Release Notes

Polycom® RealPresence® Mobile, Version 2.3 for Apple® iOS Devices

Polycom is pleased to announce this release of the Polycom® RealPresence® Mobile application.

This document provides the latest information about the RealPresence Mobile application, version 2.3, for Apple iOS-powered smart phones and tablet devices.

Software Version History

Version	Release Date	Features
2.3	March 2013	Support the Polycom RealPresence CloudAXIS™ solution.
2.2	February 2013	Add the support for iPad Mini and iPhone5.
2.1	December 2012	iPad and iPhone: Support for Interactive Voice Response (IVR) service in SVC calls. iPad: Added automatic Polycom SmartPairing™ (iOS 5.0 and later) to enable the iPad to control and swipe calls to Polycom HDX and Group Series devices.
2.0	November 2012	Support for H.460 firewall traversal in basic mode. Access to media statistics. iPad: Added SmartPairing in manual mode (iOS 5.0 and later) to enable the iPad to control Polycom HDX and Group Series devices. Support for the Enterprise SVC Solution, a scalable media relay conferencing solution based on SVC and SAC codecs. Added Portuguese support for the user interface.
1.3.2	September 2012	iPad and iPhone 4S: Added support for iOS 6.0.
1.3.1	August 2012	Fixed several known issues.
1.3	June 2012	iPad: Added support for firewall/NAT, FECC, ability to run on new iPad. iPhone 4S: Localized user interface.
1.2	March 2012	iPhone 4S: Added support for basic mode.
1.1	February 2012	iPhone 4S: Initial release. iPad 2: Added content sharing. Improved user interface experience.

March 2013
3725-82878-012/A

Version	Release Date	Features
1.0.4	January 2012	iPad 2: Fixed some memory leak issues.
1.0.3	December 2011	iPad 2: Enabled users to disable H.323 calls. User interface enhancements. Added multi-language support for the user interface. Added H.263+ content receiving.
1.0.2	October 2011	iPad 2: Fixed some known issues. Added user interface enhancements. Added automatic Polycom CMA® server detection. Features such as AES, H.460 firewall traversal, and content receiving are available only when users are registered to a provisioning server.
1.0.1	October 2011	iPad 2: Initial release.

Hardware and Software Requirements

Apple	iPad 2, iPad Mini, iPad with Retina display, iPhone 4S, iPhone 5
iOS Requirements	iPad 2, iPad Mini, iPad with Retina display • iOS 5.0 or later iPhone 4S, iPhone 5 • iOS 5.1 or later
System Requirements	Syncing with iTunes® on a Mac or PC requires: • iTunes: 10.2 or later • Mac: OSx 10.2 or later • PC: Windows XP SP3 or later
Network Requirements	• Wireless Local Area Network (WLAN), 802.11 a/b/g/n recommended • 3G or 4G network
Optional Peripheral Devices	• 3.5 mm headset • Stereo Bluetooth headset

To view your iOS system version:

>> From your device, touch **Settings > General > About > Version**.

Interoperability

Polycom CMA® System and RealPresence Resource Manager System

The RealPresence Mobile application can register to the Polycom CMA Server version 6.2 and newer and Polycom RealPresence Resource Manager server version 7.1 and newer. Some management features have limitations relative to other Polycom endpoints. For example, software update of RealPresence Mobile is not supported and the QOS monitoring is limited.

Products Tested with This Release

Polycom RealPresence Mobile systems are tested extensively with a wide range of products. The following list is not a complete inventory of compatible equipment. It simply indicates the products that have been tested for compatibility with this release.

To ensure that your issue has not already been addressed by vendor software updates, you are encouraged to upgrade all your Polycom systems with the latest software before contacting Polycom Support. Go to http://support.polycom.com/PolycomService/support/us/support/service_policies.html to find the current Polycom Supported Products matrix.

Type	Product	Version
NAT/Firewall/Border Controller	ACME Packet Net-Net 3820	Firmware SCX6.3.0 F-2 GA
	Polycom VBP 5300-ST	11.2.13
	Polycom RealPresence Access Director	2.0.3
Gatekeeper, Gateways, External MCU, Bridges, Call Managers	Polycom Distributed Media Application™ (DMA™)	5.1.0, 5.2.0
	Polycom Converged Management Application™ (CMA)	6.2.2
	Polycom® RealPresence® Resource Manager	7.1.0
	Polycom RMX® 4000/2000	7.8.0
	Polycom RMX 1000 with Hardware Version C	2.4.2
	Polycom RSS™ 4000	8.0, 8.5
	Broadsoft SIP r17 Server	SP2
	DeltaPath	2.9.2
Endpoints	Polycom HDX® systems	3.1.1
	Polycom RealPresence Mobile system	2.2. 2.3 (iOS) 2.2, 2.3 (Android)
	Polycom VVX systems	4.1.4
	Polycom Telepresence m100	1.0.5
	Polycom CMA Desktop	5.2.4
	Polycom RealPresence Desktop	2.1, 2.3
	Polycom RealPresence Group Series	4.0.1
Content Sharing Applications	Polycom People+Content™ IP	1.2.3 (PC only)

Installation and Uninstallation

To install the RealPresence Mobile application:

1. From the Apple App Store application, 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 application list, touch and hold  **Video** until it begins to jiggle.
2. Touch  .
3. Touch **Delete.**

Your user data is deleted when you uninstall the application.

Setting Up the RealPresence Mobile Application

You can use the RealPresence Mobile application in basic or professional mode.

- Basic mode enables basic calling, but does not include professional features such as sending and receiving content, AES and LDAP.
- Professional mode provides professional features. To use these features, you must register to a provisioning server (a Polycom Converged Management Application™ (CMA®) 4000/5000 or Polycom RealPresence Resource Manager). Professional features are available when connecting to the CMA 4000/5000 or Polycom RealPresence Resource Manager.

Both options enable you to configure network and server settings. Enter settings manually or register to a provisioning server to get the settings automatically. For more information about configuration, see the HTML help documentation available on http://support.polycom.com/PolycomService/support/us/support/video/realpresence_mobile/realpresence_mobile.html.

Feature Overview

This table lists features available in version 2.3.

Category	Features	iPad Basic Mode	iPad Professional Mode	iPhone Basic Mode	iPhone Professional Mode
Call functions and capability	Enterprise SVC solution	✓	✓	✓	✓
	IVR service in SVC calls	✓	✓	✓	✓
	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 and H.263 + content during H.323 calls		✓		✓
	Placing SIP calls	✓	✓	✓	✓
	Enabling and disabling SIP calls	✓	✓	✓	✓
	Registering to SIP servers	✓	✓	✓	✓
	Specifying SIP proxy servers	✓	✓	✓	✓
	Placing SIP calls over UDP	✓	✓	✓	✓
	Placing SIP calls over TCP	✓	✓	✓	✓
	Receiving H.264 content during SIP calls		✓		✓
	Receiving H.263 and H.263 + content during SIP calls		✓		✓
	H.264 content sharing up to 720 p (PDF only)		✓		
	H.263 and H.263+ content sharing up to XGA (PDF only)		✓		
	Selectable call rates between 64 kbps - 512 kbps	✓	✓	✓	✓

Category	Features	iPad Basic Mode	iPad Professional Mode	iPhone Basic Mode	iPhone Professional Mode
Call functions and capability	H.264 encode at up to 480 x 270 (video)	✓	✓	✓	✓
	H.264 decode at up to 480 x 352 (video)	✓	✓	✓	✓
	H.264 decode at up to 720 p (content)		✓		✓
	H.263 and H.263+ decode at up to XGA (content)		✓		✓
	Automatic gain control	✓	✓	✓	✓
	Acoustic echo cancellation	✓	✓	✓	✓
	Automatic noise control	✓	✓	✓	✓
	Polycom Siren Lost Packet Recovery	✓	✓	✓	✓
	WLAN, 3G, and 4G network support	✓	✓	✓	✓
	User interface Localization	✓	✓	✓	✓
Call control	Muting your audio during a call	✓	✓	✓	✓
	Disabling your video during a call	✓	✓	✓	✓
	DTMF during a call	✓	✓	✓	✓
	Viewing call statistics by touching	✓	✓	✓	✓
	Switching between the front and rear cameras	✓	✓	✓	✓
	Adjusting volume during a call	✓	✓	✓	✓
	Indicating network quality during a call	✓	✓	✓	✓
	FECC		✓		
SmartPairing	SmartPairing for iPad (iOS 5.0 and later)	✓	✓		
	Call transferring to an HDX or RealPresence Group system	✓	✓		

Category	Features	iPad Basic Mode	iPad Professional Mode	iPhone Basic Mode	iPhone Professional Mode
Firewall traversal security	H.460 firewall traversal	✓	✓	✓	✓
	Encrypting H.323 calls		✓		✓
	SIP digest authentication	✓	✓	✓	✓
	Certificate verification		✓		✓
	BFCP over UDP		✓		✓
	RTP keep-alive	✓	✓	✓	✓
	TLS/SRTP support		✓		✓
	SIP dial string	✓	✓	✓	✓
	SBC Interoperability	✓	✓	✓	✓
	SIP outbound proxy	✓	✓	✓	✓
	SIP fail-over	✓	✓	✓	✓
Professional features	Provisioning service		✓		✓
	Local address book		✓		✓
	LDAP service		✓		✓

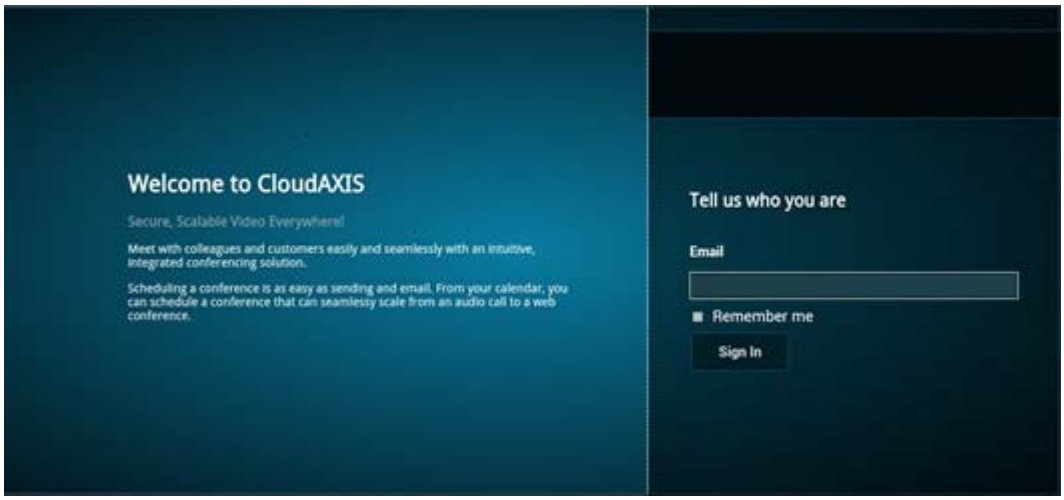
New Features in Version 2.3

This release adds support for Polycom RealPresence CloudAXIS solution. If you are invited to a CloudAXIS meeting, you will receive a meeting invitation message.

To attend a CloudAXIS meeting:

1. Open the meeting invitation message.
2. Select the web URL, or enter the web URL in a browser address line.

3 Enter your email address to sign in to CloudAXIS.



4 After you sign in, swipe on the target device panel and select **Video on a Mobile Device**.

5 Do one of the following:

— Click **Start** to launch the RealPresence Mobile application and attend the meeting.

— Click **Install** to download the application from the Apple App store.

Features in Previous Versions

Version 2.2

Version 2.2 adds the support for iPad Mini and iPhone5.

Version 2.1

Version 2.1 provides the following new features:

- iPad: Added SmartPairing in automatic mode (iOS 5.0 and later) to enable the iPad to control Polycom HDX or Group Series systems.

Points to Note on SmartPairing:

- You need to enable Smart Pairing on the desired Polycom HDX or Group Series system.
- Both manual and automatic pairing are supported on Polycom RealPresence Group Series version 4.0.1 and later.
- To date, only manual pairing is supported on Polycom HDX system version 3.1. For automatic pairing support, please check Polycom HDX's latest Release Notes.

- iPad: Ability to transfer calls to a Polycom HDX or Group Series system.

  When the call is transferred, you can mute the call, adjust its audio volume, send DTMF tones, or end the call using your iPad as controller. You can also place calls from the paired HDX or Group Series system.

- Support for IVR service in SVC calls.

Support for SmartPairing in Automatic Mode (iPad Only)

You can let your system to pair automatically to a nearby Polycom HDX or Group Series system that has the Smart Pairing feature enabled also.

You need to enable Smart Pairing on the desired Polycom HDX or Group Series system. For more information, refer to the Release Notes of your desired target system.

To enable Automatic SmartPairing:

1. Touch .
2. Touch **SmartPairing**. Make sure **Enable SmartPairing** is turned on.
3. Make sure **Auto Detection** is turned on.

4 Touch **Settings** and then touch **Done**.

To view paired Polycom HDX or Group Series systems, touch  on the lower-right of your screen. Paired systems are listed under **Detected**.

Support for Call Transferring (iPad Only)

You can transfer calls to a Polycom HDX or Group Series system. After you iPad is paired and a call is transferred, you can use your device to control the call, for example, adjust the call volume, mute or end the call.

After a call is transferred, you cannot transfer the call back to your iPad.
If the call transferring fails, the call is redirected back to your iPad.

To transfer calls to a Polycom HDX or Group Series System:

1 During a call, touch  .

The icon appears when the system detects a Polycom HDX or Group Series system, or has manually-paired to Polycom HDX or Group Series systems recently.

2 Select a desired device, if more than one device appear.

3 Enter the pairing password, if required.

4 Flip  upwards to transfer the call to the Polycom HDX or Group Series system.

If the call transferring fails, the call is redirected back to your device.

After you unpair from the Polycom HDX or Group Series system, you can no longer control the transferred call.

Version 2.0

Version 2.0 provides the following new features:

- Support for H.460 firewall traversal in basic mode.
- Ability to access Media Statistics by clicking .
- iPad: Added SmartPairing in manual mode (iOS 5.0 and later) to enable the iPad to control Polycom HDX or Group Series systems.
- Support for the Enterprise SVC solution, a scalable media relay conferencing solution based on SVC and SAC codecs.

Support for SmartPairing in Manual Mode (iPad Only)

The SmartPairing feature enables you to control a Polycom HDX or Group Series system from a device with iOS versions 5.0 and later. You can control aspects of the Polycom HDX or Group Series system such as placing and ending a call, controlling volume, and using DTMF.

To enable SmartPairing:

1. Touch  .
2. Touch 

.
3. When prompted, enter the IP address and password of the Polycom HDX or Group Series system.

Support for the Enterprise Scalable Video Coding Solution

The Enterprise Scalable Video Coding (SVC) solution is an alternative to the AVC mode that has traditionally been supported. Differences between the two modes are listed in the following table.

SVC Mode	AVC Mode
Each participant in the conference call is received by the client as a separate video stream.	The composite video image is determined by the bridge based on administrator configuration.
A Caller ID is indicated by text in the appropriate window, on display throughout the call.	Caller ID information is displayed intermittently.
Double-clicking or tapping on a participant's video, content video, or local preview expands that video to full screen. Double-clicking or tapping again reverts the display to the composite image. Pinch controls enable you to zoom in and out on a participant's video or content video.	Layout may typically be controlled by dialing **, and then selecting a format.

The SVC solution provides the following features in this release.

- For video send, support 270p (480x270) and 135p (240x135)
- For video receive, support up to 360p with no bandwidth limitation; average is 270p or 180p (480x270)
- For video send, support 7.5/15 fps
- For video receive, support 7.5/15/30 fps

- Support auto layouts of 1x1, 1+1 through 1+5.

  The maximum layout of 1+5 comprises 4 remote participants plus 1 content-sharing frame, and 1 local preview frame.
- Support for AVC content
- Support for SVC auto layouts:
  - Display of last active speakers
  - Dynamic display of resolution, bandwidth, number of participants are adjusted based on network bandwidth and processor capabilities.
- Support for Scalable Audio Coding (SAC) with at least two quality layers
- Ability to mix up to three different audio streams from the MCU
- Ability to mix up to four different SVC video streams (call rate at 512kbps) from the MCUs.

Access to Media Statistics

To access media statistics, click the antenna icon .

Value	Description
Call Type	SIP or H.323 call type.
Call Encryption	Indicates whether your call is encrypted.
Far Site Name	Name of the far site.
Far Site System	Type of video conferencing system at the far end and its software version.
Call Speed	Negotiated speed (bandwidth) for the call, which is usually the combined video and audio speeds in the call.
Video Protocol	ITU-C video algorithm and annexes used in the current call. The video protocol used depends on the capabilities of the system at the far end as well as on your system's configuration.
Video Format	Picture size currently in use.
Audio Protocol	Audio algorithm and annexes used in the current call. The audio protocol used depends on the capabilities of the system at the far end as well as on your system’s configuration.
Audio Rate	Bandwidth specified for the audio portion of the call. The proportion of the audio rate to the video rate depends on the protocol used.

Value	Description
Video Rate	Bandwidth specified for the video portion of the call. The proportion of the video rate to the audio rate depends on the protocol used.
Video Rate Used	Actual bandwidth being used for the video portion of the call. This is a real-time measurement, which normally fluctuates.
Video Frame Rate	Rate your system uses to update the picture seen at the far end. The system can send up to 15 frames per second. If the camera picks up large, continuous, or frequent motions, the software takes longer to assemble the data into video frames, and the frame rate drops. Changes in lighting also reduce the frame rate.
Video Packets Loss Percentage	Total video packet loss as a percentage of the total number of video packets transmitted by your system and those transmitted by the far end.
Video Jitter	Percentage of variation in the video transmission rate.
Audio Packet Lost	Number of audio data packets lost during the call, including transmitted packets and incoming packets. Packet loss indicates congestion or other problems on the network.
Audio Packets Loss Percentage	Total audio packet loss as a percentage of the total number of audio packets transmitted by your system and those transmitted by the far end.
Audio Jitter	Percentage of variation in the audio transmission rate.
Content Protocol	Format used for the recording, compression, and distribution of the content.
Content Format	Display resolution of the content.
Content Rate	Rate your system uses in content transmission.
Content Rate Used	Actual bandwidth being used for the content transmission.

Value	Description
Content Frame Rate	Rate your system uses in content frame transmission.
Content Packets Lost	Number of content data packets lost during the call, including transmitted packets and incoming packets. Packet loss indicates congestion or other problems on the network.
Content Packets Loss Percentage	Total audio packet loss as a percentage of the total number of content packets transmitted by your system and those transmitted by the far end.

Version 1.3.2

Support for iOS version 6.0.

Version 1.3.1

For iPad, an update to the Content Send/Stop icon.

Version 1.3

Firewall/NAT Support

- Ability to keep RTP (Real-time Transport Protocol) NAT mapping alive during live streaming.
- Ability to support Secure Real-time Transport Protocol (SRTP) and Transport Layer Security (TLS) for the secure transmission of media.
- Ability to support Binary Floor Control Protocol (BFCP) over a UDP link. Control signaling can be forwarded using the best-effort traffic class in firewall and NAT traversal.
- Support the following dial strings when you place calls without registering to any server.

H.323	SIP
• name@domain • name@IP • extension@domain • extension@IP • IP##extension	• <name>@<domain> • <name>@<ipAddress:port> • <extension>@<domain> • <extension>@<ipAddress:port>

- Ability to verify server certificates by using installed root certificates (SIP, HTTPS, and LDAP) when establishing TLS connections.
- Ability to interoperate with ACME SBC systems.
- Support for SIP signaling FW/NAT traversal over TCP/TLS as defined in RFC5626.
- Ability to switch to a backup SIP server in case the primary server fails.

Far-End Camera Control Support

In a point-to-point call, you are able to pan, tilt, and zoom the far-end PTZ camera, if the far-end system is configured to allow control.

Version 1.2

For iPhone 4S and iPad 2:

- Support for unmanaged mode. The new unmanaged mode enables you to use the RealPresence Mobile application in basic mode, without connecting in professional mode.
- Usability enhancements

Version 1.1

For iPhone 4S and iPad 2:

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 of content 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 muting your audio 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.

Version 1.0.4

For iPad 2: Fixes for some memory leak issues.

Version 1.0.3

For iPad 2:

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.

Version 1.0.2

For iPad 2: Usability enhancements

Version 1.0.1

For iPad 2:

- Dual-stack operation that enables the Polycom RealPresence Mobile application to connect to SIP or H.323 systems

- H.264 encode and decode at up to 720p, 30fps
- 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 muting your audio and 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.

Corrected Issues in Version 2.3

Category	Issue ID	Description
Audio	SWEP-3033	When the loudspeaker is used, the received volume on the iPhone5 is lower than on the iPhone4S.

Corrected Issues in Previous Versions

Version 2.1

Category	Issue ID	Description
Audio/Video	SWEP-2757	No media are shown or heard in the HDX system when the RealPresence Mobile application calls H.323 B2B through a SIP trunk to the H.323 HDX system in the other enterprise.

Version 2.0

Category	Issue ID	Description
Camera	CMAD-8087	Far-end camera control may stay at zoom-in or zoom-out state if multitasking gestures are used.
Camera	CMAD-9584	If the camera application is open on the iPad and the iPad is locked, the RealPresence Mobile application may crash when the user unlocks the device.

Version 1.3.1

Category	Issue ID	Description
Calling	CMAD-8550	The RealPresence Mobile application did not send an authentication update when the SIP server authentication valid time expired. This issue has been corrected.
Interoperability	CMAD-8588	The RealPresence Mobile application did not support PLI. This issue has been corrected.
Interoperability	CMAD-8590	An external participant appeared on the participant list in a conference-managed screen when monitoring an ad-hoc point-to-point call from CMA Desktop to the RealPresence Mobile application or the RealPresence Mobile application to the RealPresence Mobile application. This issue has been corrected.
Interoperability	CMAD-8591	The RealPresence Mobile application did not send authentication update when SIP server authentication valid time expired, which caused authentication failure and call disconnect. This issue has been corrected.
Registration	CMAD-9018	The RealPresence Mobile application failed to send a keep-alive message when switched from registering to an RFC 5626 server to a non-RFC 5626 server. This issue has been corrected.

Version 1.3

Category	Issue ID	Description
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 could not be placed, or you could not receive far end video. This problem has been corrected.
Configuration	CMAD-5396	When your RealPresence Mobile application version is 1.0.2 and you signed in to a Polycom CMA server whose version is older than 6.0.1, your tablet would take up two licenses on the CMA server, with the device type as C**MA Desktop** and **Other** respectively. When your RealPresence Mobile application version is later than 1.0.2 and you signed in to a Polycom CMA server whose version is earlier than 6.0.1, you were registered as two users in the CMA server, with **Model name** both as the **RealPresence Mobile application - iPad**, and **Device type** as **HDX** and **Other** respectively. This problem has been corrected.
Content	CMAD-4569	You could not receive content from the far end when there were two WLAN networks available, and you were disconnected within several minutes. This problem has been corrected.
Languages	CMAD-3393	The user interface was available in nine languages only, though the system could run on all language versions of your tablet. This problem has been corrected.
Registration	CMAD-5538	If your Polycom RealPresence Mobile was signed in to a Polycom CMA server whose version is earlier than 6.0.1 through a Polycom VBP system, you had to power down the VBP system before you upgrading the CMA server to version 6.0.1. Otherwise, the gatekeeper registration failed for duplicate alias. This problem has been corrected.
User Interface	CMAD-3397	When you placed calls, the system used the device name as your RealPresence Mobile display name. This problem has been corrected.
Video	CMAD-7043	While using an iPad 3 and receiving content on the RealPresence Mobile application, the far-end video displayed in the PIP did not scale correctly. This problem has been corrected.

Category	Issue ID	Description
Interoperability: Tandberg TS8710	CMAD-8551	When a participant using RealPresence Mobile version 1.2 joined MCU conference supporting "PLI", RealPresence Mobile version 1.2 participants' video could not be seen by others. Root cause was that the RealPresence Mobile application did not support "PLI" RTCP feedback (RFC 4585) yet. "PLI" was used as one approach to request key frame (i-frame). In RealPresence Mobile version 1.2, RealPresence Mobile enables "PLI" in SIP signaling, but actually RealPresence Mobile doesn't support handling PLI message. When RealPresence Mobile version 1.2 joined the conference supporting "PLI", and MCU used PLI message to request key frame, but RealPresence Mobile version 1.2 did not send key frame, MCU could not decode the video streams and did not forward the stream to other participants. So other participant did not see RealPresence Mobile V1.2's video. This problem has been corrected.

Version 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.
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.

Version 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.

Category	Issue ID	Description
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 **Auto Find CMA Server**, 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 issues for this release. If a workaround is available, it is noted in the table.

Category	Issue ID	Description	Workaround
Content	SWEP-3434	Sometimes the RealPresence Mobile application cannot fully display the content in a point-to-point call.	Uninstall, and then reinstall the RealPresence Mobile application.
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.	Always follow these steps to force close the RealPresence Mobile application: **1** Touch the Home button of your device. **2** Double-touch the Home button. **3** Touch and hold **VideoRealPresence**. **4** Touch the ⊖ on the upper-left of  .

Category	Issue ID	Description	Workaround
General	CMAD-7044	The application uses several TCP and UDP ports. If any of these ports is used by other applications, RealPresence Mobile may not work properly.	Reboot the device.
Interoperability	SWEP-2874	Your video is not available to other participants when you join a conference hosted by a Polycom RMX 1000 system.	Do not use H264 CIF/SIF as your video quality in your RMX profile.
Interoperability	SWEP-2756	You cannot log in to a Polycom CMA system or RealPresence Resource Manager system by using a non-English account name.	Use an English account name to log in.
SVC	SWEP-2634	Note these limitations for SVC conference calls. • The following are not supported: – Encryption – RSS – FECC • Only SIP calls are supported. • A maximum of four far-end video streams and one content video is supported. • Use SIP TCP for SVC conferences.	SVC
SmartPairing	SWEP-1819	When there are several Polycom HDX or Group Series systems nearby, your RealPresence Mobile application either fails to detect them all, or return incorrect IP addresses.	Pair the Group Series or HDX system manually.
SVC	SWEP-2372	When there is 10% packet loss and UDP is used for an SVC call, the screen layout is wrong.	
SVC	SWEP-2736	In a poor network connection, sometimes a participant disconnects automatically from an SVC call. This can result in a participant showing up in two video streams–one frozen and one active. The RMX system will clear the frozen stream in 30 minutes.	

Category	Issue ID	Description	Workaround
SVC	SWEP-2872	After you join an SVC conference by dialing a DMA virtual entry queue, you receive no participant video.	Polycom DMA systems do not support SVC entry queues. Join SVC conferences directly if the call is hosted through a Polycom DMA system.
SVC	SWEP-2871	If you are the first one to dial in to a password-protected SVC conference, you hear noise for a short while after the IVR prompt.	
SVC	SWEP-3113	Your video stops transmitting while sending or receiving content during a 128kbps SVC call.	
SVC	SWEP-2634	Note these limitations for SVC conference calls. • The following are not supported: – Encryption – FECC – RSS • Only SIP calls are supported. • A maximum of four far-end video streams and one content video is supported. • Use SIP TCP for SVC conferences.	
SVC	SWEP-2870	Within the call rate range 128 - 256 kbps, the IVR video quality of SVC conferences is much lower than that of AVC calls at the same call rate.	

Supported Capabilities, Protocols, Algorithms, and Ports

Capabilities

Call Rate	Video Capability
512 kbps 384 kbps 256 kbps	480x270
128 kbps	240x135
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 and BFCP 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 480x270, 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 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.

HD/720p fps is the maximum video receiving capability. The actual resolution is based on the negotiation with the far end.

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) Scalable Audio Coding (SAC)
Video	Polycom Lost Packet Recovery™ (LPR™) H.264 SVC H.264 AVC H.263 and H.263+ (for content only)
Encryption	AES for H.323 calls TLS for SIP calls

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

TLS 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 - 3329 (TCP)	Call Signaling
3230 - 3237 (UDP)	Media (RTP/RTCP)
5060	SIP
3238 (UDP and TCP)	BFCP

Outbound Ports

Port	Function
443 (TCP)	Provisioning, Monitoring, Help Files, HTTPS
389 (TCP)	LDAP
5060	SIP
5061 (TCP)	SIP TLS signaling
1720 (TCP)	H.323 Signaling
1719 (UDP)	Registration, Admission, and Status (RAS)
3230 - 3329 (TCP)	Call Signaling
3230 - 3237 (UDP)	Media (RTP/RTCP)
3238 (UDP and TCP)	BFCP

Preparing Your Device for Mutual Transport Layer Security

You can establish secure communications using Mutual Transport Layer Security (MTLS) with provisioning servers such as Polycom DMA or RealPresence Resource Manager systems.

To establish MTLS connections, the client and server need to hold certificates issued from the same Certificate Authority (CA) and the root certificate of this CA.

To import certificates into your iPad, you need to generate a Certificate Request (CSR) first by using a computer that has installed the openSSL tool. This is an iOS limitation.

The following instructions use Mac as the example.

To generate and import your certificate:
Open the Terminal from your Mac computer.

1 Generate the private key *client.key*. For example:

```
Mike-MacBook-Pro:~ root# openssl genrsa  -out client.key 1024
```

2 Generate the certificate request *client.csr*. For example:

```
Mike-MacBook-Pro:~ root# openssl req -new -key client.key -out client.csr
```

You are about to be asked to enter information that will be incorporated into your certificate request.

What you are about to enter is what is called a Distinguished Name or a DN.

There are quite a few fields but you can leave some blank

```
For som-----
Country Name (2 letter code) [GB]:cn                ---CSR info.
State or Province Name (full name) [Berkshire]:bj  ---CSR info.
Locality Name (eg, city) [Newbury]:bj      ---CSR info.
Organization Name (eg, company) [My Company Ltd]:plcm  ---CSR info.
Organizational Unit Name (eg, section) []:caqa   ---CSR info.
Common Name (eg, your name or your server's hostname) []:caqa  ---CSR info.
Email Address []:pp@pp.com  ---CSR info.
```

Enter the following 'extra' attributes to be sent with your certificate request

```
A challenge password []:1234          -----see [Note1]
An optional company name []:poly
```

Write down the challenge password. You will need it later in the procedure.

3 Submit the certificate request to your CA:

a View the content of the file *client.csr* using the following command, then select and copy its content (from ---BEGIN CERTIFICATE REQUEST to END CERTIFICATE REQUEST---):

```
Mike-MacBook-Pro:~ root# cat client.csr
```

b Go to your CA's web interface http://<CA's IP address>/certsrv/, then click **Request a certificate**.

c Click **advanced certificate request**.

d Click **Submit a certificate request by using a base-64-encoded CMC or PKCS #10 file, or submit a renewal request by using a base-64-encoded PKCS #7 file**.

e Paste the content of the file **client.csr** to the text filed under **Saved Request** text field, then click **Submit**.

f Click **Base 64 encoded** and then click **Download certificate.**

The file is saved as *certnew.cer* by default in the folder **Downloads**.

4 Move the generated **certnew.cer** file to your current directory.

5 Convert the file *ccertnew.cer* to a .p12 file by using the openSSL tool. For example:

```
Mike-MacBook-Pro:~ root#openssl pkcs12 -export –in certnew.cer –inkey client.key –out client.p12 –name testp12
Enter Export Password:

Verifying - Enter Export Password:
```

The export password should be the same as the challenge password you set in step 2.

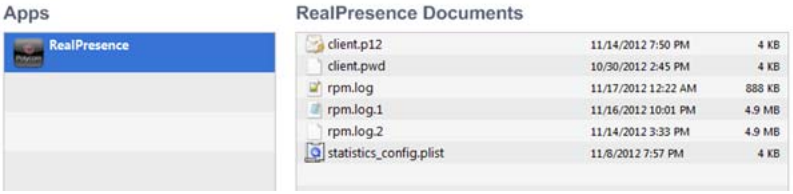
6 Encrypt the challenge password you set in Step 2:

a Go to http://www.convertstring.com/EncodeDecode/Base64Encode.

b Enter the challenge password in the text field, and then click **Base64 Encode!**.

c Copy the encoded text from the following text field, and save it as a .pwd file, for example, *client.pwd*.

7 Add both *client.p12* and *client.pwd* to your iPad using iTunes.



To import the root certificate of your CA into your iPad:

1 Go to your CA's web address http://<MCA's IP address>/certsrv/, click **Download a CA certificate, certificate chain, or CR**L.

2 Select **Base 64**, and then click **Download CA Certificate.**

3 Send the certificate to your iPad as an email attachment.

4 On your iPad, open the attached certificate from your email, and then click **Install**.

5 When prompted whether to install the profile, tap **Install Now**, and then tap **Done**.

The certificate is now installed on your iPad. You can find it from your iPad **Settings > General > Profile**, under **Configuration Profiles**.

To establish MTLS connection with servers such as Polycom DMA or RealPresence Resource Manager systems, the Polycom DMA or RealPresence Resource Manager system should also hold the CA root certificate and the system's certificates.

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