 Select **Documents and Downloads > Telepresence and Video**.
- 4 Select Polycom Converged Management Application CMA Desktop.
- 5 Download the .dmg file for Polycom CMA Desktop for Mac OS X version 5.2.0.

### To install Polycom CMA Desktop for Mac OS X version 5.2.0:

- >> Double-click the .dmg file for Polycom CMA Desktop for Mac OS X version 5.2.0 to start the installation, and follow the prompts on the screen.

### To upgrade Polycom CMA Desktop for Mac OS X from previous version:

- 1 Make a note of your current Polycom CMA Desktop for Mac OS X settings and information about your contacts.
- 2 Double-click the .dmg file for Polycom CMA Desktop for Mac OS X version 5.2.0 to start the installation, and follow the prompts on the screen.

### To uninstall Polycom CMA Desktop for Mac OS X version 5.2.0:

- >> Go to **Applications/Polycom CMA Desktop**, and double-click **Uninstall Polycom CMA Desktop**.

For more information about using Polycom CMA Desktop for Mac OS X, click the application menu and choose **Help**.

## Starting Polycom CMA Desktop for Mac OS X

You can use your credentials to sign in to only one instance of Polycom CMA Desktop for Windows or Polycom CMA Desktop for Mac OS X. If you are signed in on one system, be sure to sign out before you attempt to sign on to another system.



If you use a VPN, you must connect to the VPN before starting Polycom CMA Desktop.

**To start Polycom CMA Desktop for Mac OS X:**

>> Go to **Applications > Polycom CMA Desktop**, and double-click Polycom CMA Desktop.






To make sure you are always ready to send or receive calls, do the following:

- Go to **Polycom CMA Desktop > Preferences > Sign In**, and configure the application to start and sign you in when the system starts.
- Go to **Applications > Polycom CMA Desktop**, and drag the Polycom CMA Desktop for Mac OS X icon to the dock.

## Getting Started with Polycom CMA Desktop for Mac OS X

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

- Add people to your Contacts list.
  1. Click the Directory (.
  2. Start typing a name. The system shows you all entries that contain the characters you enter as you type.  
  
For example, if you type *and*, your search may find entries such as *Andrew Jones*, *Christine Anderson*, or *Andover Conference Room*.
  3. If your system is configured for manual searching, click the Search button to start the search.  
  
**Tip:** For faster searches in large Directories, click ▼ and choose the Group that contains the person you're looking for, if you know it.
  4. Click the name of the person you want to add.
  5. Click **Add to Contacts**.
- Call someone. Try either of the following:
  - Click a name in your Contacts list or your Recent Calls, and then click  **Call**.
  - Type a name or number, and then click  **Call**.



The Directory includes current Polycom CMA Desktop users whom you can call, as well as people whose accounts are not yet active. A Polycom CMA Desktop account is activated when the person signs in for the first time. If you want to call a person whose account is not activated, tell him or her to activate the account by signing in. You can then locate the user in the Directory and place a call.

## New Features in Version 5.2.0

Version 5.2.0 includes the following enhancements:

- Support for placing SIP calls
- Ability to 720p encode
- Ability to zoom in on content
- Support for AES Encryption for H.323 call
- Support for H.460 for firewall traversal
- Support for audio and video packet loss recovery
- Ability to import and export configuration and user profile
- Call history included with Contact details
- Support for provisioned custom logo
- Support for notification Log
- Support for dual monitors
- Ability to install and update from CMA server
- Support for network quality of service
- Additional options for provisioned settings
- Support for alphabetically sorted groups

## New Features in Version 5.1.1

Polycom CMA Desktop for Mac OS X version 5.1.0 had a defect that prevents it from signing in or registering with a Polycom CMA system running version 5.4. This issue has been corrected on Polycom CMA Desktop for Mac OS X version 5.1.1.

## New Features in Version 5.1.0

Version 5.1.0 includes the following enhancements:

- Content sharing using standards-based H.239 protocol
- XMPP-based chat
- Ability to view presence for Contacts
- Ability to show others your presence
- Automatic sign-in using network credentials
- Support for 720p decode (720p encode is not supported)
- Support for H.261, H.263, and H.263+ compression
- Audio enhancements including 20kHz audio with G.719, 14 kHz Polycom Siren 14, 7 kHz G.722 and G.722.1

## Platform-Specific Limitations

Support for the following features are not included in this software version:

- Contact cards
- Starting a call automatically by clicking a callto: link
- Directory search results limited to people and systems that can support calls
- Directory status on the CMA server
- Integration with eBeam Workspace

## Corrected Issues in Version 5.2.0

The following table lists corrected issues in version 5.2.0.

Feature	Jira ID	Description
Signing In	CMAD-1888 VIDESC-7144	Polycom CMA Desktop version 5.1 could not register with a gatekeeper. This issue has been corrected on version 5.2.
Signing In	CMAD-2188 VIDESC-7236	Polycom CMA Desktop version 5.1 could not register with a Polycom CMA system running version 5.4. This issue has been fixed on Polycom CMA Desktop version 5.2.
Signing In	CMAD-2402, CMAD-2425, CMAD-2426, VIDESC-7248, VIDESC-7281, VIDESC-7283	Polycom CMA Desktop version 5.1 could not login if 64-bit preferred order was set to the top. This issue has been corrected on version 5.2.
Directory	CMAD-2803 VIDESC-7032	Previously, the directory search resulted all the LDAP contacts including the offline ones and the ones with no device registered. This issue has been corrected.
Interoperability	CMAD-2770 VIDEO-82580	Previously, if Polycom CMA Desktop made a call to a third party endpoint, CMA Desktop got green screen or pink screen. This issue has been corrected.
Video	CMAD-232	Previously, there was no video when a Microsoft HD Camera was connected to Polycom CMA Desktop version 5.1. This issue has been corrected on version 5.2.
Content	CMAD-1399	When CMA Desktop connected at 128 kbps or 256 kbps to a conference hosted by RMX 2000, the H.263 content quality on CMA Desktop was bad. This issue has been corrected.
Content	CMAD-2956	Previously, CMA Desktop could not zoom in on content on the secondary monitor. This issue has been corrected.
CMA Management	CMAD-1115	A problem has been resolved that prevented the CMA Desktop for Mac OS X system running version 5.1.0 from signing in to CMA server running version 5.4.
CMA Provisioning	CMAD-2698	A problem has been resolved that caused the system to ignore the new value when the Maximum Time in Call provisioned new changed.
Instant Message	CMAD-1471	Previously, if you input a link containing uppercase letter in the instant message, it was not recognized as a link. This issue has been corrected.
Interoperability: RMX 2000	CMAD-1390	A problem has been resolved that prevented the system from hanging up a call with RMX 2000.
Stability	CMAD-715	In previous versions, after thousands of calls, the Java processor of Polycom CMA Desktop crashed when you attempted to place a new call. This issue has been corrected.
Stability	CMAD-75	In previous versions, after several calls, the media processor of Polycom CMA Desktop might crash. This issue has been corrected.
Video	CMAD-3280	Previously, there was no video when CMA Desktop retrieved an on-hold Broadsoft SIP call. This issue has been corrected.

## Feature Limitations

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

Feature	Jira ID	Found in Release	Description	Workaround
Call Control	CMAD-3359	5.2.0	When RMX 4000 invites CMA Desktop into a SIP call, the call keeps ringing after CMA Desktop answered.	Let RMX place an H.323 call when it invites CMA Desktop to the conference.
Call Control	CMAD-3353	5.2.0	When HDX places a SIP call to CMA Desktop at a call rate higher than 1024 kbps, CMA Desktop cannot send or receive content.	None
Call Control	CMAD-3345	5.2.0	After the call is connected, if the direct mode gatekeeper on Polycom CMA server is disabled, the call would disconnect.	None
Call Control	CMAD-4508	5.2.0	If Polycom CMA Desktop registers with a Polycom CMA server as a backup gatekeeper, you cannot place a call on CMA Desktop by inputting E.164 or H.323 alias.	Input the IP address to make a call.
Call Control	CMAD-4517	5.2.0	The call disconnects if the direct mode of Polycom DMA Gatekeeper is down.	Register with a Gatekeeper and place the call again.
Call Control	CMAD-4543	5.2.0	Memory leak occurs after hundreds of calls on Polycom CMA Desktop.	Close Polycom CMA Desktop and start it again.
Call Control	CMAD-4545	5.2.0	If you place a call by dialing an Avaya Call Manager number managed by Polycom DMA version 4.0, the call is audio-only.	None
Call Control	CMAD-4542	5.2.0	You cannot place a H.323 call between Polycom CMA Desktop and ViewStation.	None
CMA Management	CMAD-4186	5.2.0	The CMA Desktop returns error message with wrong user name and password if the account is disabled or locked.	Go to CMA server and enable or unlock the account.
Content	CMAD-4191	5.2.0	Content is disabled if CMA Desktop dials in a conference on RMX 4000 through SIP call.	None
Content	CMAD-4527	5.2.0	In a SIP conference with Polycom RMX 1000, Polycom CMA Desktop receives content from the video channel.	None

Feature	Jira ID	Found in Release	Description	Workaround
Content	CMAD-4528	5.2.0	In a SIP call from Lync registered Polycom HDX system to Polycom CMA Desktop, CMA Desktop cannot send content.	None
Directory	CMAD-4514	5.2.0	If Active Directory is used as a LDAP server, when Polycom CMA Desktop imports a contact from the LDAP server, the IP field might be filled with other information, such as E.164.	None
Installation	CMAD-3613	5.2.0	On rare occasions, you get a message saying "An error occurred while installing Adobe Air. Installation may not be allowed by your administrator. Please contact your admin." when start the CMA Desktop after installation.	Reinstall Adobe Air, then restart the CMA Desktop.
Interoperability	CMAD-4415	5.2.0	In a call with Polycom MGC at 1920 kbps, if the video is defined as H.261 or H.263, CMA Desktop will be negotiated as secondary.	None
Interoperability	CMAD-4529	5.2.0	You cannot place a call to Tandberg 6000e at 1920 kbps. If you receive a call from Tandberg 6000 at 1920 kbps, the call is not encrypted.	None
Interoperability	CMAD-4546	5.2.0	There is no video nor audio in a Point-to-Point call between Polycom CMA Desktop and Avaya OneXC. CMA Desktop is in a held state.	None
Interoperability	CMAD-4515	5.2.0	When Polycom CMA Desktop is in a SIP call with Sony PCS-XG80, the Far End Camera Control function doesn't work.	Place a H.323 call.
Interoperability	CMAD-4603	5.2.0	Codian MCU 4505 does not recognize DTMF tones from Polycom CMA Desktop in SIP calls.	None
LDAP	CMAD-3493	5.2.0	It takes a long time to return the results if there are many when you search from Directory.	None
Signing In and Out	CMAD-2808	5.2.0	Occasionally, your CMA Desktop domain account (Preferences > Sign In, network login credentials) displays wrong if you select "launch CMA Desktop now" after installation.	<ul style="list-style-type: none"> <li>Do not select "launch CMA Desktop now" after installation.</li> <li>Exit and sign in to CMA Desktop again.</li> </ul>
Signing In and Out	CMAD-3340	5.2.0	Sometimes, you cannot start CMA Desktop when a warning message shows reinstall the Adobe Air Runtime.	Start CMA Desktop again.
User Interface	CMAD-265	5.2.0	You cannot search a Group in the directory.	None



Feature	Jira ID	Found in Release	Description	Workaround
User Interface	CMAD-4068	5.2.0	It always opens the help page in Safari browser.	None
User Interface	CMAD-4067	5.2.0	It always opens a new help window when you press <b>COMMAND +SHIFT+H</b> or click Help menu.	None
User Interface	CMAD-3889	5.2.0	If Google web browser is set to the default browser, the help cannot be displayed.	Use other web browser as the default browser.
User Interface	CMAD-4516	5.2.0	In a SIP call between a Polycom CMA Desktop and a Polycom HDX system running version 3.0.1, the mute status of the HDX system cannot be shown on the call window of CMA Desktop.	None
User Interface	CMAD-2406	5.2.0	The mute status of HDX does not show on the call window of CMA Desktop during a SIP call.	None
Video	CMAD-4525	5.2.0	In a H.323 call with High Profile enabled Polycom RSS 4000 system, Polycom CMA Desktop gets frozen video after using the Far End Camera Control function.	None
Video	CMAD-4541	5.2.0	Polycom CMA Desktop does not transmit video to the FX system in a H.323 call.	None

## 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.

<b>Operating System</b>	Mac OS X 10.6 Snow Leopard Mac OS X 10.7 Lion
<b>Macintosh Models</b>	Systems with x86 processor (with the exception of MacBook Air) <b>Note:</b> You might be able to run Polycom CMA Desktop on MacBook Air if the CPU load is low and the ambient temperature is cool.

<b>Processor</b>	<p>Polycom CMA Desktop for Mac OS X system's capabilities vary depending on processor performance. The processor types and speeds listed below are intended as reference guides. Polycom CMA Desktop for Mac OS X has equivalent capabilities on other processors with equivalent performance.</p> <p>Basic video (Up to QVGA): Intel Core2 Duo 2 CPUs 1.6 GHz</p> <p>Premium (up to VGA, People + Content):</p> <ul style="list-style-type: none"> <li>• Intel Core 2 Duo 2.0 GHz,</li> <li>• Intel Core i3 2 CPUs 1.6 GHz</li> <li>• Intel Core i5 2 CPUs 1.6 GHz or higher</li> </ul> <p>HD Transmit (Up to 720p):</p> <ul style="list-style-type: none"> <li>• Core i3 4 CPUs 1.8 GHz or higher (up to 15 fps)</li> <li>• Core i3 2 CPUs 2.5 GHz or higher (up to 15 fps)</li> <li>• Core i5 4 CPUs 2.0 GHz or higher (up to 30 fps)</li> </ul> <p>HD Receive (up to 720p):</p> <ul style="list-style-type: none"> <li>• Core2 Duo 2 CPUs 1.6 GHz or higher (up to 15fps)</li> <li>• Core 2 Duo CPU 2.0 GHz or higher (up to 30fps)</li> <li>• Core i5 4 CPUs 2.0 GHz or higher (up to 30fps)</li> </ul> <p>Note: Actual performance may vary based on software or hardware configurations. The processor types and speeds listed are for reference only. Polycom CMA Desktop will have equivalent capabilities on other processors with equivalent performance.</p>
<b>RAM</b>	2 GB
<b>Video Memory</b>	256 MB Vidwo RAM
<b>Hard Drive Space</b>	200 MB
<b>Cameras</b>	<p>USB 2.0 Web Cameras:</p> <ul style="list-style-type: none"> <li>• iSight built-in camera on Mac</li> <li>• Microsoft LifeCam Studio</li> <li>• Microsoft LifeCam Cinema</li> <li>• Microsoft LifeCam HD-5000</li> <li>• Microsoft LifeCam HD-6000</li> <li>• Microsoft LifeCam HD-7000</li> <li>• Logitech QuickCam Vision Pro for Mac</li> <li>• Logitech Webcam Pro 9000</li> <li>• Logitech Webcam C100, C160, C210, C270, C310, C600, and C905.</li> </ul> <p><b>Note:</b> Polycom has fully qualified the USB devices listed above for interoperation with Polycom CMA Desktop for Mac OS X. Other Macintosh USB devices may also work with Polycom CMA Desktop for Mac OS X.</p>

<b>Audio Devices</b>	<ul style="list-style-type: none"> <li>Built-in microphone on MacBook, MacBook Air, MacBook Pro, iMac, and Apple LED Cinema Display</li> <li>Built-in microphone on Logitech QuickCam Vision Pro</li> <li>Built-in microphone on Logitech 2MP Webcam C600</li> <li>Logitech ClearChat Comfort</li> <li>Logitech PC Headset 960</li> <li>Somic Headset DT-893</li> <li>Philips 3.5mm SHM7110U Headset</li> <li>Logitech PC Headset 860</li> <li>Logitech USB Headset H330, H530</li> </ul>
<b>Monitor</b>	XGA, 16-bit color or higher
<b>Network Access</b>	Network 128 kbps and above (Cable, DSL, or LAN)
<b>VPN Client</b>	<p>The VPN client must meet these requirements:</p> <ul style="list-style-type: none"> <li>Must appear in the Mac system's network adapter list.</li> <li>Must allow Polycom CMA Desktop for Mac OS X to retrieve the VPN client's IP address from the adapter.</li> <li>Must not block any ports required by Polycom CMA Desktop. For a list of ports, see <a href="#">Inbound and Outbound Ports</a>, later in this document.</li> </ul> <p>These requirements are met by most VPN clients, such as Juniper Network Connect client, version 6.5.0.</p>
<b>Polycom CMA System</b>	5.4.0, 5.5.0 ER19, 6.0.0

## Interoperability

The following list indicates the products that have been tested for compatibility with this release:

Type	Product	Version
NAT/Firewall/Border Controller	Polycom VBP™ 5300-ST	9.1.5.3
Management Systems and Recorders	Polycom CMA 4000, CMA 5000	5.4.0, 5.5.0 ER19, 6.0.0
	Polycom DMA™ 7000	4.0
	Polycom RSS 4000	6.4
Gatekeeper, Gateways, External MCU, Bridges, Call Managers	Polycom PathNavigator	7.1.10.001
	Polycom ReadManager® SE200	3.00.07.ER001
	Polycom RMX 2000™	7.2.2.8
	Polycom MGC™	9.0.1.6

Type	Product	Version
Endpoints	LifeSize Room	4.7.10
	Polycom CMA Desktop	5.0.0.0203,5.1.0.0060,5.1.1.0010
	Polycom CMA Desktop for Mac OS X	5.0.0.0022, 5.1.0.2692
	Polycom HDX®	2.6.0-4740, 3.0.1, 3.0.2, BetaRC - 3.0.3-14143
	Polycom PVX®	8.0.16
	Polycom QDX™ 6000	4.0.1_01-3063(K80), 4.0.1.1-3111,4.0.1.3040
	Polycom VSX® 7000, VSX 7000A, VSX 8000	9.0.6
	Polycom VVX	4.3.0
	TANDBERG C20	TC3.1.1.220240

## Supported Protocols, Algorithms, and Ports

### Protocols

This version of Polycom CMA Desktop for Mac OS X 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	Signaling
H.460	Firewall/NAT traversal
LDAP, H.350	Directory Services
NTLMv1, NTLMv2	Authentication
Polycom LPR™	Lost Packet Recovery
SIP	Session Initiation Protocol
XMPP	Presence, instant messaging

## Video Resolutions

This version of Polycom CMA Desktop for Mac OS X supports the following resolutions for People video:

Call Speed	Video Format	Resolution
64 kbps - 511 kbps	QVGA	320x240
512 kbps - 1023 kbps	VGA	640x480
1024 kbps - 1920 kbps	720p	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 CMA Desktop for Mac OS X 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.711u, G.711a, G.722, G.728, and G.729a for VOIP Interoperability Siren 14 at 24 kbps, 32 kbps, and 48 kbps SirenLPR
Video	H.261 H.263 H.263+ H.264
Encryption	AES supported in H.323 calls

## Inbound and Outbound Ports

This version of Polycom CMA Desktop for Mac OS X uses the following inbound and outbound ports:

### Inbound Ports

Port	Function
80 (TCP)	HTTP
1720 (TCP)	H.323 Signaling
1719 (UDP)	Registration, Admission, and Status (RAS)
3230 - 3237 (TCP)	Call Signaling
3230 - 3237 (UDP)	Media (RTP/RTCP)
5060	SIP

### Outbound Ports

Port	Function
443 (TCP)	Provisioning, Monitoring, Help Files, HTTPS
389 (TCP)	LDAP
5222 (TCP)	XMPP
5060	SIP
1720 (TCP)	H.323 Signaling
1719 (UDP)	Registration, Admission, and Status (RAS)
3230 - 3237 (UDP)	Media (RTP/RTCP) - depends on receive ports negotiated by far end video endpoint

## 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 are using CMA Desktop 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.

### Problems with No Video

Check your Macintosh system's firewall configuration. To do this, follow these steps:

- 1 Go to **System Preferences > Security > Firewall > Advanced**.
- 2 Add the Polycom CMA Desktop application to the list.
- 3 Select **Allow incoming connections**.

If local video cannot be seen by far end when connected through juniper VPN, refer to the below comments:

- 1 Go to **Preferences > Network**, and check QoS setting;
- 2 Select **Never use QoS**.

#### Notes:

There are two options on QoS setting:

- **Never use QoS:** Disable the QoS function on Polycom CMA Desktop.
- **Let provisioning server enable or disable QoS:** Let Polycom CMA Desktop use the QoS value provisioned by Polycom CMA server.

### Problems with Video Window Size

If the size of the far-end video seems small, you can resize the far-end video window manually or you can view it full screen. The size of the far-end video window is determined by the resolution or format of the video sent by the far end, so video sent by endpoints that transmit lower resolution video display in a smaller window.

## Improving Audio Quality

### Factors Affecting Audio Quality

Polycom CMA Desktop 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, make sure audio processing software provided by your computer manufacturer is disabled.
- Disable ambient noise reduction on the system. To do this:
  1. Go to **System Preferences > Sound > Input**.
  2. Disable **Use ambient noise reduction**.
- 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 at a distance from the person who is speaking. Speaking too closely to the microphone can cause poor audio quality.

### Problems with Echo

If the far end hears echo, try these steps:

- 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 CMA Desktop 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 to allow 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

Check your Macintosh system's firewall configuration. To do this, follow these steps:

- Go to **System Preferences > Security > Firewall > Advanced**.
- Add the Polycom CMA Desktop application to the list.
- Select **Allow incoming connections**.

## Collecting Diagnostic Information

If you need to report a problem, you may be asked to supply information about your system. You can find diagnostic information in these locations:

File	Location
Log	/UserName/Library/Application Support/Polycom CMA Desktop/Log/cmadv.log
Crash Reports	/UserName/Library/Logs/DiagnosticReports/Polycom CMA Desktop_timestmap_username-model.crash /UserName/Library/Logs/DiagnosticReports/MediaProcessor_timestmap_username-model.crash
Provisioned Data	/UserName/Library/Application Support/Polycom CMADesktop/configuration.xml

### To collect Polycom CMA Desktop Diagnostics:

- From the main window, click the application menu and choose **Preferences > Statistics > Log**.
- Click **Save Log**.
- Specify the file name and location for the zipped file.
- Click **Save**.

### To collect the Macintosh system profile on Mac OS X 10.6:

- From the applications folder, click **Utilities > System Profiler**.
- Choose **File > Save As** and specify the location.

### To collect the Macintosh system profile on Mac OS X 10.7:

- 1 From the applications folder, click **Utilities > System Information**.  
Choose **File > Save** and specify the location.

## Related Documentation

For more information, see the *Release Notes for Polycom Converged Management Application 5000*, available at [support.polycom.com](http://support.polycom.com).

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