

Release Notes



Polycom® Converged Management Application™ (CMA™) Desktop POLYCOM® for Mac OS X, Version 5.2.3

Polycom is pleased to announce the release of Polycom® Converged Management Application™ (CMA™) Desktop for Mac OS X, Version 5.2.3. This document provides the latest information about the Polycom CMA Desktop for Mac OS X system and version 5.2.3 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 |
|---------|---------------|---|
| 5.2.3 | June 2012 | Fixes for several issues. |
| 5.2.2 | December 2011 | User Interface, online help, and user documentation are available in Simplified Chinese, Traditional Chinese, English, French, German, Japanese, Korean, Russian, and Spanish. |
| 5.2.0 | October 2011 | Support for placing SIP calls, support for 720p encoding, support for AES Encryption for H.323 calls, support for H.460 for firewall traversal, support for audio and video packet loss recovery, ability to import and export configuration and user profiles, inclusion of call history with Contact details, support for provisioned custom logo, support for dual monitors, ability to install and update from CMA system server, support for alphabetically sorted groups. |
| 5.1.1 | June 2011 | Correction for a defect that prevents CMA Desktop from signing in or registering with a Polycom CMA system running version 5.4. |
| 5.1.0 | November 2010 | Content sharing using standards-based H.239 protocol, XMPP-based chat, enhancements to viewing and sharing presence, automatic sign-in using network credentials, support for 720p decode, 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 |

Installing and Using Polycom CMA Desktop for Mac OS X, Version 5.2.3



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 can help you obtain 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.

Download and Install Software from a Link

You can go to the support.polycom.com page to download and install the software.

To download the .dmg file for Polycom CMA Desktop for Mac OS X version 5.2.3:

- 1 On your Mac, open Safari.
- 2 Go to 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 5.2.3.
- 6 Double-click the .dmg file for Polycom CMA Desktop for Mac OS X version 5.2.3 to start the installation, and follow the prompts on the screen.
- 7 When installation is complete, start the Polycom CMA Desktop application. If you are signed in to the domain, your user name is entered for you automatically. If not, enter your user name manually.

Upgrade from a Previous Version

You can update the CMA Desktop application when you sign in to the RealPresence Resource Manager System or the CMA System.



When you upgrade Polycom CMA Desktop for Mac OS X from a previous version to version 5.2.3, you can choose to retain your settings and Contacts list during upgrading.

To upgrade CMA Desktop from a previous version:

- 1 Sign in to the RealPresence Resource Manager System or the CMA System.
- 2 If an upgrade is available, an **Update Available** notification message will display with three options:
 - a **Install now** - Select this option to upgrade the CMA Desktop automatically.
 - b **Download** - Select this option to download the installation file to your local system. You will need to install the new version manually. Refer to the section [Perform a Local Installation](#).
 - c **Skip update** - Select this option to ignore the update and sign in with the current version.
- 3 Select option a or b, as appropriate.

Perform a Local Installation

You can perform a installation from a file that has been automatically copied onto your local system as configured by your system administrator.

To perform a local installation:

- 1 Locate the executable installation file that has been automatically copied to your computer.
- 2 Double-click the .exe file for Polycom CMA Desktop for Windows version 5.2.3 to start the installation, and follow the prompts on the screen.
- 3 When installation is complete, sign in to Polycom CMA Desktop using the user name and password provided by your administrator.

Uninstall

To uninstall Polycom CMA Desktop for Mac OS X version 5.2.3:

- >> 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 5.2.3

The version 5.2.3 software includes the features and functionality of version 5.2.2, along with enhancements to address several problems, and other issues addressed in the Corrected Issues in Version 5.2.3 table.

New Features in Version 5.2.2

Version 5.2.2 includes the following enhancements:

- User Interface, online help and user documentation are available in Simplified Chinese, Traditional Chinese, English, French, German, Japanese, Korean, Russian, and Spanish.

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 a Polycom CMA system 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 Polycom CMA system server
- Integration with eBeam Workspace

Corrected Issues in Version 5.2.3

The following table lists corrected issues in version 5.2.3.

| Feature | Issue ID | Description |
|---------------------------------|-----------|--|
| Calling | CMAD-7751 | In the previous version, when you added a contact from the Recent Calls list, the system did not correctly add Annex O dialing information (alias@domain.com). This problem has been fixed. |
| General | CMAD-7748 | Previously, when you upgraded from version 5.1 to the 5.2.2 software version, the 720p people video transmit frame rate decreased from a maximum of 25fps to a maximum of 10fps. This problem has been resolved. |
| Interoperability: Codian MCU | CMAD-7745 | When the Polycom CMA Desktop system called into a Codian MCU using a Codian IP gateway, CMA Desktop connected as audio only. This problem has been fixed. |
| User Interface | CMAD-7746 | In the previous version, some user interface text was missing when you install Polycom CMA Desktop on an operating system other than English, German, Korean, French, Simplified Chinese, Traditional Chinese, Japanese, Russian, or Spanish. For example, this problem occurred on systems running the Portuguese operating system. This problem has been resolved. |

Corrected Issues in Version 5.2.2

The following table lists the corrected issues in version 5.2.2.

| Feature | Jira ID | Description |
|------------------|-----------|--|
| Interoperability | CMAD-4603 | Codian MCU 4505 did not recognize DTMF tones from Polycom CMA Desktop in SIP calls. This issue has been fixed. |
| Call Control | CMAD-4542 | You could not place an H.323 call between Polycom CMA Desktop and ViewStation. This issue has been fixed. |
| Video | CMAD-4541 | Polycom CMA Desktop did not transmit video to FX system in a H.323 call. This issue has been corrected. |
| Installation | CMAD-5273 | If the Polycom CMA system server sends a message that an upgrade for Windows systems from previous version to 5.2.2 or later versions is required, the CMA Desktop for Mac OS X system displayed the upgrade message which is incompatible for Mac. This problem has been corrected. |

Corrected Issues in Version 5.2.0

The following table lists corrected issues in version 5.2.0.

| Feature | Issue 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 System 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 the Polycom CMA system server running version 5.4. |
| CMA System Management | 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. |

| Feature | Issue ID | Description |
|-----------|-----------|--|
| 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 | Issue 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. | |
| Call Control | CMAD-3345 | 5.2.0 | After the call is connected, if the direct mode gatekeeper on Polycom CMA system server is disabled, the call would disconnect. | |
| Call Control | CMAD-4508 | 5.2.0 | If Polycom CMA Desktop registers with a Polycom CMA system 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. |

| Feature | Issue ID | Found in Release | Description | Workaround |
|-----------------------|-----------|------------------|--|--|
| 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. | |
| Call Control | CMAD-4542 | 5.2.0 | You cannot place a H.323 call between Polycom CMA Desktop and ViewStation. | |
| Calling | CMAD-8232 | 5.2.2 | If the CMA Desktop system is registered to a provisioning server that has H.323 and SIP calling disabled, placing a call causes the CMA Desktop system to crash. | Register to a provisioning server that has H.323 or SIP calling enabled, and try the call again. |
| Calling | CMAD-7957 | 5.2.0 | Annex O (alias@domain.com) addresses that were added to the Recent Calls list or Call Log in a previous software version cannot be added to the Contacts list correctly in this software version. | Manually dial the Annex O address, and then add the Contact from your Recent Calls list. |
| Calling | DOC-250 | 5.1 | When you use the Directory to place call to a Polycom OTX telepresence room, you are prompted to choose which of the HDX systems associated with the telepresence room to call. If you choose a system other than the first system, the call has no audio. | Try the call again, and choose the first system associated with the telepresence room. |
| CMA System Management | CMAD-4186 | 5.2.0 | The CMA Desktop system displays an error message that the user name and password are incorrect if the account is disabled or locked. | Go to Polycom CMA system server and enable or unlock the account. |
| Content | CMAD-8166 | 5.2.2 | When you run the CMA Desktop system on Mac OS 10.6 and show a PowerPoint (.pptx) presentation as content, the far end sees the content as green video. | Upgrade the Mac OS to version 10.7. |
| Content | CMAD-4191 | 5.2.0 | Content is disabled if CMA Desktop dials in a conference on RMX 4000 through SIP call. | |

| Feature | Issue ID | Found in Release | Description | Workaround |
|--------------|-----------|------------------|--|---|
| Content | CMAD-4527 | 5.2.0 | In a SIP conference with Polycom RMX 1000, Polycom CMA Desktop receives content from the video channel. | |
| 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. | |
| Content | 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. | |
| 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. | |
| Gatekeeper | CMAD-7734 | 5.2.3 | The Polycom CMA Desktop system does not show a notification if gatekeeper registration fails due to an invalid gatekeeper hostname. | |
| General | CMAD-6081 | 5.2.0 | You may experience crashes when you run CMA Desktop on iOS 10.7.2. | Follow these steps: On your Mac, go to System Preferences > Energy Saver. Disable Automatic Graphics Switching. |
| General | CMAD-8247 | 5.2.3 | Occasionally, entries are duplicated in the Contacts list. | Delete one of the duplicates to remove all duplicates of an entry. |
| 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. |

| Feature | Issue ID | Found in Release | Description | Workaround |
|------------------|-----------|------------------|---|--|
| Interoperability | CMAD-7872 | 5.2.3 | When signing in to the CMA system server through the Polycom VBP system, Polycom CMA Desktop is unable to display the message prompting users to upgrade. | Wait for the Polycom CMA Desktop system to poll the Polycom CMA system server for the required software version. By default, the CMA system's Software Update Polling Interval is set to 60 minutes. |
| Interoperability | CMAD-7741 | 5.2.0 | In a H.323 call with a Tandberg C20 system, the Polycom CMA Desktop system is unable to control the far-end camera. | |
| Interoperability | CMAD-7742 | 5.2.3 | In a SIP call hosted by a Polycom HDX9006 system, Polycom CMA Desktop sometimes is unable to display content. | |
| Interoperability | CMAD-8237 | 5.2.3 | In a SIP call originated by a Polycom HDX system running software version 3.0.5, the CMA Desktop system is sometimes unable to send or receive content. | Originate the call from the CMA Desktop system. |
| 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. | |
| 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. | |
| 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. | |
| 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 an H.323 call. |

| Feature | Issue ID | Found in Release | Description | Workaround |
|-----------------------|-----------|------------------|---|--|
| Interoperability | CMAD-4603 | 5.2.0 | Codian MCU 4505 does not recognize DTMF tones from Polycom CMA Desktop in SIP calls. | |
| Interoperability: RMX | CMAD-8149 | 5.2.2 | The Polycom CMA Desktop system cannot decode content sent by a Polycom HDX system that uses ISDN to connect to the Polycom RMX system. | |
| LDAP | CMAD-3493 | 5.2.0 | It takes a long time to return the results if there are many when you search from Directory. | |
| Network | CMAD-8123 | 5.2.0 | When a RealPresence Mobile system places a SIP call to the CMA Desktop system through the ACME session border controller, the Desktop system sees the incoming call notice, but the call cannot be established. | Place the call from the CMA Desktop system. |
| Network | CMAD-8265 | 5.2.2 | When a CMA Desktop system running software version 5.2.2 accesses the network using a VBP, it is unable to sign in to the Polycom CMA system. | Upgrade to software version 5.2.3, available at support.polycom.com . |
| Signing In and Out | CMAD-8156 | 5.2.2 | If you sign in to the CMA Desktop system using the Polycom DMA system as gatekeeper and then sign in to the same account from a different IP address, you see a message that gatekeeper registration failed. | Wait 6 minutes, and then try signing in again. |
| 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. | Do not select "launch CMA Desktop now" after installation. Exit and sign in to CMA Desktop again. |
| 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. | |

| Feature | Issue ID | Found in Release | Description | Workaround |
|----------------|-----------|------------------|--|---|
| User Interface | CMAD-4068 | 5.2.0 | It always opens the help page in Safari browser. | |
| User Interface | CMAD-4067 | 5.2.0 | It always opens a new help window when you press COMMAND +SHIFT+H or click Help menu. | |
| 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. | |
| 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. | |
| 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. | |
| Video | CMAD-4541 | 5.2.0 | Polycom CMA Desktop does not transmit video to the FX system in a H.323 call. | |

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.

| | |
|-------------------------|--|
| Operating System | Mac OS X 10.8 Mountain Lion Mac OS X 10.7 Lion Mac OS X 10.6 Snow Leopard |
| Macintosh Models | Systems with x86 processor (with the exception of MacBook Air) Note: You might be able to run Polycom CMA Desktop on MacBook Air if the CPU load is low and the ambient temperature is cool. |

| | |
|-------------------------|---|
| Processor | <p>The Polycom CMA Desktop 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.</p> <p>Audio only: Intel Atom CPU or higher</p> <p>Basic Video Transmit (Up to QVGA 30 fps send, up to 720p 15 fps receive))</p> <ul style="list-style-type: none"> • Single core • Dual cores, lower than 2.0 GHz • Quad cores, lower than 1.3 GHz <p>Premium Video Transmit (Up to VGA, 30 fps send, up to 720p 30 fps receive)</p> <ul style="list-style-type: none"> • Dual cores, 2.0 GHz or higher • Quad cores, 1.3 GHz or higher <p>HD Transmit</p> <ul style="list-style-type: none"> • Dual cores, 2.5 GHz or higher (up to 720p 15 fps send, up to 720p 30 fps receive) • Quad cores, 1.6 GHz or higher (up to 720p 15 fps send, up to 720p 30 fps receive) • Quad cores, 2.0 GHz or higher (up to 720p 30 fps send, up to 720p 30 fps receive) <p>Note: Polycom CMA Desktop may have equivalent capabilities on other processors that have equivalent performance capabilities.</p> |
| RAM | 2 GB |
| Video Memory | 256 MB Video RAM |
| Hard Drive Space | 200 MB |
| Cameras | <p>USB 2.0 Web Cameras:</p> <ul style="list-style-type: none"> • iSight built-in camera on Mac • Microsoft LifeCam Studio • Microsoft LifeCam Cinema • Microsoft LifeCam HD-5000 • Microsoft LifeCam HD-6000 • Microsoft LifeCam HD-7000 • Logitech QuickCam Vision Pro for Mac • Logitech Webcam Pro 9000 • Logitech Webcam C100, C160, C210, C270, C310, C600, and C905. <p>Note: 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> |

| | |
|--|--|
| Audio Devices | <ul style="list-style-type: none"> Built-in microphone on MacBook, MacBook Air, MacBook Pro, iMac, and Apple LED Cinema Display Built-in microphone on Logitech QuickCam Vision Pro Built-in microphone on Logitech 2MP Webcam C600 Logitech ClearChat Comfort Logitech PC Headset 960 Somic Headset DT-893 Philips 3.5mm SHM7110U Headset Logitech PC Headset 860 Logitech USB Headset H330, H530 |
| Monitor | XGA, 16-bit color or higher |
| Network Access | Network 128 kbps and above (Cable, DSL, or LAN) |
| VPN Client | <p>The VPN client must meet these requirements:</p> <ul style="list-style-type: none"> Must appear in the Mac system's network adapter list. Must allow Polycom CMA Desktop for Mac OS X to retrieve the VPN client's IP address from the adapter. Must not block any ports required by Polycom CMA Desktop. For a list of ports, see Inbound and Outbound Ports, later in this document. <p>These requirements are met by most VPN clients, such as Juniper Network Connect client, version 6.5.0.</p> |
| Polycom Converged Management Application System | 5.4.0, 5.5.0 ER19, 6.0.0, 6.0.1 |
| Polycom RealPresence Resource Manager | 7.0 |

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-LF2-E10 | 11.2.12 |
| | Polycom VBP™ 200EW | 11.2.12 |
| | Polycom VBP™ 5300-LF2-ST25 | 11.2.12 |
| Management Systems and Recorders | Polycom Converged Management Application CMA 4000, CMA 5000 | 6.0.1 |
| | Polycom RSS™ 4000 | 8.0 |
| | Polycom RealPresence® Resource Manager | 7.0 |

| Type | Product | Version |
|---|--|---------------------|
| Gatekeeper, Gateways, External MCU, Bridges, Call Managers | Polycom PathNavigator | 7.1.10.001 |
| | Polycom ReadiManager® SE200 | 3.00.07.ER001 |
| | Polycom MGC™ | 9.0.1.6 |
| | Polycom Distributed Media Application™ DMA 7000 | 4.0.3 / 5.0 |
| | Polycom RMX® 2000, RMX® 4000 | 7.6.0 / 7.7 |
| Endpoints | LifeSize Room | 4.7.10 |
| | Polycom CMA Desktop | 5.1 / 5.2.2 / 5.2.3 |
| | Polycom CMA Desktop for Mac OS X | 5.1 / 5.2.2 / 5.2.3 |
| | Polycom HDX® | 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® 7000, VSX 7000A, VSX 8000 | 9.0.6.2 |
| | Polycom VVX | 4.0.2B |
| | LifeSize Room | 4.7.10 |
| | TANDBERG C20 | TC3.1.1 |
| | Polycom Telepresence m100 | 1.0 / 1.0.4 |

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) |

| Protocol | Description |
|----------------------|-----------------------------|
| H.323 | Signaling |
| H.460.18 H.460.19 | 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 |
|-------------------|---|
| 1720 (TCP) | H.225.0 CS |
| 1719 (UDP) | H.225.0 RAS |
| 3230 - 3237 (TCP) | H.245 |
| 3230 - 3237 (UDP) | Media (RTP/RTCP), configurable on provisioning server |
| 5060 (TCP/UDP) | SIP |
| Random port (TCP) | BFCP |

Outbound Ports

| Port | Function |
|-------------------|--|
| 5060 (UDP) | SIP |
| Random port (TCP) | SIP |
| Random port (TCP) | BFCP |
| Random port (UDP) | DNS |
| Random port (TCP) | HTTPS |
| Random port (TCP) | LDAP |
| Random port (TCP) | XMPP |
| 1719 (UDP) | H.225.0 RAS |
| 3230 - 3237 (TCP) | H.225.0 CS |
| 3230 - 3237 (TCP) | H.245 |
| 3230 - 3237 (UDP) | Media (RTP/RTCP) - configurable on provisioning server |

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 RealPresence Resource Manager (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:

- 1 Go to **System Preferences > Security > Firewall > Advanced**.
- 2 Add the Polycom CMA Desktop application to the list.
- 3 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/cmad.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:

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

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

- 1 From the applications folder, click **Utilities > System Profiler**.
- 2 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**.
- 2 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.

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