

# Release Notes

## Polycom® Converged Management Application™ (CMA™) Desktop, Version 4.0



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Polycom is pleased to announce the release of Polycom® Converged Management Application™ (CMA™) Desktop, Version 4.0. This document provides the latest information about the Polycom CMA Desktop system and version 4.0 software.

## Software Features

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.

## 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>Windows</b>	Windows XP with Service Pack 2 or greater <ul style="list-style-type: none"> <li>Windows XP Professional - 32 bit</li> </ul> Windows Vista with Service Pack 1 or greater <ul style="list-style-type: none"> <li>Windows Vista Enterprise - 32 bit</li> <li>Windows Vista Business - 32 bit</li> </ul> <b>Note:</b> To use Polycom CMA Desktop with Windows Vista, you must configure your system as described in <i>Using Polycom CMA Desktop with Windows Vista</i> , later in this document.
<b>Processor</b>	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"> <li>1.5 GHz Pentium 4</li> <li>1.2 GHz Pentium M</li> </ul> <p>Standard video (Up to CIF, People+Content)</p> <ul style="list-style-type: none"> <li>2.0 GHz P4</li> <li>1.4 GHz Pentium M</li> </ul> <p>Premium video (Up to VGA, People+Content)</p> <ul style="list-style-type: none"> <li>3.2 GHz Pentium</li> <li>Pentium M 2.0 GHz</li> </ul> <p>HD (Up to 720p receive only)</p> <ul style="list-style-type: none"> <li>Core Duo 2.0 GHz</li> </ul> <b>Note:</b> SSE processor extensions are required for all processor types
<b>RAM</b>	Microsoft Windows XP - 1 GB Microsoft Windows Vista - 2 GB
<b>Video Memory</b>	Minimum: 256 MB video RAM recommended for Windows Vista
<b>Hard Drive Space</b>	30 MB
<b>Cameras</b>	<ul style="list-style-type: none"> <li>GlobalMedia IREZ K2</li> <li>Microsoft Lifecam VX 7000</li> <li>Microsoft Lifecam VX 3000</li> <li>Logitech QuickCam Pro 9000</li> <li>Creative WebCam Live! Motion</li> <li>Logitech QuickCam Pro for Notebooks</li> </ul>

<b>Audio Devices</b>	<ul style="list-style-type: none"><li>• Polycom Communicator™ (Microsoft Windows XP only)</li><li>• Any standard PC AC'97 audio device</li><li>• Microphones built into the supported webcams</li><li>• Global Media AMH-300V headset</li><li>• Plantronics DSP-400 USB headset</li><li>• Logitech Quickcall USB speakerphone</li><li>• Clear One Chat 50</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>Microsoft Software</b>	DirectX 9.0b- or 10.0-compatible adapter

## Getting Started with Polycom CMA Desktop Version 4.0

The Polycom CMA Desktop software is provided on the Polycom CMA 5000 server or CMA 4000 server.

### Installing Polycom CMA Desktop

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. Your user name is entered for you automatically.
- Sign in to CMA 5000 or CMA 4000 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.

For more information about using Polycom CMA Desktop, click [Menu](#) 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.







Your system 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.

## Using 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. Click the name of the person you want to add.
  4. 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 icon on the Contacts list changes to  to show availability for video calls or 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 Desktops 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.

## Using Polycom CMA Desktop with Windows Vista

When you use Polycom CMA Desktop on a laptop running Windows Vista, you must adjust the power management setting to ensure that you receive quality video. In addition, you must configure your system to allow NTLMv1.

### To use Polycom CMA Desktop with Windows Vista:

1. On a Windows Vista system, sign in with an account with Administrator privileges.
2. Right-click your Windows desktop and choose **Personalize > Screen Saver**.
3. Click **Change power settings**.
4. Choose **High performance** as your power plan.
5. Return to the Windows Desktop, and choose **Start > Run**.
6. Enter the command `secpol.msc`.
7. Choose **Local Policies > Security Options**.
8. In the Network Security: LAN Manager Authentication Level section, select **Send LM and NTLM - Use NTLMv2 session security if negotiated**.
9. Click **Apply Changes**.

## 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

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

- 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 more information. Consult your camera 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 [Using Polycom CMA Desktop with Windows Vista](#) earlier in this document.
- 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.

# Improving Audio Quality

## Factors Affecting Audio Quality

Polycom CMA Desktop uses the built-in Windows echo canceller to prevent the sound of far-end voices from being sent back to the far end. By default, echo cancellation is enabled. In many cases, the Microsoft echo canceller performs well and the far end hears no echo. In some environments, however, the far end participants hear their own sound echoed back.

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

If you're experiencing problems with your audio, try these steps:

- Check the Polycom CMA Desktop echo cancellation settings.
  1. Go to **Preferences > Audio**.
  2. Specify how to provide echo cancellation:

Audio Device	Echo Cancellation Setting
Headset	None
Windows XP or Vista microphone and speakers	Internal
Echo cancellation provided by an external device	External



If the far end hears echo in a call, reset the Polycom CMA Desktop system's echo cancellation settings by choosing **None** and then choosing **Internal** again.

- 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.

## 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	Limitation
Audio	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.
	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.
	Starting and ending calls using the control buttons on Polycom Communicator™ is not supported.
Calling	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.
	If you click a callto link while your Polycom CMA Desktop system is starting up or shutting down, Polycom CMA Desktop crashes.
	If two users attempt to call one another simultaneously, the call may not connect as expected. If this happens, try the call again.
Cameras	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.
	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.
	For best results when you use Polycom CMA Desktop with a Logitech camera, ensure that you use driver version 11.1.0.2016 or later.



Feature	Limitation
Contacts List	<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>
	<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	<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>
Directory	<p>Group names may sometimes appear in the Directory as if they were user names. You cannot call a group Directory entry or add it to your Contacts list.</p>
	<p>When Polycom CMA Desktop is provisioned with a default group, the default group does not automatically selected when you open the Directory. To limit your search search to your default group, choose the group from the drop-down list, and then start typing the name you want to find.</p>
Firewall	<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>
General	<p>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.</p>
H.323	<p>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 installing Polycom CMA Desktop. It is not necessary to uninstall the other applications.</p>
Interoperability: Dell Optiplex 320 and Logitech camera	<p>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>

Feature	Limitation
Interoperability: Polycom RMX 2000™	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.
	When a Polycom CMA Desktop system running on a computer set to 1280 X 720 resolution is connected to a conference hosted by a Polycom RMX platform, content from the Polycom CMA Desktop system is sent in CIF format, instead of XGA format.
	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.
Interoperability: ViewStation FX	Polycom CMA Desktop cannot receive annex D snapshots or slides sent from Polycom ViewStation or Polycom ViewStation FX.
Security	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	<p>If you have difficulty signing in to the Polycom CMA 5000 server, 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:</p> <p style="padding-left: 40px;">[COMPANY_DOMAIN]\[USER_NAME]                      LOCAL\[USER_NAME]</p> <p>For example:</p> <p style="padding-left: 40px;">acme\jsmith                      local\cbrown</p> <p>If you continue to have problems, contact your system administrator.</p>
	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.
	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.
	This version of Polycom CMA Desktop does not support use of unicode characters (including Chinese characters) in user names or passwords.

Feature	Limitation
User Interface	<p>The Preferences &gt; 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.</p>
	<p>On the <b>Preferences &gt; Processor</b> page, listed video capabilities include the following:</p> <p>Basic video: Transmit and receive up to QVGA            Standard video: Transmit and receive up to CIF            Premium video: Transmit and receive up to VGA</p> <p><b>Note:</b> Some higher-end premium video systems may also be able to receive up to 720p.</p>
	<p>Incoming calls do not ring while the video preview window is open and the Toolbar Options choices are displayed.</p>
	<p>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.</p>
	<p>On computers using 800 x600 screen resolution, objects on the Polycom CMA Desktop screen do not display correctly.</p>
	<p>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:</p> <ul style="list-style-type: none"> <li>• The far site rejects the call.</li> <li>• The far site does not answer and the call times out.</li> <li>• No camera is connected to the far-site system, and the far site is not configured to accept calls when no camera is connected.</li> </ul>

## For More Information

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

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