

Release Notes

Polycom® RealPresence™ Mobile, Version 1.0.0 Motorola Xoom™ and Samsung® Galaxy Tab



The RealPresence Mobile application is designed for business professionals who use a tablet device and need to share visual experiences 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 organizations video network, giving you an engaging experience, just like being there.

This document provides the latest information about the RealPresence Mobile application, version 1.0.0 for Motorola Xoom and Samsung Galaxy Tab.

Hardware and Software Requirements

Motorola Xoom Tablet	XOOM MZ600 XOOM MZ601 XOOM MZ603 XOOM MZ605 XOOM MZ604 XOOM MZ606
Samsung Galaxy Tab	Galaxy 10.1" Tab GT-P7500 Galaxy 10.1" Tab GT-P7510
Operating System	Android 3.1 (recommended) Android 3.2
Network Requirements	WiFi Network
Peripheral Devices (optional)	3.5 mm headset Stereo Bluetooth® headset

Interoperability


Type	Product	Version
NAT/Firewall/Border Controller	Polycom VBP® 5300-ST	9.1.5.3
Gatekeeper, Gateways, External MCU, Bridges, Call Managers	Polycom® Distributed Media Application™ (DMA™) 7000	V3.0.0
	Polycom® Converged Management Application™ (CMA®) 5000	5.3 5.0
	Polycom® Converged Management Application™ (CMA®) 4000	5.4 or later
	Polycom® RMX® 4000	7.2.2.20 or later, with MPMX media card
	Polycom RMX 2000	7.2.2.20 or later, with MPMX media card
	Polycom RMX 1000	2.4 with video accelerator card
	Broadsoft SIP r17 Server	SP2
	Broadsoft SIP r16 Server	
	DeltaPath	2.9.2
Endpoints	Polycom® HDX® 9006	3.0.2
	Polycom® HDX® 8000	3.0.0 and later
	Polycom® RealPresence Mobile	1.0.0 or later (Android and iOS)
	Polycom® Telepresence m100	1.0.0 or later
Content Sharing Applications	Polycom® People+Content™ IP	1.2.3

Setting Up the RealPresence Mobile

To install the RealPresence Mobile application:

- 1 From the Applications list, touch **Settings > Applications** and then touch **Unknown sources**. This enables installing applications from sources other than the Android Market.
- 2 Install from an email address using these steps:
 - a Attach the software application file to an email message and send it to your email address.
 - b Open the message on the tablet.
 - c When you are prompted to install the application, touch **Install**.



To uninstall the RealPresence Mobile application:

- 1 From the **Applications** list, touch **Settings > Applications > Manage applications** and then touch the  **Video** icon.
- 2 Touch **Uninstall**.
- 3 When you are prompted to confirm, touch **OK**.



Your user data is deleted when you uninstall the application.

To configure the RealPresence Mobile application:

- 1 From the Application list, touch  **Video**.
- 2 Touch  and then touch **Settings**.
- 3 Configure these Network settings:

Setting	Description
WLAN Call Rate	Specifies call rate to use for calls using a wireless LAN.
3G Call Rate	Specifies the call rate to use for calls using a 3G network.

- 4 Configure these H.323 settings:

Setting	Description
Gatekeeper Registration	Specifies whether to register your system with a gatekeeper.
Select Gatekeeper	Lets you choose whether to use the Internal or External Server to make calls.
Internal Gatekeeper Address External Gatekeeper Address	Specifies the IP address or name of the internal and external gatekeepers. For example, 10.11.12.13 or gatekeeper.company.com.
H.323 Name	Specifies the name that is displayed to the far site during calls. For example, MyName.
H.323 Extension	Specifies the name that gatekeepers use to identify this system. Your organization's dialing plan may define the names you can use.

- 5 Configure these SIP settings:

Setting	Description
SIP Registration	Specifies whether to register your system with a SIP server.
SIP Proxy Server	Specifies the DNS name or IP address of the SIP Proxy Server.
SIP Registrar Server	Specifies the DNS name or IP address of the Registrar Server.
Domain	If you use Broadworks SIP server, specifies the domain name for authentication with a Registrar Server. If you use Polycom DMA server as the SIP server, leave the domain blank.
SIP User Name	Specifies the user name for authentication with a Registrar Server.
SIP Password	Specifies the password for authentication with a Registrar Server.
Authentication Name	Specifies the name to use for authentication when registering with a SIP Registrar Server. If you leave this field blank, the SIP User Name is used for authentication.
Transport Protocol	Indicates the protocol the system uses for SIP signaling. <ul style="list-style-type: none"> • TCP provides reliable transport via TCP for SIP signaling. • UDP provides best-effort transport via UDP for SIP signaling.

To restore the tablet to the original factory settings:

- 1 From the **Applications** list, touch **Settings > Privacy**.
Touch **Factory data reset**.
- 2 Touch **Reset tablet**.



Your user data is deleted when you reset the application.

Checking Your Mobile or WiFi Link

To check your current connection status and IP address

>> Touch  in the lower right corner of your screen.

Note: In case of a network connection problem,  appears in the lower right corner of your screen.

Features in Version 1.0.0

Polycom RealPresence Mobile application is a new product with the following features:

- Dual stack operation that allows the Polycom RealPresence Mobile to connect to SIP or H.323 systems.
- H.264 encode and decode at up to 720p, 30fps.
- Support for Siren LPR, which can effectively improve the decreased audio quality caused by packet loss.
- Ability to receive content using H.239 and BFCP.
- Configurable network and bandwidth settings that make the RealPresence Mobile operate well in virtually any network.
- Ability to zoom and scroll received content.
- Support for automatic gain control and echo cancellation.
- Support for H.460 firewall traversal.
- Ability to view network quality during a call.

Using the RealPresence Mobile Application



The RealPresence Mobile application allows you to place and receive point-to-point calls. You can also join multipoint calls hosted by multipoint conferencing systems, such as Polycom RMX systems and by endpoints with multipoint capabilities, such as Polycom HDX systems.

Placing a Video Call

For best results, Polycom recommends using a WiFi network to place calls.

To place a call:

- 1 Enter the name or number to call. Depending on the system you are calling, the dialing information could look like one of these examples:
 - 10.11.12.13 (IP address – include the dots)

- 2555 (SIP, or E.164 extension for H.323)
 - stereo.polycom.com (DNS name)
 - user@domain.com (SIP)
 - signal IP##conference ID (H.323)
- 2 Touch the call type.
 - 3 If you need to enter an extension or password, touch  and enter the number.
 - 4 Touch  to start the call.

To place a call from your recent calls list:

- 1 Touch **Recent Calls**.
- 2 Touch the number to call.



Your recent calls list can contain up to 100 entries.

Answering a Call

When you receive a call, you see a call notification that tells you who is calling.

To answer a call:



- >> Touch **Answer**.

Working with Content

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 rearrange the people video and content windows by dragging them. You can also zoom and resize content.




Controlling Video

You can use the in-call toolbar to customize the way the RealPresence Mobile screen looks, switch cameras, and stop sending video to others in the call.

- Drag the window to view people or content full screen.
- Touch  to turn the Picture-in-Picture (PIP) on and off.
- Touch  to switch between your front and back cameras.

Controlling Audio

You can adjust the sound you hear and mute the microphone if you do not want the far site to hear you.


- Touch  on the in-call toolbar. When your audio is muted, you see .
- Touch  on the in-call toolbar and then touch the slider on the upper part of the screen to adjust the volume. You can also use the volume buttons of your tablet to adjust the volume.

Solving Problems

Problem	Possible Cause	Workarounds
Video quality is poor.	Public wireless network is overloaded, causing packet loss.	<p>Try the call again using a lower call rate.</p> <p>Set up a private wireless network with a private key for use with RealPresence Mobile.</p> <ol style="list-style-type: none"> 1 From the Applications list, touch Settings > Wireless & Networks > WiFi Settings. 2 Touch WiFi Networks. 3 Choose your private wireless network. 4 Enter the private key and touch Connect.
Audio is noisy in calls from one tablet to another.	Tablet is too close to the other tablet causing audio loopback.	Mute the audio on one tablet.
Unable to place call Video is not available	The mobile network is experiencing problems.	Check your mobile network and registration information, and then try the call again.
Unable to receive content	Content is H.263 format. Call is using SIP protocol.	<p>Ask the far site to send content in H.264 format.</p> <p>Try the call again using H.323.</p>




Viewing Media Statistics

To see media statistics:

- >> Touch  on the in-call toolbar.

Recovering from Problems with the Application

If a problem causes the RealPresence Mobile to freeze, or if you see the “application not responding” message, follow these steps to recover:

- 1 Touch the time displayed in the lower right corner.
- 2 In the window that opens, touch the time again.
- 3 Touch **Settings**.
- 4 Touch **Applications > Manage Applications**.
- 5 Touch the  **Video** application.
- 6 Touch **Force Stop**, and touch **OK** to confirm.
- 7 Touch  **Home**.
- 8 Touch  **Video**.
- 9 Touch **Settings** and disable **Specify Gatekeeper Registration**. Touch **Specify Gatekeeper Registration** again to register with the gatekeeper.

Known Limitations

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

Category	Issue ID	Description	Workaround
Calling	CMAD-2381	You cannot call a system listed in your Recent Calls if it is registered to a different gatekeeper.	Enter the calling information manually.
Calling	CMAD-2602	When you dial the BroadWorks auto attendant, black video is displayed in the local video preview window.	This is a limitation of the BroadWorks system.
Calling	CMAD-2996	When the far end calls and then hangs up before you answer the call, you still see the incoming call.	Hang up the call.
Calling	CMAD-4217	When server registration fails, you cannot place calls.	Not a problem. It's the designed behavior.
Calling	CMAD-3671	When you place a call through Polycom VBP, video is not shown correctly.	None.
Call Control	CMAD-3846	H.323 registration fails after you switch the Access Point.	Force close RealPresence Mobile and try again.

Category	Issue ID	Description	Workaround
Call Control	CMAD-4135	After restarting RealPresence Mobile, the system is unable to register to the H.323 server or the SIP server	Change H.323 name and extension, or retry after registration timeout.
Call Control	CMAD-4134	Registration fails even after touching the Registration button.	Change H.323 name and extension, or retry after registration timeout.
Call Control	CMAD-4020	Once RealPresence Mobile is disconnected from calls in places without WiFi coverage, you cannot place calls again even in places with WiFi coverage.	Force close RealPresence Mobile and call again.
Call Control	CMAD-4014	RealPresence Mobile doesn't respond after you switch people video and content during a bridge conference.	Force close RealPresence Mobile and try again.
Call Control	CMAD-3899	When you place calls through VBP-E, neither far end or local video and audio are available.	Use VBP-ST instead.
Content	CMAD-2477	In SIP calls with the Polycom HDX system using the Broadworks server, the Polycom® RealPresence™ Mobile cannot receive content from Polycom HDX system.	Try the call again using H.323.
Content	CMAD-2479	When you receive content sent by an endpoint using Polycom People+Content IP, the bottom of content displays as a double image.	None.
Content	CMAD-3561	In SIP calls using Polycom RMX1500, RMX2000 or RMX4000, the Polycom RealPresence Mobile system cannot receive content.	Try the call again using H.323.
Content	CMAD-3668	The system cannot receive H.264 content in calls at 512 kbps or 768 kbps.	None.
Software update	CMAD-4291	To install newer versions of RealPresence Mobile, users must uninstall the old version first	Manually uninstall the old version. Note: when you uninstal RealPresence Mobile, your personal data will be lost. Please back up your important personal data first.
User Interface	CMAD-2866	If the far-end starts and stops sending content repeatedly, the content window may crash.	Force close the application, restart, and then try the call again.
User Interface	CMAD-4198	The displayed Audio Packet Lost Percentage is higher than 100% and is incorrect.	None.

Category	Issue ID	Description	Workaround
Video	CMAD-3837	When you place SIP calls to RMX4000, no people video can be shown.	None.
Video	CMAD-2979	Using a Bluetooth wireless headphone during calls causes packet loss.	Disable the Bluetooth headphone for calls.
Video	CMAD-3516	You may experience video delay when you use the rear camera for calls at 1920 kbps.	Switch to the front camera.
Video	CMAD-3571	In SIP calls hosted by RMX1500, people video is not displayed. In H.323 calls, people video can be displayed after a three minute delay.	None.
Video	CMAD-3212	The local video preview and the far-end people video are not in synch.	Switch between the front and back cameras.

Supported Capabilities, Protocols, Algorithms, and Ports

Capabilities

Call Rate	Video Capability
1920 kbps	720p
1024 kbps 768 kbps	VGA
512 kbps 384 kbps 256 kbps	QVGA
64 kbps	Audio only

Protocols

This version of the Polycom® RealPresence™ Mobile supports the following protocols:

Protocol	Description
H.239	People and Content
H.323, V6	Signaling

Protocol	Description
H.460	Firewall traversal
SIP (Session Initiation Protocol)	Signaling
BFCP (Binary Floor Control Protocol)	Content

Resolutions

This version of the RealPresence Mobile application supports following the resolutions:

Resolution and Frame Rate	Source
1280x720, 15 fps	People video sent from front camera
1280x720, 30 fps	People video sent from rear camera
1280x720, 30 fps	People video received from far end
XGA, 5 fps	Content received from far end



Actual transmitted video resolution is determined by several factors, such as camera capability, computer performance, network conditions, the far-end system's capabilities, and whether content is being sent or received.

Algorithms

This version of the RealPresence Mobile application supports the following algorithms:

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

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