

# Release Notes

Polycom® RealPresence® Mobile, Version 1.2, Apple® iPad® and Apple® iPhone® 4S



The Polycom® RealPresence® Mobile application is for business professionals who use a tablet or smart phone device and need to meet face-to-face with others without actually being there. It is an easy-to-use video application that provides premium quality audio and visual experiences. Unlike proprietary applications, the RealPresence Mobile application is standards based and extends your organization's video network, giving you an engaging experience regardless of your location.

This document provides the latest information about the RealPresence Mobile application, version 1.2 for iPad2 and iPhone 4S .

## Software Version History

Version	Release Date	Features
1.2	March 2012	iPhone 4S: Added support for standard (standalone) mode.
1.1	February 2012	iPhone 4S: Initial release. iPad 2: Added content sharing, and improved user interface experience.
1.0.4	January 2012	iPad 2: Fixed some memory leak issues.
1.0.3	December 2011	iPad 2: Added H.263+ content receiving. Enabled users to disable H.323 calls. User interface enhancements. Added multi-language support for the user interface.
1.0.2	October 2011	iPad 2: Fixed some known issues. Added automatic Polycom Converged Management Application (CMA®) server detection. Features such as AES, H.460 firewall traversal, and content receiving are available only when you are registered to a provisioning server. Added user interface enhancements.
1.0.1	October 2011	iPad 2: Initial release.

## Hardware and Software Requirements

Hardware, Other Specifications	Software
Apple	iPad 2 iPhone 4S
Operating System	For iPad 2: iOS 4.3.2 or later For iPhone 4S: iOS 5.0 or later

Synchronization Requirements	iTunes version 10.2 or later Computer: <ul style="list-style-type: none"><li>• Mac OS X 10.2 or later</li><li>• Windows® XP SP3 or later</li></ul>
Network Requirements	Wireless Local Area Network (WLAN, 802.11 a/b/g/n) (Recommended) 4G or 3G network
Peripheral Devices (optional)	3.5 mm headset Stereo Bluetooth® headset

**To view your operating system version:**

>> From your tablet or phone, touch **Settings > General > About > Version**.

## Interoperability with the Polycom CMA System

The RealPresence Mobile application can register to the Polycom CMA server version 6.0.1. The CMA system can schedule and perform limited monitoring of RealPresence Mobile, but it cannot fully manage, provision, or update the application.

## Setting Up the RealPresence Mobile Application





You can use the RealPresence Mobile application without registering to a provisioning server (also called professional mode). However, to use advanced features, such as content sharing, AES, LDAP, and H.460 firewall traversal, you must register to a provisioning server in professional mode.

**To install the RealPresence Mobile application:**

- 1 From the **App Store**, search for **polycom** or **video conferencing** to find the RealPresence Mobile application.
- 2 Touch **Free**, then touch **INSTALL APP**.

**To uninstall the RealPresence Mobile application:**

- 1 From your device's applications list, touch and hold  **Video** until it begins to jiggle.

2 Touch  and then touch **Delete**.



Your user data is deleted when you uninstall the application.

## Feature Overview

This table lists all features available in version 1.2. Features marked with an asterisk (\*) are enabled by the provisioning server.

Features	iPad 2 iPhone 4S Standard	iPad 2 Professional	iPhone 4S Professional
Placing H.323 calls	✓	✓	✓
Enabling and disabling H.323 calling	✓	✓ *	✓ *
Specifying H.323 gatekeepers	✓	✓ *	✓ *
Specifying internal or external gatekeepers	✓		
Receiving H.264 content during H.323 calls		✓	✓
Receiving H.263 + content during H.323 calls		✓	✓
Encrypting H.323 calls		✓	✓
H.460 firewall traversal		✓	✓
Placing SIP calls	✓	✓	✓
Enabling and disabling SIP calls	✓	✓ *	✓ *
Registering to SIP servers	✓	✓ *	✓ *
Specifying SIP proxy servers	✓	✓ *	✓ *
SIP credentialing	✓	✓ *	✓ *
Placing SIP calls over UDP	✓	✓ *	✓ *
Placing SIP calls over TCP	✓	✓ *	✓ *
Receiving H.264 content during SIP calls		✓	✓
Receiving H.263 + content during SIP calls		✓	✓
Selectable call rates between 64 kbps - 512 kbps	✓	✓	✓
H.264 encode at up to 480 x 352 (video)	✓	✓	✓
H.264 decode at up to 480 x 352 (video)	✓	✓	✓

Features	iPad 2 iPhone 4S Standard	iPad 2 Professional	iPhone 4S Professional
H.264 decode at up to 720 p (content)		✓	✓
Automatic gain control	✓	✓	✓
Acoustic echo cancellation	✓	✓	✓
Automatic noise control	✓	✓	✓
WLAN, 4G, and 3G network support	✓	✓	✓
Muting your audio during a call	✓	✓	✓
Disabling your video during a call	✓	✓	✓
DTMF during a call	✓	✓	✓
Viewing call statistics	✓	✓	
Switching between the front and rear cameras	✓	✓	✓
Showing or hiding local PIP during a call	✓	✓	
Adjusting volume during a call	✓	✓	
Polycom Siren Lost Packet Recovery	✓	✓	✓
Provisioning service		✓	✓
Indicating network quality during a call	✓	✓	✓
Local address book		✓	✓
LDAP service		✓	✓
H.264 content sharing up to 720 p (PDF only)		✓	
H.263+ content sharing up to 720 p (PDF only)		✓	
Previewing PDF file		✓	
User interface Localization	✓	✓	

## What's New in Version 1.2

Version 1.2 is available for iPhone 4S and iPad 2, and it provides the following features:

- Support for standard mode. The new standard mode allows you to use the RealPresence Mobile application in standalone mode without connecting in provisioned (professional) mode.
- Usability enhancements.

## What's New in Version 1.1

Version 1.1 is available for iPad 2 and iPhone 4S.

For iPad 2, version 1.1 provides the following features:

- Usability enhancements
- Ability to show PDF files

For iPhone 4S, version 1.1 provides the following features:

- Dual-stack operation that enables the Polycom RealPresence Mobile application to connect to SIP or H.323 systems
- H.264 decode at up to 720 p
- Send people video at up to 480x352, 15 fps
- Receive people video at up to 480x352, 30 fps
- Receive content at up to 720 p, 7.5 fps
- Support for Polycom Constant Clarity™ technology, such as Polycom Siren™ Lost Packet Recovery, which can effectively improve the decreased audio quality caused by packet loss
- Configurable network and bandwidth settings that make the RealPresence Mobile application operate well in virtually any network
- Support for automatic gain control and echo cancellation
- Support for H.460 firewall traversal when you are registered to a provisioning server
- Support for pausing your video during a call
- Ability to view network quality during a call
- Ability to allow the provisioning server to supply configuration settings automatically when you are registered to a provisioning server
- Ability to create a local address book when you are registered to a provisioning server
- Ability to access LDAP (Lightweight Directory Access Protocol) service when you are registered to a provisioning server. With LDAP service, you can call contacts in your corporate directory or add them to your local address book.

## What's New in Version 1.0.4

Version 1.0.4 is available for iPad 2, and provides the following features:

- Some memory leak issues fixed

## What's New in Version 1.0.3

Version 1.0.3 is available for iPad 2, and provides the following features:

- Support for receiving H.263+ content.
- Usability enhancement.
- Ability to disable H.323 calls.
- Multi-language UI support: English, International Spanish, French, German, Simplified Chinese, Korean, Japanese, Russian, and Traditional Chinese.

When you install the RealPresence Mobile application on a tablet that uses one of the supported languages, the RealPresence Mobile application is automatically installed in the corresponding language. For other languages, the English version of the RealPresence Mobile application is installed.

## What's New in Version 1.0.2

Version 1.0.2 is available for iPad 2, and provides usability enhancement to the RealPresence Mobile application.

## What's New in Version 1.0.1

Version 1.0.1 is available for iPad 2, and provides the following features:

- Dual-stack operation that allows the Polycom RealPresence Mobile application to connect to SIP or H.323 systems.
- H.264 decode at up to 720 p.
- Send people video at up to 480x352, 15 fps.
- Receive people video at up to 480x352, 30 fps.
- Receive content at up to 720 p, 7.5 fps.
- Support for Polycom Constant Clarity™ technology, such as Polycom® Siren™ Lost Packet Recovery, which can effectively improve the decreased audio quality caused by packet loss.
- Ability to receive content using H.239 and BFCP when you are registered to a CMA server.
- Configurable network and bandwidth settings that make the RealPresence Mobile application operate well in virtually any network.
- Ability to support AES encryption for H.323 calls when you are registered to a CMA server.



- Support for automatic gain control and echo cancellation.
- Support for H.460 firewall traversal when you are registered to a provisioning server.
- Support for pausing your video during a call.
- Ability to view network quality during a call.
- Ability to allow the provisioning server to supply configuration settings automatically when you are registered to a provisioning server.
- Ability to create a local address book when you are registered to a provisioning server.
- Ability to access LDAP (Lightweight Directory Access Protocol) service when you are registered to a provisioning server. With LDAP service, you can call contacts in your corporate directory or add them to your local address book.

## Working with Content

When you are registered to a provisioning server, your RealPresence Mobile application allows you to view content sent by others in the call. The people video and the content you receive appear in separate windows. You can switch among the people video and content windows. If you use iPad 2, you can also show PDF files to your far sites.

## Recovering from Problems with the Application

If a problem causes the RealPresence Mobile application to freeze, follow these steps to recover:

- 1 Touch the **Home** button of your iPad 2 or iPhone 4S.
- 2 Double-touch the **Home** button.
- 3 Touch and hold  **Video**.
- 4 Touch .

## Corrected Issues in 1.2

Category	Issue ID	Description
Provisioning	CMAD-6311	After you signed in to a provisioning server and registered to a SIP server which was specified by its FQDN address, if you added a new DNS, signed out from the SIP server and then tried to sign in again, the SIP registration failed. You had to restart the RealPresence Mobile application to sign in again. This problem has been corrected.

Category	Issue ID	Description
Registration	CMAD-6351	After you were connected to a WiFi network with successful gatekeeper registration, if you switched to a 3G network and switched back to the WiFi network, your H.323 registration might have failed with the error message Duplicate Name or Extension. This problem has been corrected.

## Corrected Issues in 1.1

Category	Issue ID	Description
Audio	CMAD-4000	When registered to DeltaPath, RealPresence Mobile never received far end audio. This problem has been corrected.
Call Control	CMAD-4228	After you switched from a Polycom official gatekeeper to a VBP one, the gatekeeper registration failed. This problem has been corrected.
Call Control	CMAD-3939	Sometimes there was no audio during SIP calls. This problem has been corrected.
Calling	CMAD-5525	When you placed a call from the Recent Calls list, the RealPresence Mobile application used the IP address of the selected call entry to place the call.  If the IP address was no longer reachable or if the IP address was no longer assigned to a contact (for example, if the IP address was assigned to a Proxy server), the call could not connect. This problem has been corrected.
Interoperability: Polycom RMX1000	CMAD-4558	When you placed a H.323 call to join a conference call hosted by RMX1000, your call ended automatically after about 40 seconds. This problem has been corrected.
Network	CMAD-5512	When you were in a location where the only network available is 3G, if you started the RealPresence Mobile application immediately after you powered on your tablet, the RealPresence Mobile could not obtain an IP address. This problem has been corrected.
Provisioning	CMAD-5513	When you signed in to a Polycom CMA server using <b>Auto Find CMA Server</b> , with the DNS set as your corporate DNS, if you then change to another DNS, you cannot sign in to the CMA server using any iPad running on an operating system later than IOS 5.0. This problem has been corrected.



## Known Issues

The following table lists the known feature issues for this release. If a workaround is available, it is noted in the table.

Category	Issue ID	Description	Workaround
Calling	CMAD-7082	After waiting 25 seconds and then answering an H.323 or SIP call with the RealPresence Mobile application running in the background, the iOS SpringBoard home screen application shuts down.	Restart the iOS SpringBoard application.
Calling	CMAD-4654	When you place a SIP call using DTMF to join a conference call hosted by a Polycom® RMX® 1000 system, your call cannot be placed, or you cannot receive far end video.	Try one of the following: - Place H.323 calls; - Place SIP calls using this format: Conference room ID@RMX IP address.
Calling	CMAD-4639	When you are registered to a CMA server and search for contacts in the Directory, only contacts who support the specified call type are shown.	None. This is the designed behavior.
Calling	CMAD-6265	If you place a call through a 3G VPN, after you are in the call for around half an hour, the VPN is down and your call ends.	Connect through a Polycom VBP system when you are in a 3G network; or through a VPN when in a WiFi network.
Calling	CMAD-5516	When you are in a call through a Polycom® Video Border Proxy™ (VBP®) system, the number of packets lost for your outgoing video and audio are always zero, which is not true to the actual situation.	None.
Configuration	CMAD-5396	<p>When your RealPresence Mobile application version is 1.0.2 and you sign in to a Polycom CMA server whose version is older than 6.0.1, your tablet takes up two licenses on the CMA server, with the device type as <b>CMA Desktop</b> and <b>Other</b> respectively.</p> <p>When your RealPresence Mobile application version is later than 1.0.2 and you sign in to a Polycom CMA server whose version is earlier than 6.0.1, you are registered as two users in the CMA server, with <b>Model name</b> both as the <b>RealPresence Mobile application - iPad</b>, and <b>Device type</b> as <b>HDX</b> and <b>Other</b> respectively.</p>	<p>Update your CMA system to version 6.0.1.</p> <p><b>Note:</b> When the Polycom CMA server is upgraded from version 6.0 to 6.0.1, some RealPresence Mobile records with the device type as <b>CMA Desktop</b> are not cleared. The CMA administrator needs to delete them manually.</p>

Category	Issue ID	Description	Workaround
Content	CMAD-6253	After you are signed in to a Polycom CMA server and registered to a Broadsoft SIP server, if you place a call, then transfer the call to a third party by using the Broadsoft Call Manager application, the content sharing button sometimes grays out.	None.
Content	CMAD-4569	You cannot receive content from the far end when there are two WLAN networks available, and you are disconnected within several minutes.	Move to a location where only one WLAN network is available and try again.
Directory	CMAD-5552	If you switch your network in the middle of a directory search and you try the directory search again, the search might continue indefinitely.	Do one of the following: <ul style="list-style-type: none"> <li>• Disable and then enable Polycom CMA Service.</li> <li>• Force close the RealPresence Mobile application and then restart it.</li> </ul>
Gatekeepers	CMAD-6945	On some home routers, the H.323 algorithm module might interfere with the RealPresence Mobile application and Polycom VBP-ST traffic. This causes the RealPresence Mobile application either to fail registration with the gatekeeper or to fail to send and receive audio/video streams.	Disable the algorithm module on the home router or use the custom Q.931 port on VBP-ST. In rare cases, such as with some 2-wire NAT routers, this workaround might not be successful. In these cases, place the RealPresence Mobile application in the DMZ zone.
General	CMAD-7044	When using the RealPresence Mobile application, the port binding might fail because there might be another application using this port, or the port is not available.	None.
General	CMAD-5504	If you sign out of a Polycom CMA server during a directory search, the RealPresence Mobile application does not respond promptly to your immediate re-login attempt.	None.
General	CMAD-3912	If RealPresence Mobile is running in the background, the application shuts down after 10 minutes.	None.
Interoperability: Cisco VCS	CMAD-6266	The RealPresence Mobile application cannot register to a Cisco TelePresence™ Video Communication Server (Cisco VCS), when the latter works as a SIP server.	None.

Category	Issue ID	Description	Workaround
Interoperability: Ericsson MRFP	CMAD-6261	When dialing in to a conference with an Ericsson MRFP (Media Resource Function Processor) server, the IVR (Interactive Voice Response) service asks the participants for PIN codes. However, your DTMF input is not sent.	None.
Interoperability Polycom RMX System	CMAD-7046	When using the RealPresence Mobile application to dial in to a conference call using an RMX 2000 or RMX 4000 system older than software version 7.6.0, you can hear the welcome audio but cannot see the welcome splash screen.	Update the RMX system to version 7.6.1 or use a low call rate, such as 128 kbps.
Interoperability: Tandberg C20	CMAD-5511	When you are in a call with Tandberg C20 systems, none of you can receive people video.	None. Tandberg C20 is not supported so far.
Languages	CMAD-3393 CMAD-5524	The user interface is available in nine languages only, though the system can run on all language versions of your tablet.  The system can register to the gatekeeper and SIP server only with an English alias and user name.  User names or aliases for incoming calls from systems registered with other languages display correctly.	None.
Provisioning	CMAD-5394	If your RealPresence Mobile application does not sign in to the provisioning server successfully, it does not retry signing-in automatically, unless it detects that the IP address of the device was changed.	Disable the <b>Polycom CMA Service</b> and then enable it to sign in again.
Provisioning	CMAD-4660	When you register to a CMA server, only the gatekeeper, LDAP, SIP, AES, and H.323 settings can be configured by the CMA server.	None. This is the designed behavior.
Provisioning	CMAD-5424	You cannot log into a Polycom CMA server from an external network through a Polycom VBP® 5300-ST system whose version is 9.1.5.1. The error message is 'Login Data Corrupt'.	Upgrade your VBP-ST system to a later version.

Category	Issue ID	Description	Workaround
Provisioning	CMAD-5407	When you register to a provisioning server, but the LDAP service provisioning fails, you cannot see the Directory tab on your RealPresence Mobile application.	Disable <b>Polycom CMA Service</b> and then enable it to retry LDAP provisioning.
Provisioning	CMAD-5510	When your tablet is connected through a VPN, you cannot sign in to the Polycom CMA server using <b>Auto Find CMA Server</b> , even though you have specified correct <b>Email, User name</b> , and <b>Password</b> .	Do not use <b>Auto Find CMA Server</b> . Specify the CMA server address instead.
Provisioning	CMAD-5537	When the Polycom CMA server is upgraded from 6.0 to 6.0.1, not all Polycom RealPresence Mobile records are cleared.  For example, those with device type as <b>CMA Desktop</b> will not be cleared. For more information, see CMAD-5396.	Delete these records manually on the Polycom CMA server.
Registration	CMAD-5523	When you use a version 1.0.2 RealPresence Mobile application without registering to a Polycom CMA server, your settings for the gatekeeper and SIP server are not retained when you upgrade the RealPresence Mobile application to version 1.0.3.	None.
Registration	CMAD-5319	When you register to a Polycom CMA server using a different user name and a different IP address, your registration takes up a new license on the CMA server.  If you register to a Polycom CMA server on more than one iPad 2 tablet, each registration takes up one license too.	None. This is the designed behavior.
Registration	CMAD-5536	You can use one account to sign in to more than one RealPresence Mobile system and obtain a different H.323 extension and alias for each from the CMA server.	None. This is the designed behavior.
Registration	CMAD-5553	When there is a network problem, the RealPresence Mobile application sometimes stays in registration or signing-in status indefinitely.	Force close the RealPresence Mobile application and then restart it.

Category	Issue ID	Description	Workaround
Registration	CMAD-5538 CMAD-5493	If your Polycom RealPresence Mobile is signed in to a Polycom CMA server whose version is earlier than 6.0.1 through a Polycom VBP system, you must power down the VBP system before you upgrade the CMA server to version 6.0.1. Otherwise, the gatekeeper registration fails for duplicate alias.	Try one of the following: <ul style="list-style-type: none"> <li>- Sign out from the VBP system before you upgrade the CMA server to version 6.0.1.</li> <li>- Delete the corresponding gatekeeper registration record from the provisioning server.</li> </ul>
Registration	CMAD-4658	After you are registered to a CMA server and the network becomes unavailable, the RealPresence Mobile application doesn't sign out automatically unless you change the sign in password.	Sign out and sign in manually.
User Interface	CMAD-4343	RealPresence Mobile doesn't support vertical screen orientation.	None. This is the designed behavior.
User Interface	CMAD-3397	When you place calls, the system uses the device name as your RealPresence Mobile display name.	To change the display name, change the device name.
Video	CMAD-7043	While using an iPad 3 and receiving content on the RealPresence Mobile application, the far-end video displayed in the PIP does not scale correctly.	None.
Video	CMAD-4554	Sometimes, far-end video and audio are not synchronized when network conditions are not good.	Place the call again when network conditions are better.

## Interoperability

Type	Product	Version
NAT/Firewall/Border Controller	Polycom VBP® 5300-ST	11.2.6

Type	Product	Version
Gatekeeper, Gateways, External MCU, Bridges, Call Managers	Polycom® Distributed Media Application™ (DMA™) 7000	V4.0.3 V4.0.2
	Polycom® Converged Management Application™ (CMA®) 5000	6.0.1
	Polycom® Converged Management Application™ (CMA®) 4000	6.0.1
	Polycom® RMX® 4000	7.6.1
	Polycom RMX 2000	7.6.1
	Polycom RMX 1000	2.4.2 or later
	Broadsoft SIP r17 Server	SP2
	DeltaPath	2.9.2
Endpoints	Polycom HDX Systems	3.0.3 3.0.2
	Polycom® RealPresence Mobile	1.1 (Android and iOS)
	Polycom® Telepresence m100	1.0.0
	Polycom® CMA® Desktop	5.2.2 (PC and Mac)
Content Sharing Applications	Polycom® People+Content™ IP	1.2.3 (PC only)

## Supported Capabilities, Protocols, Algorithms, and Ports

### Capabilities

Call Rate	Video Capability
512 kbps 384 kbps 256 kbps	480x352
128 kbps	192x144
64 kbps	Audio only

## Protocols

The following table lists the protocols supported in this version of the RealPresence Mobile application.

Protocol	Description
H.239	People and Content
H.323, V6	Signaling
H.460	Firewall traversal
SIP (Session Initiation Protocol)	Signaling
BFCP (Binary Floor Control Protocol)	Content



H.239, BFCP, and H.460 are supported only when you are registered to a provisioning server.

## Resolutions

The following table lists the resolutions supported in this version of the RealPresence Mobile application.

Resolution and Frame Rate	Source
Up to 480x352, 15 fps	People video sent from camera
Up to 480x352, 30 fps	People video received from far end
Up to 720 p, 7.5 fps	Content received from far end
Up to 720 p, 3 fps (iPad 2 only)	PDF content showing from the tablet



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 received.

## Algorithms

The following table lists the algorithms supported in this version of the RealPresence Mobile application.

Algorithm Type	Description
Audio	G.722.1 Annex C G.711u G.711a Siren™ LPR Acoustic Echo Cancellation (AEC) Automatic Gain Control (AGC)
Video	Polycom® Lost Packet Recovery™ (LPR™) H.264 H.263+ (for content only)
Encryption	AES for H.323 calls



AES encryption is available only when you are registered to a provisioning server.

## Inbound and Outbound Ports

The following table lists the inbound and outbound ports supported in this version of the RealPresence Mobile application.

### Inbound Ports

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



## Outbound Ports

Port	Function
443 (TCP)	Provisioning, Monitoring, Help Files, HTTPS
389 (TCP)	LDAP
5060	SIP
1720 (TCP)	H.323 Signaling
1719 (UDP)	Registration, Admission, and Status (RAS)
3230 - 3237 (UDP)	Media (RTP/RTCP)

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