

Release Notes

Polycom® Converged Management Application™ (CMA™)
Desktop, Version 4.1.2



Polycom is pleased to announce the release of Polycom® Converged Management Application™ (CMA™) Desktop, Version 4.1.2. This document provides the latest information about the Polycom CMA Desktop system and version 4.1.2 software.

Installing Polycom CMA Desktop Version 4.1.2

Your local administrator will provide the information you need to download and install the Polycom CMA Desktop software. Typically, you'll receive an email with instructions to do one of the following:

- Click a link to download and install the software. 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.
- Sign in to the CMA server using the user name and password provided by your administrator, and then download the software. When installation is complete, sign in to CMA Desktop using the user name and password provided by your administrator.
- Run an executable installation file that has been automatically copied to your computer. When installation is complete, sign in to CMA Desktop using the user name and password provided by your administrator.

For more information about using Polycom CMA Desktop, click  and choose **Help**.

Setting Your Preferences

Most of the Polycom CMA Desktop settings are configured for you by your local administrator. You can also configure your Preferences to customize your local Polycom CMA Desktop environment. The Preferences pages also show you information about your system's configuration and performance during calls.



CMA Desktop has been provisioned with the maximum call speed that is available to your system. The Network Preferences setting helps Polycom CMA Desktop take advantage of the available network bandwidth to optimize each call. The Network Preferences setting does not configure the CMA Desktop to place calls above the provisioned maximum call setting.

For more information about the settings on a Polycom CMA Desktop Preference page, press F1 from the page.

Setting Your Windows Power Settings

When you use Polycom CMA Desktop on a laptop, you must adjust the power management setting to ensure best performance from your processor. **To set your Windows Power Settings on Windows Vista:**


1. On your Windows Vista computer, sign in with an account with Administrator privileges.
2. Right-click your Windows Vista desktop and choose **Personalize > Screen Saver**.
3. Click **Change power settings**.
4. Choose **High performance** as your power plan.

To set your Windows Power Settings on Windows XP:

1. On your Windows XP computer, sign in with 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.

Getting Started with Polycom CMA Desktop

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.
 3. If your system is configured for automatic searching, the system shows you all entries that contain the characters you enter as you type. If your system is configured for manual searching, click the search button to start the search.

For example, if you type and, your search may find entries such as Andrew Jones, Christine Anderson, or Andover Conference Room.

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**.

If the person's system supports sharing presence, Polycom CMA Desktop sends an invitation to be on your Contacts list. The name on your Contacts list is identified with the  **Invited** icon. When the person accepts your invitation, the icons on the Contacts list change to  to show availability for video calls and  to show availability for chatting. If the person's system does not support video calls, the icons change to  to show unavailability for video calls and to  to show availability for chatting.

- Call someone. Try either of the following:
 - Click a name in your Contacts list or your Recent Calls, and then click **Call**.
 - Type a system 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 an unavailable person, tell him or her to activate the account by signing in. You can then locate the user in the Directory and place a call.

What's New in Version 4.1.2?

Version 4.1.2 includes several enhancements, including:

- Audio improvements, including a new, fully automatic self-adjusting echo canceller developed by Polycom.
- Directory enhancements, including:
 - You can now search for Directory groups and navigate through nested groups by double-clicking.
 - Search results show more information about each person found.
 - Search results can be limited to Directory entries that can receive video calls.
- Increased language support. At release time, the UI and help will support Japanese and Korean in addition to English, Spanish, French, German, and Simplified Chinese.
- New, easily accessible help for problems with signing in.
- User interface enhancements, including updated icons and removal of the extended away status.

What's New in Version 4.1.1?

Version 4.1.1 includes enhancements that improve performance when searching the enterprise Directory, including:

- Provisioned Directory search configuration adds a Search button to initiate searches or displays search results as you type.
- Requirement that search text be entered for searches in all server-based groups, including the **All** group.
- Discontinuation of support for wildcards in search text.

What's New in Version 4.1.0?

Version 4.1.0 offers several new features, including:

- Enhanced security for Windows Vista and Windows XP users using NTLM v2.
- Remote users connecting through the next generation Polycom VBP™ network appliance can now take advantage of VC2 features, including accessing the corporate Directory, viewing presence information for contacts, remote monitoring, and provisioning features.
- Updated Contacts list design allows you to find online Contacts more easily using a familiar, industry-standard organization.

What's New in Version 4.0.1?

Version 4.0.1 is a maintenance release that addresses several issues, including:

- Improved audio performance, including improved echo cancellation.
- Improved stability with some types of cameras.
- Support for unicode user names and passwords (including Chinese characters) on systems running Internet Explorer version 7.0 and later.
- Remote users connecting through the next generation Polycom VBP™ network appliance can now take advantage of VC2 features, including accessing the corporate Directory, viewing presence information for contacts, remote monitoring, and provisioning features.

Features in Version 4.0

The Polycom CMA Desktop client is an easy-to-use video conferencing application that lets you see and hear the people you call. You can also use the Polycom CMA Desktop client for chatting with Polycom CMA Desktop users who don't yet have cameras.

Polycom CMA Desktop allows you to:

- Create a Contacts list by selecting names from the Polycom CMA directory or your corporate directory, if your administrator has enabled it.
- Launch a video call by clicking a Contact.
- Share your availability for calls with your Contacts.
- Show your Windows desktop to others in the call.
- Connect to a variety of video conferencing systems, including personal, room, and immersive telepresence solutions.
- Experience high-quality visual communications, including support for HD video, HD voice, and multimedia content in full, native resolution.
- Configure a variety of Polycom CMA Desktop preferences to suit the way you work. For example, you can choose whether to view your video preview before you place a call.
- Use Polycom CMA Desktop in your own language, including English, French, German, Simplified Chinese, or Spanish.

Corrected Issues in Version 4.1.2

The following table lists corrected issues in version 4.1.2.

Feature	Jira ID	Limitation
Audio	VIDESC-5502	In previous versions, using the Logitech Quick Cam Pro 9000 microphone resulted in bad audio. This problem has been fixed.

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	Limitation
Audio	VIDEO-66543, VIDEO-66544	If you use a control on the local audio device to mute your audio, Polycom CMA Desktop may not always correctly show that the microphone is muted. For best results, use the Polycom CMA Desktop mute button to mute your audio.
	VIDEO-67610	When you mute your microphone during a call, the Preferences > Audio > Test Audio Devices page does not indicate that an audio device is available for testing.
	VIDEO-66692	Starting and ending calls using the control buttons on Polycom Communicator™ is not supported.
	VIDEO-76753	When you go to Preferences > Audio and click Test Audio Devices , the Microphone indicator responds to sounds automatically, without requiring you to click Start . This is normal system behavior.
	VIDEO-76753	The Microphone Indicator on the Test Audio Devices page (Preferences > Audio > Test Audio Devices) may display indications of sound when there is no microphone connected to the system. This is normal system behavior.
Calling	VIDEO-66767	Clicking a callto link when Polycom CMA Desktop is not running starts Polycom CMA Desktop, but does not place the call. Clicking a callto link when the application is running will place the call.
	VIDEO-71179	Installing another internet calling application (such as Skype) may cause the other application to start when you click a callto link. If this happens, try restarting CMA Desktop.
	VIDEO-74931 VIDEO-75378	When network conditions cause packet loss during a call, CMA Desktop automatically adjusts the video rate, which may require adjusting frame rate to a lower setting. This dynamic bandwidth allocation (DBA) allows CMA Desktop to deliver the best video quality possible for the network conditions. Note that endpoints that do not support DBA or which do not have DBA enabled cannot adjust the frame rate in response to network packet loss.

Feature	Jira ID	Limitation
Cameras	VIDEO-66236	Polycom CMA Desktop will not be able to access the camera if it is in use by another application. Closing the other application's video window may resolve this issue.
	VIDEO-68332	A Polycom CMA Desktop system using an HD-capable camera in a non-HD bridge call sends People video squeezed to 4x3 format, instead of sending the video in Letter Box format.
	VIDEO-76746	If you sign out and disconnect the camera at the same time, the system may hang. To avoid this, sign out before you disconnect the camera.
	VIDEO-68207	A Polycom CMA Desktop system running on a Dell Optiplex 320 desktop computer with a Logitech camera may send black video instead of people video. Using the Dell Optiplex 320 desktop computer with a Logitech camera is not recommended for use with the Polycom CMA Desktop application.
		<p>When a Polycom CMA Desktop system runs with a Logitech camera, the video effects features of the Logitech camera driver version 11.8.1065 and earlier may cause Polycom CMA Desktop to display an internal system error. You can avoid this problem by disabling the video effects when Polycom CMA Desktop is running. To do this:</p> <ol style="list-style-type: none"> 1. Download the UMVPLReg tool from http://www.quickcamteam.net/documentation/how-to/how-to-disable-or-enable-logitech-video-effects-for-individual-programs. 2. With Polycom CMA Desktop running, start the UMVPLReg tool. 3. In UMVPLReg lists, choose Unwanted Processes. 4. In the Process List, select vvsys.exe, and click < to add it to the Unwanted Processes list. 5. Click Apply.
	VIDEO-76577 VIDEO-67806	You may experience audio problems on a system with a Logitech camera using Logitech camera driver version 11.8 and earlier. To resolve these problems, upgrade the camera driver to version 11.9.
	VIDEO-72409	<p>On a system with a Logitech camera using Logitech camera driver version 11.9, the Logitech camera's screen capture and privacy shade features are automatically disabled when Polycom CMA Desktop is running. To enable these features for use with Polycom CMA Desktop, follow these steps:</p> <ol style="list-style-type: none"> 1. Download the UMVPLReg tool from http://www.quickcamteam.net/documentation/how-to/how-to-disable-or-enable-logitech-video-effects-for-individual-programs. 2. With Polycom CMA Desktop running, start the UMVPLReg tool. 3. In UMVPLReg lists, choose Wanted Processes. 4. In the Process List, select vvsys.exe, and click < to add it to the Wanted Processes list. 5. Click Apply.

Feature	Jira ID	Limitation
Contacts List	VIDEO-67984	<p>If one user invites a second user to his/her Contacts list, and the second user invites the first before accepting the invitation, the second user sees the first added to the Contacts list automatically. The first user sees the second added to the Contacts list in the invited state until the second user accepts the invitation. The second user can initiate a chat session with the first user, but the first user cannot initiate a chat session with the second user until the second user accepts the invitation.</p> <p>If this happens, each user should delete the other from the Contacts list, and then one person should invite the other.</p>
	VIDEO-68741	<p>If you place a call to a user from the directory and then invite the user to your Contacts list during the call, you can open the chat window, but you can't send an instant message to the user until the call ends. Chat works as expected for subsequent calls.</p>
Content	VIDEO-67609 VIDEO-70787	<p>On a system that uses Vista gadgets such as Microsoft Office Assistant, gadgets are not shown along with the content on the Windows desktop.</p> <p>If you press the ESC key while you are sending content, content stops.</p>
	VIDEO-76113	<p>When you start sending content, local video may freeze while the video transmission rate adjusts. After the adjustment is complete, local video resumes.</p>
Directory	VIDEO-76993	<p>When CMA Desktop is signed in to a CMA server running the 413 090903 patch, groups listed in the Directory search results list may not display the correct Group names. If this happens, double-clicking the Group name does not open the group. To work around this issue, choose a group from the Group drop-down list.</p>
DNS	VIDEO-72657 VIDEO-72361 DOC-45	<p>Computers running Windows Vista may not automatically discover the CMA server using DNS. If your Vista system does not automatically discover the CMA server, do the following:</p> <ol style="list-style-type: none"> 1. Click Start > Run. 2. Type <code>gpedit.msc</code> to open the Local Group Policy Editor. 3. Go to Computer Configuration > Administrative Templates > Network > DNS Client. 4. Right-click Allow DNS Suffix Appending to Unqualified Multi-Labeled Names. 5. Select Properties and enable the property. <p>Administrators managing Vista systems can push out this setting using a group policy management tool.</p>
Firewall	VIDEO-67762	<p>If a firewall program is installed on your computer, you may see a message that Polycom CMA Desktop is trying to access the network. In order to run Polycom CMA Desktop, you must choose to allow it to access the network. Because multiple components of Polycom CMA Desktop need to access the network, you may need to grant access twice. Follow the firewall program's onscreen directions or consult the program's documentation for more information.</p>

Feature	Jira ID	Limitation
General	VIDEO-69472	In a redundant server environment, if the primary server fails, it may take up to 15 minutes for Polycom CMA Desktop to become fully operational on the new server.
	VIDEO-76112	On systems configured to use two monitors, changing the dual monitor settings in Windows Display Properties causes black video. To resolve this problem, restart Polycom CMA Desktop.
H.323	VIDEO-66740	Running other H.323 applications at the same time as Polycom CMA Desktop is running may cause conflicts. It is recommended that you shut down other H.323 applications before running Polycom CMA Desktop. It is not necessary to uninstall the other applications.
Installation	VIDEO-72574	When installing Polycom CMA Desktop from an .msi file, first download the file to the local system, and then double-click the file to start the installation. Attempting to install CMA Desktop using an .msi file located on a server succeeds, but attempting to upgrade later will result in an error message.
	VIDEO-74699	In order to install Polycom CMA Desktop silently on a Windows Vista system, you must specify that the command prompt should run with administrator privileges, even if you are logged in with administrator privileges. To do this, follow these steps: <ol style="list-style-type: none"> 1. Click Start. 2. In the Search box, type <code>cmd</code> and then press Enter. 3. On the Applications list, right-click the command prompt application and choose Run as Administrator.
	VIDEO-73647	If Polycom CMA Desktop installed with one account and then uninstalled using a different account, the settings are not removed from the registry. If CMA Desktop is reinstalled, the settings for the previous account are used.
Interoperability: Juniper Network Connect Virtual Adapter	VIDEO-77132	CMA Desktop may experience problems connecting to the CMA server using the Juniper Network Connect Virtual Adapter.
Interoperability: Lenovo W500	VIDEO-76077	Because the microphone on the Lenovo W500 laptop is located close to the speakers, the far end may experience poor audio quality when the Lenovo W500 laptop's speaker volume is set to 100%. To avoid this problem, reduce the speaker volume to 75% or less.
	VIDEO-76624	The SmartAudio Voice Enhancement enabled by default on the Lenovo W500 laptop causes audio distortion. To resolve this problem, go to Control Panel > SmartAudio and set the Enhancement Options to No Enhancements .
Interoperability: Polycom RMX 2000™	VIDEO-68035	When a Polycom CMA Desktop system is the only site connected to a conference hosted by a Polycom RMX platform, the video from the Polycom CMA Desktop system sometimes appears to be zoomed in. When additional sites join the conference, this effect disappears.
	VIDEO-69050	When a conference hosted by a Polycom RMX platform adds a Polycom CMA Desktop system, the Polycom CMA Desktop system's call log does not show the correct E.164 number for the RMX platform.

Feature	Jira ID	Limitation
Interoperability: ViewStation FX	VIDEO-66133	Polycom CMA Desktop cannot receive annex D snapshots or slides sent from Polycom ViewStation or Polycom ViewStation FX.
Interoperability: Windows Vista Business N	VIDEO-69699	Before you can use CMA Desktop on a Windows Vista Business N system, you must install Windows Media Player.
Security	VIDEO-66200	To install Polycom CMA Desktop, set Windows security products to allow installation of Polycom CMA Desktop. To run Polycom CMA Desktop, set your firewall to allow access to the network.
Signing In and Out	VIDEO-66608 VIDEO-66770	If you have difficulty signing in to Polycom CMA Desktop, check to be sure that you are including a domain along with your user name. Your domain might be similar to one of the following: [COMPANY_DOMAIN]\[USER_NAME] LOCAL\[USER_NAME] For example: acme\jsmith localcbrown If you continue to have problems, contact your system administrator.
	VIDEO-68036	If you sign in to Polycom CMA Desktop and then change your internet connection type to Dialup on the Preferences > Network page, Polycom CMA Desktop restarts. Video is not available for dialup connections.
	VIDEO-68535	If you sign out of Polycom CMA Desktop and then close the application before signout is complete, you will not be able to restart Polycom CMA Desktop. If this happens, close Polycom CMA Desktop from the Task Manager and try again.
	VIDEO-68111 VIDEO-68380 VIDEO-68426 VIDEO-70088 VIDEO-70891	On systems using Internet Explorer versions 6.0 or earlier, Polycom CMA Desktop supports user names and passwords using ASCII characters only. In order to use Polycom CMA Desktop with unicode user names and passwords (including Chinese characters), you must install Internet Explorer version 7.0 or later.
	VIDEO-77142	When you sign in with a User Name that includes forward slash ("/") or comma (",") the system repeatedly tries unsuccessfully to connect, without displaying an error message.

Feature	Jira ID	Limitation
User Interface	VIDEO-67844	The Preferences > Processor tab lists the capabilities available on your system. In order to determine what capabilities are available, Polycom CMA Desktop periodically runs a performance benchmark test. If the results of this test change over time, the capabilities reported on your system may also change. Factors that can impact this include system configuration, software loading, and power saving settings.
	VIDEO-60245	On the Preferences > Processor page, listed video capabilities include the following: Basic video: Transmit and receive up to QVGA Standard video: Transmit and receive up to CIF Premium video: Transmit and receive up to VGA Note: Some higher-end premium video systems may also be able to receive up to 720p.
	VIDEO-68427	Incoming calls do not ring while the video preview window is open and the Toolbar Options choices are displayed.
	VIDEO-68337	When any pop-up window is open, such as the Menu, a Contact's Details window, or the system tray menu, the Contacts list is not updated when a Contact's status changes.
	VIDEO-68563	On computers using 800 x 600 screen resolution, objects on the Polycom CMA Desktop screen do not display correctly.
	VIDEO-68209	The message "The far end system is capable of accepting the call, but the call was rejected for an unknown reason (21)", indicates one of the following: <ul style="list-style-type: none"> • The far end rejects the call. • The far end does not answer and the call times out. • No camera is connected to the far-end system, and the far end is not configured to accept calls when no camera is connected.
	VIDEO-70044	When you attempt to view the online help using the Firefox browser, Firefox displays a "Secure Connection Failed" message. To work around this problem, create an exception in the Firefox application. For more information about creating exceptions, refer to the Firefox documentation.
	VIDEO-77141	Under some circumstances, the local video preview window in the CMA Desktop main window may stop working. If this occurs, Exit from the Polycom CMA Desktop application, and then restart it.

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 greater <ul style="list-style-type: none"> • Windows XP Professional - 32 bit Windows with Service Pack 1 or greater <ul style="list-style-type: none"> • Windows Vista Enterprise - 32 bit • Windows Vista Business - 32 bit.
Processor	Polycom CMA Desktop system's capabilities vary depending on processor performance. The processor types and speeds listed below are intended as reference guides. Polycom CMA Desktop will have equivalent capabilities on other processors with equivalent performance. <p>Basic video (Up to QVGA)</p> <ul style="list-style-type: none"> • 1.5 GHz Pentium 4 • 1.2 GHz Pentium M <p>Standard video (Up to CIF, People+Content)</p> <ul style="list-style-type: none"> • 2.0 GHz P4 • 1.4 GHz Pentium M <p>Premium video (Up to VGA, People+Content)</p> <ul style="list-style-type: none"> • 3.2 GHz Pentium • Pentium M 2.0 GHz <p>HD (Up to 720p receive only)</p> <ul style="list-style-type: none"> • Core Duo 2.0 GHz <p>Note: SSE processor extensions are required for all processor types.</p>
RAM	Microsoft Windows XP - 1 GB Microsoft Windows Vista - 2 GB
Video Memory	Minimum: 256 MB video RAM recommended for Windows Vista
Hard Drive Space	33 MB
Cameras	<ul style="list-style-type: none"> • GlobalMedia IREZ K2 • Microsoft Lifecam VX-7000 • Microsoft Lifecam VX-3000 • Logitech QuickCam Pro 9000 • Creative WebCam Live! Motion • Logitech QuickCam Pro for Notebooks

Audio Devices	<ul style="list-style-type: none"> • Polycom Communicator™ (Microsoft Windows XP only) • Any standard PC AC'97 audio device • Microphones built into the supported webcams • Global Media AMH-300V headset • Plantronics DSP-400 USB headset • Logitech Quickcall USB speakerphone • Clear One Chat 50
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

Supported Protocols, Algorithms, and Ports Protocols

This version of CMA Desktop supports the following protocols:

Protocol	Description
DBA	Dynamic Bandwidth Allocation
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 traversal
LDAP H.350	Directory services
Polycom LPR	Lost Packet Recovery
NTLMv1 NTLMv2	Authentication
XMPP	Presence, instant messaging

Video Formats and Resolutions

This version of CMA Desktop supports the following video formats and resolutions:

Format	Resolution
SQCIF	128 x 96
QCIF	176 x 144
CIF	352 x 288
2CIF	352 x 576
4CIF	704 x 576
SIF	352 x 240
2SIF	352 x 480
4SIF	704 x 480
QVGA	320 x 240
2QVGA (HVGA)	320 x 480
VGA	640 x 480
SVGA/4	400 x 300
SVGA	800 x 600
XGA	1024 x 768
720p (HD)	1280 x 720
HD/4	640 x 368

Algorithms

This version of CMA Desktop supports the following algorithms:

Algorithm Type	Description
Audio	G.722.1 at 24 kbps and 32 kbps G.722.1 Annex C at 24 kbps, 32 kbps, and 48 kbps G.711u, G.711a, and G.729a for VOIP Interoperability Siren 14 at 24 kbps, 32 kbps, and 48 kbps
Video	H.261 H.263 H.264
Encryption	AES

Inbound and Outbound Ports

This version of CMA Desktop uses the following inbound and outbound ports:

Inbound Ports

Port	Function
1720 (TCP)	H.245 Signaling
1719 (UDP)	Remote Access Service (RAS)
3230-3237 (TCP)	Signaling
3230 - 3237 (UDP)	Media

Outbound Ports

Port	Function
443 (TCP)	Provisioning, Monitoring, Help Files, HTTPS
389 (TCP)	LDAP
5222 (TCP)	XMPP
1720 (TCP)	H.245 Signaling
1719 (UDP)	Remote Access Service (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're experiencing problems with your local video, try the following:

- 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.
- 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, verify that your system has at least 256 MB of video memory.
- Check your camera configuration.
 - Polycom CMA Desktop 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**.
 3. In the Color Scheme table, select **Windows Vista Basic**.

- Adjust your power management settings to use **High performance** as your power plan. See [Setting Your Windows Power Settings](#) earlier in this document.
- Try setting Polycom CMA Desktop to allocate system resources for best performance.
 1. Start Polycom CMA Desktop, and go to **Preferences > Processor**.
 2. In the **Allocate system resources for best performance** field, choose **Polycom CMA Desktop**.
- Try enabling hardware acceleration. To do this, follow these steps:
 1. Start Polycom CMA Desktop, and go to **Preferences > Video**.
 2. Enable **Use DirectX hardware acceleration**.
 3. Exit from the Polycom CMA Desktop application, and then restart it.Note that hardware acceleration does not take effect until you restart the Polycom CMA Desktop application.

Problems with black video

If you are receiving black people video or black content, you may need to add Polycom CMA Desktop to your Windows 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 CMA Desktop\vvsys.exe` and click **Open**.
4. Browse to `c:\Program Files\Polycom\Polycom CMA Desktop\Polycom CMA Desktop.exe` and click **Open**.



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

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, 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 at a distance from the person who is speaking. Speaking too close 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

If you are not receiving audio, you may need to add Polycom CMA Desktop to your Windows 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 CMA Desktop\vvsys.exe and click **Open**.
4. Browse to c:\Program Files\Polycom\Polycom CMA Desktop\Polycom CMA Desktop.exe and click **Open**.



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

Related Documentation

For more information, see the *Release Notes for Polycom Converged Management Application 5000*, available at www.polycom.com.

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