

# Release Notes

Polycom® Converged Management Application™ (CMA™)  
Desktop for Windows, Version 5.1.0



Polycom is pleased to announce the release of Polycom® Converged Management Application™ (CMA™) Desktop for Windows, Version 5.1.0. This document provides the latest information about the Polycom CMA Desktop system and version 5.1.0 software.

For more information about using the features described in this document, refer to the product documentation available at [www.polycom.com/videodocumentation](http://www.polycom.com/videodocumentation).

## Installing and Using Polycom CMA Desktop Version 5.1.0

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

- Click a link to download and install the software. When installation is complete, start the Polycom CMA Desktop application. If you are signed in to the domain, your user name is entered for you automatically. If not, enter your user name manually.
- Sign in to the CMA system using the user name and password provided by your administrator, and then download the software. When installation is complete, sign in to CMA Desktop using the user name and password provided by your administrator.
- Run an executable installation file that has been automatically copied to your computer. When installation is complete, sign in to CMA Desktop using the user name and password provided by your administrator.

To get more information about using Polycom CMA Desktop, click **Menu** and choose **Help** after you install.

## Installing on Windows Vista or Windows 7

When you install on a Windows Vista or Windows 7 system, you must specify that the installation should run as administrator, even if you are logged in with an account with administrator privileges.

Note that the following steps are required when User Account Control (UAC) is enabled.

**To install from the command prompt:**

- 1 Click **Start**.
- 2 In the Search box, type **cmd** and then press **Enter**.
- 3 On the Applications list, right-click the command prompt application and choose **Run as Administrator**.

**To install using a setup file:**

- 1 Right-click the setup file.
- 2 Choose **Run As** and then choose an account that has administrator privileges.

## Setting Your Polycom CMA Desktop 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.



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

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

## Setting Your Windows Power Settings

When you use Polycom CMA Desktop on a laptop, you must adjust the power management setting to ensure the best performance from your processor.

**To set your Windows Power Settings on Windows Vista and Windows 7:**

- 1 On your Windows Vista or Windows 7 computer, sign in using 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.

**To set your Windows Power Settings on Windows XP:**

- 1 On your Windows XP computer, sign in using an account with Administrator privileges.
- 2 Right-click your Windows XP desktop and choose **Properties**.
- 3 Click the Screen Saver tab, and then click **Power**.
- 4 On the Power Schemes tab, choose **Maximum Performance** as the power scheme.

## **Sending HD Video with Polycom CMA Desktop**

Some HD-capable cameras may provide better video at a lower frame rate (15 fps) or at a lower resolution (VGA) than at a higher resolution (720p) or at a higher frame rate (30 fps). For example, configuring the Logitech Webcam Pro 9000 for 30 fps results in reduced capture area and increased graininess and video “noise.” Reducing the frame rate to 15 fps resolves these problems, resulting in higher-quality captured video.

**To enable HD video on your system:**

- 1 From the main window, click **Menu** and choose **Preferences > Video**.
- 2 Specify whether to enable sending 720p (HD) video.
- 3 If you enable sending 720p video, specify the maximum frame rate to allow. Note that, if you install the camera drivers provided by the manufacturer, the camera may not provide video at 30 fps.

## **Using Polycom CMA Desktop with a Virtual Private Network (VPN)**


In order to use Polycom CMA Desktop over a corporate VPN, make sure that the system can:

- See the VPN as a distinct network adapter
- Receive the local IP address on the VPN from that adapter
- Access the necessary ports through the VPN’s firewall

These requirements are met by most VPN clients, such as Juniper Network Connect client, version 6.4.0.

## Getting Started with Polycom CMA Desktop






Polycom CMA Desktop is simple and intuitive to use. To get started, here are some things you can try.

- Add people to your Contacts list.
  1. Click the **Directory** (.
  2. Start typing a name.
  3. If your system is configured for automatic searching, the system shows you all entries that contain the characters you enter as you type. If your system is configured for manual searching, click the search button or press enter to start the search.

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

**Tip:** For faster searches in large Directories, click  and choose the Group that contains the person you're looking for, if you know it.

4. Click the name of the person you want to add.
5. Click **Add to Contacts**.

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

- Call someone. Try either of the following methods:
  - Click a name in your Contacts list or your Recent Calls, and then click **Call**.
  - Type a system name or number, and then click **Call**.



The Directory includes current Polycom CMA Desktop users whom you can call, as well as people whose accounts are not yet active. A Polycom CMA Desktop account is activated when the person signs in for the first time. If you want to call a person whose account is not activated, tell him or her to activate the account by signing in. You can then locate the user in the Directory and place a call.

## What's New in Version 5.1.0?

Version 5.1.0 includes the following enhancements:

- Support for the Windows 7 64-bit operating system including the Home Premium 64-bit, Professional 64-bit, and Enterprise 64-bit versions.

- More tightly integrated software update that downloads new software without launching a browser.
- Support for the Windows 7 built-in VPN.
- Ability to attempt calls to offline contacts.
- Enhancements to diagnostic logging.
- General stability improvements.

## Features in Version 5.0.0

Version 5.0.0 includes the following enhancements:

- Support for Windows 7, including the Home premium 32-bit, Professional 32-bit, Enterprise 32-bit, and Ultimate 32-bit versions.
- Support for sending high definition People video at up to 720p 30 frames per second. As with previous versions, Polycom CMA Desktop can also receive HD people video.
- Support for wide-band 20 kHz audio (G.719 mono) for a more natural audio experience. This includes wide-band AEC (Audio Echo Cancellation) support.
- User interface enhancements, including new presence icons, fast camera switching during calls, addition of missed calls to the Recent Calls list, improved list sorting, additional information about each contact, and call history for individual contacts.
- Ability to use the keyboard to control the far-end camera, if the camera is configured to support it. To do this, click on the video window and then use the up, down, right, and left arrow keys to point the far-end camera and the Page Up and Page Down keys to zoom in and out.
- Features to aid support and troubleshooting, including a built-in notifications log and a simplified way to collect diagnostic information. See [Collecting Diagnostic Information](#) in this document for more information.
- Ability to specify whether Polycom CMA Desktop registers itself as the default program for **Callto:** and **H323:** links. Ensuring that Polycom CMA Desktop is the default program for these links allows CMA Desktop to more easily connect to meetings scheduled using Polycom Conferencing for Outlook (PCO). Disabling this setting allows other applications such as Microsoft Office Communicator to open these links.
- Ability to delay a required software update until a more convenient time within a one-week period. This feature is available when users upgrade from version 5.0.0 to a later version.
- Improved performance for laptops running on battery power.

## Features in Version 4.1.2

Version 4.1.2 includes the following enhancements:

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

## Features in Version 4.1.1

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

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

## Features in Version 4.1.0

Version 4.1.0 offers several new features, including:

- Enhanced security for Windows Vista and Windows XP users using NTLM v2.
- Remote users connecting through the next generation Polycom VBP™ network appliance can now take advantage of VC2 features, including accessing the corporate Directory, viewing presence information for contacts, remote monitoring, and provisioning features.

- Updated Contacts list design allows you to find online Contacts more easily using a familiar, industry-standard organization.

## Features in Version 4.0.1

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

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

## Features in Version 4.0

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

Polycom CMA Desktop allows you to:

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

## Corrected Issues in Version 5.1.0

The following table lists corrected issues in version 5.1.0:

Feature	Jira ID	Found in Release	Description
Audio	VIDEO-67610	4.0	In previous versions, when you muted your microphone during a call, the <b>Preferences &gt; Audio &gt; Test Audio Devices</b> page does not indicate that an audio device is available for testing. This problem has been fixed.
Audio	VIDEO-66692	4.0	Answering and ending calls using the control buttons on Polycom Communicator™ is now supported.
Cameras	VIDEO-81971	5.0.0	A problem was resolved that caused the system to show blue video in the video preview window if virtual camera drivers are installed on your system and you configure Polycom CMA Desktop to choose a camera automatically ( <b>Preferences &gt; Video</b> ).
Contacts List	VIDEO-67984	4.0	A problem has been resolved that under certain circumstances could prevent users from initiating chat sessions with users before they accepted invitations to be on the Contacts list.
Contacts List	VIDEO-68741	4.0	In previous versions, 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. This problem has been resolved.
Content	VIDEO-82006	5.0.0	A problem has been resolved that prevented Polycom CMA Desktop from sending and receiving H.264 content in calls with systems capable of premium video when the call is hosted by the Polycom RMX.
Content	VIDEO-82138	5.0.0	On a Windows Vista or Windows 7 system configured to disable the Windows Aero theme when sending content, the Windows Aero theme is restored correctly when the far end disconnects the call without stopping content.
Installation	VIDEO-82087	5.0.0	A problem has been resolved that caused an error on a Windows Vista or Windows 7 system when you attempt to use Internet Explorer to download Polycom CMA Desktop from the Polycom CMA system.
Interoperability: Polycom RMX 2000™	VIDEO-82350	5.0.0	In previous versions, when participating in a call with a Polycom RMX virtual meeting room that has a conference profile set to a Line Rate 1024 or higher, Video Quality set for Motion, and Windows Layout setting greater than one, Polycom CMA Desktop may not be able to send content to other participants. This problem has been resolved.
Signing In and Out	VIDEO-81787	4.1.2	A problem was resolved that removed both the user name and password from the sign in fields when you disabled the <b>Remember my password</b> setting.
User Interface	VIDEO-74091	4.1.1	Previously, if you started a video call from the chat window and then changed the dock location of the chat window, Polycom CMA Desktop might crash. This problem has been resolved.

## Corrected Issues in Version 5.0.0

The following table lists corrected issues in version 5.0.0:

Feature	Jira ID	Found in Release	Description
Calling	VIDEO-71179	4.0.1	In previous versions, installing another internet calling application (such as Skype) may cause the other application to start when you click a callto link. This problem has been resolved.
Calling	VIDEO-74931	4.0.1	Calls to systems that do not support video calls now correctly connect at 64 kbps.
General	VIDEO-77138	4.1.2	Polycom CMA Desktop now reliably sends its RTCP reports at 5 second intervals.
Interoperability: Polycom MGC™	VIDEO-82056	4.1.2	A problem has been resolved that prevented you from using the Polycom CMA Desktop tone pad to enter a password for an MGC call.
Interoperability: Polycom PVX™	VIDEO-67346	4.0	In previous versions, if you ran Polycom PVX and Polycom CMA Desktop together on a system that uses the NVIDIA graphics driver version 7.14.10.9686, the Polycom CMA Desktop system crashed. This problem has been fixed.
Interoperability: Polycom RMX 2000™	VIDEO-69050	4.0	In previous versions, when a conference hosted by a Polycom RMX platform added a Polycom CMA Desktop system, the Polycom CMA Desktop system's call log did not show the correct E.164 number for the RMX platform. This problem has been fixed.
Signing In and Out	VIDEO-68535	4.0	If you sign out of Polycom CMA Desktop and then close the application before signout is complete, you no longer have problems restarting Polycom CMA Desktop.

## Corrected Issues in Version 4.1.2

The following table lists corrected issues in version 4.1.2.

Feature	Jira ID	Found in Release	Limitation
Audio	VIDESC-5502	4.0	In previous versions, using the Logitech Quick Cam Pro 9000 microphone resulted in bad audio. This problem has been fixed.

## Feature Limitations

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

Feature	Jira ID	Found in Release	Description	Workaround
Audio	VIDEO 85402	5.0.0	If the Polycom CMA Desktop audio input device is set to Auto and the Windows default audio device is not working correctly, you hear no audio in calls.	Ensure that the default audio device specified in Control Panel > Sounds and Audio Devices is working properly.
Audio	VIDEO-85622	5.1.0	During a call using a Windows 7 or Windows Vista system, muting the audio using the Audio Control Panel causes Polycom CMA Desktop to unmute the audio.	Use the Polycom CMA Desktop toolbar to mute the audio.
Audio	VIDEO-66543 VIDEO-66544	4.0	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.
Audio	VIDEO-81976	All	Polycom CMA Desktop may not detect a connected audio device correctly.	Try the following: <ol style="list-style-type: none"> <li>1 Go to <b>Control Panel &gt; Sounds and Audio Devices</b>.</li> <li>2 Click <b>Audio</b> and ensure that a device is specified in Sound playback &gt; Default device.</li> <li>3 Click <b>Voice</b> and ensure that a device is specified in Voice playback &gt; Default device.</li> </ol>
Audio	VIDEO-80634	All	Polycom CMA Desktop supports the G.719 audio algorithm Constant Bit Rate (CBR), but not Variable Bit Rate (VBR). Polycom CMA Desktop signals this in its H.323 capabilities. If another endpoint attempts to send G.719 VBR to Polycom CMA Desktop, the results are unpredictable.  To find the algorithm used by the far end, go to <b>Preferences &gt; Diagnostics &gt; Media Statistics</b> .	None
Audio	VIDEO-81974	4.1.2	Polycom CMA Desktop may not be able to send or receive audio.	Restart Polycom CMA Desktop.
Audio	VIDEO-81928	4.1.2	When a call participant speaks very rapidly, you may hear echo.	None

Feature	Jira ID	Found in Release	Description	Workaround
Audio	VIDEO-76753	4.0	When you go to <b>Preferences &gt; Audio</b> and click <b>Test Audio Devices</b> , the Microphone indicator responds to sounds automatically, without requiring you to click <b>Start</b> .	This is normal system behavior.
Audio	VIDEO-76753	4.1.2	The Microphone Indicator on the Test Audio Devices page ( <b>Preferences &gt; Audio &gt; Test Audio Devices</b> ) may display indications of sound when there is no microphone connected to the system.	This is normal system behavior.
Calling	VIDEO-85194	5.0.0	When you place a call through a VBP, the caller sees the call status as "Ringing..." before the call rings at the far end due to the time required to traverse the VBP.	None
Calling	VIDEO-82647	5.0.0	On rare occasions, the computer may freeze and play back stuttering audio during a call.	If this happens, reset the computer using the power switch and try again.
Calling	VIDEO-66767	4.1.2	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.
Calling	VIDEO-80413	5.0.0	On a system with Polycom CMA Desktop and the Skype add-on (mastermind) installed with Internet Explorer, callto: links open with Skype, even when CMA Desktop is specified as the default application for opening callto: links.	To work around this problem, open Internet Explorer and disable the Skype add-on (mastermind).
Calling	VIDEO-74931 VIDEO-75378	4.0.1	When network conditions cause packet loss during a call, CMA Desktop automatically adjusts the video rate, which may require adjusting frame rate to a lower setting. Using dynamic bandwidth allocation (DBA), Polycom CMA Desktop chooses the best video quality possible for the network conditions. Endpoints that do not support DBA or which do not have DBA enabled cannot adjust the frame rate in response to network packet loss, so these users will see reduced quality video.	If you experience lower than expected quality, go to <b>Preferences &gt; Network</b> and adjust your network setting to a lower network bandwidth.

Feature	Jira ID	Found in Release	Description	Workaround
Calling	VIDEO-81996	5.0.0	In a call on a system running Windows 7, if a User Account Control (UAC) notification is active for more than 20 seconds, the call disconnects. This can happen when you perform any action that requires additional permissions, such as creating a folder in a restricted folder or opening regedit.	None
Calling	VIDEO-81917	5.0.0	During a call, the Picture-in-Picture (PIP) may become black for a moment if you press Ctrl-Alt-Delete to lock the computer and then cancel the action.	None
Calling	VIDEO-81906	5.0.0	After you install or start Polycom CMA Desktop, the system takes approximately 30 seconds to determine the system capabilities. Any calls placed during this time are limited to minimum call capability.	After you install or start Polycom CMA Desktop, wait 30 seconds before placing a call.
Calling	VIDEO-81783	4.1.2	When the video preview window is open and you right-click a Contact, incoming calls are rejected until the right-click menu is closed.	Avoid leaving the right-click menu open when you are not using it.
Calling	VIDEO-81972	4.1.2	If a call does not clear properly when the call ends, the system can not place or receive calls.	Sign out and back in again, and then try the call again.
Calling	VIDEO-81774	4.0	If you repeatedly call another Polycom CMA Desktop system and hang up, the call will fail after 7 - 15 attempts.	Wait a few minutes and try the call again.
Calling	VIDEO-85530	4.1.2	When you use Polycom CMA Desktop on a laptop where you do not have write permission for the installation folder, the system may crash when the call ends.	None
Calling	VIDEO-66767	4.1.2	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.
Camera	VIDEO-84897	5.1.0	Polycom CMA Desktop cannot send HD video using a camera that provides video in any format other than raw video or MJPEG.	In order to transmit HD video, use a camera that exposes raw video format in HD with a frame rate of at least 15 fps.
Camera	VIDEO-84867	5.1.0	If the video captured from the camera includes too much visual "noise", Polycom CMA Desktop will transmit video at a lower frame rate.	Try the following: <ul style="list-style-type: none"> <li>• Improve the lighting conditions.</li> <li>• Use a different camera.</li> </ul>
Cameras	VIDEO-66236	4.0	Polycom CMA Desktop can not access the camera if it is in use by another application.	Closing the other application's video window may resolve this issue.

Feature	Jira ID	Found in Release	Description	Workaround
Cameras	VIDEO-80367	5.0	A Polycom CMA Desktop system using an HD-capable Microsoft camera with the camera drivers installed may not achieve HD 30 frames per second.	If your computer and camera are capable of transmitting HD at 30 frames per second, but Polycom CMA Desktop does not transmit HD video, try the following: <ul style="list-style-type: none"> <li>• Ensure that CMA Desktop is configured to transmit 30 frames per second.</li> <li>• Try using the operating system's default camera drivers.</li> </ul>
Cameras	VIDEO-68332	4.0	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.	None
Cameras	VIDEO-79631	5.0	When a Windows 7 system is in a call using a Logitech Webcam, connecting a Creative Live! Motion camera without first installing the camera drivers causes the Logitech camera to send black video. After this happens, the Logitech camera can no longer be used by any application until you reinstall the camera drivers.	To resolve this issue, do the following: <ol style="list-style-type: none"> <li>1 Hang up from the call, and exit from Polycom CMA Desktop.</li> <li>2 Uninstall the Logitech Webcam drivers, and then reinstall them.</li> <li>3 Restart your computer.</li> </ol> <p><b>Note:</b> Polycom does not recommend installing cameras while the system is in a call.</p>
Cameras	VIDEO-76746	4.1.2	If you sign out and disconnect the camera at the same time, the system may hang.	To avoid this, sign out before you disconnect the camera.
Cameras	VIDEO-68207	4.0	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.
Cameras	VIDEO-82139	5.0.0	If you install camera drivers while sending content, Polycom CMA Desktop may crash.	Install camera drivers when you are not sending content.
Cameras	VIDEO-81922	5.0.0	When a Polycom CMA Desktop system runs with a camera that includes video effects (such as Logitech RightLight, auto focus, or avatars), the system's frame rate may drop from 30 fps to 15 fps.	Try disabling the camera's video effects.

Feature	Jira ID	Found in Release	Description	Workaround
Cameras	---	4.0	When a Polycom CMA Desktop system runs with a Logitech camera, the video effects features of the Logitech camera driver version 11.8.1065 and earlier may cause Polycom CMA Desktop to display an internal system error.	You can avoid this problem by disabling the video effects when Polycom CMA Desktop is running. To do this: <ol style="list-style-type: none"> <li>1 Download the UMVPLReg tool from <a href="http://www.quickcamteam.net/documentation/how-to/how-to-disable-or-enable-logitech-video-effects-for-individual-programs">http://www.quickcamteam.net/documentation/how-to/how-to-disable-or-enable-logitech-video-effects-for-individual-programs</a>.</li> <li>2 With Polycom CMA Desktop running, start the UMVPLReg tool.</li> <li>3 In UMVPLReg lists, choose <b>Unwanted Processes</b>.</li> <li>4 In the Process List, select vvsys.exe, and click &lt; to add it to the Unwanted Processes list.</li> <li>5 Click <b>Apply</b>.</li> </ol>
Cameras	VIDEO-76577	4.1.2	You may experience audio problems on a system with a Logitech camera using Logitech camera driver version 11.8 and earlier.	To resolve these problems, upgrade the camera driver to version 11.9.
Cameras	VIDEO-67806	4.0	You may experience problems on a system using a Logitech camera driver version prior to version 11.1.0.2016.	To resolve these problems, upgrade the camera driver to version 11.1.0.2016 or later.
Cameras	VIDEO-81939	4.0	If you open the camera configuration window ( <b>Preferences &gt; Video &gt; Video Preview &gt; Configure</b> ) and then unplug the camera, Polycom CMA Desktop may send blue video to the far site.	Close the camera configuration window. Then, unplug the camera and plug it in again.
Cameras	VIDEO-81887	5.0.0	When the Logitech C905 camera initializes at the beginning of a call, Polycom CMA Desktop may hang.	Restart the system and try again.
Cameras	VIDEO-81890	5.0.0	On systems using a Logitech C905 camera, the system may send black video when you stop and start sending content.	Unplug the camera and plug it in again.
Cameras	VIDEO-82255	All	On a Windows 7 system using the built-in mic on a Logitech Quickcam Pro 9000 or C905 camera for audio with the latest drivers, you may not be able to sign in to Polycom CMA Desktop.	Try one of the following: <ul style="list-style-type: none"> <li>• Install Logitech driver version 11.80.1065. Ignore warnings that this driver is intended for use on Windows Vista systems.</li> <li>• Uninstall the driver and use the camera without a driver.</li> </ul>

Feature	Jira ID	Found in Release	Description	Workaround
Cameras	VIDEO-72409	4.1	On a system with a Logitech camera using Logitech camera driver version 11.9, the Logitech camera's screen capture and privacy shade features are automatically disabled when Polycom CMA Desktop is running.	To enable these features for use with Polycom CMA Desktop, follow these steps: <ol style="list-style-type: none"> <li>1 Download the UMVPLReg tool from <a href="http://www.quickcamteam.net/documentation/how-to/how-to-disable-or-enable-logitech-video-effects-for-individual-programs">http://www.quickcamteam.net/documentation/how-to/how-to-disable-or-enable-logitech-video-effects-for-individual-programs</a>.</li> <li>2 With Polycom CMA Desktop running, start the UMVPLReg tool.</li> <li>3 In UMVPLReg lists, choose <b>Wanted Processes</b>.</li> <li>4 In the Process List, select vvsys.exe, and click &lt; to add it to the Wanted Processes list.</li> <li>5 Click <b>Apply</b>.</li> </ol>
Cameras	VIDEO-81830 VIDEO-68940	4.0	When a dual monitor system using a Logitech Quickcam Pro 9000 with Hardware Rev 0005 camera sends content in a Polycom RMX™ conference, moving the content from one monitor to the other or stopping the content may cause Polycom CMA Desktop to stop sending video.  Note that this problem occurs only with Revision 0005. Subsequent versions do not experience this problem.	None
Cameras	VIDEO-81943	4.0	If you repeatedly switch cameras on the <b>Preferences &gt; Video</b> page, the camera may stop responding.	None
Cameras	VIDEO-81925 VIDEO-85491	4.1.2	Rapidly disconnecting and reconnecting the camera may cause video problems.	When you disconnect the camera, wait a few minutes before reconnecting it.
Cameras	VIDEO-82001	4.12	Cameras other than those recommended for use with Polycom CMA Desktop may stop responding, which may cause Polycom CMA Desktop to crash.	None
Cameras	VIDEO-81914	5.0.0	Some HD-capable cameras deliver noisy video when configured to send HD video at 30 fps.	Go to <b>Preferences &gt; Video</b> and specify 15 fps as the frame rate. Note that some HD-capable cameras provide better quality video at 15 fps.

Feature	Jira ID	Found in Release	Description	Workaround
Cameras	VIDEO-81498	5.0.0	During a call, the video frame rate may drop from 30 fps to 15 fps. This is caused when the camera makes frequent auto-focus adjustments.	If the video frame rate is lower than expected, go to your camera's configuration page and disable the camera's automatic focus feature.
Cameras	VIDEO-81921	5.0.0	In a call on a system using the Logitech Quickcam for Notebooks camera, the camera may not initialize correctly. When this happens, Polycom CMA Desktop stops sending video.	Unplug the camera and plug it in again.
Cameras	VIDEO-81930	4.1.2	The Logitech Communicate STX camera may sometimes stop responding.	Unplug the camera and plug it in again.
Cameras	VIDEO-67414	4.0	When you use the Logitech QuickCam Communicate STX USB camera, you may experience audio and video performance issues.	None
Cameras	VIDEO-68039	4.0	On systems using a Creative WebCam Live! Motion camera, making numerous changes in the camera's configuration pages (Preferences > Video > Preview > Configure) and then closing the Configuration window may cause the message "DeviceChange Wnd proc is not responding."	If you see this message, you can close the window and ignore it.
Cameras	VIDEO-67412	4.0	When you use Microsoft LifeCam VX-3000 camera, the video quality may not be optimal. There will be noise in the captured video.	None
Cameras	VIDEO-68131	4.0	Using the Microsoft Lifecam VX-7000 with the default camera drivers supplied with the operating system causes the camera to transmit video at 7.5 fps. Installing the manufacturer's drivers causes the camera to transmit at 15 fps.	For best results, check the manufacturer's web site for the latest camera drivers.
Cameras	VIDEO-81950	5.0.0	The Microsoft Lifecam Cinema stop responding when Polycom CMA Desktop initializes it.	Unplug the camera and plug it in again. Restart Polycom CMA Desktop.
Cameras	VIDEO-81900	5.0.0	On some cameras, the indicator light may be on when the camera is not capturing video.	Try opening the video preview window and closing it again. Contact the camera manufacturer for more information.
Chat	VIDEO-81784	4.1.2	If you disable the setting <b>Allow others to see when I am typing</b> immediately after you send a message, the far site may continue to see a message that you are typing.	Ask the far site to close the chat window and reopen it.

Feature	Jira ID	Found in Release	Description	Workaround
Chat	VIDEO-81780	4.0.0	When you use the Directory to place a call to a Contact with whom you share presence, the Chat button is disabled.	Call the Contact from your Contacts list or your Recent Calls.
Content	VIDEO-82645	5.0.0	On some systems, Polycom CMA Desktop may infrequently display a window displaying white instead of received content.	Restart Polycom CMA Desktop.
Content	VIDEO- 81952	5.0.0	When you show content during a call, the allocated bandwidth for content may not be fully utilized.	None
Content	VIDEO-81827	4.1.2	If you repeatedly start and stop sending content and then hang up the call, the far site experiences a delay in disconnecting.	None
Content	VIDEO-67609	4.0	On a system that uses Vista gadgets such as Microsoft Office Assistant, gadgets are not shown along with the content on the Windows desktop.	None
Content	VIDEO-70787	4.0.1	In calls through an H.323-aware firewall, Polycom CMA Desktop may not receive content, audio, or video if the firewall does not forward the media properly.	None
Content	----	4.0	If you press the <b>ESC</b> key while you are sending content, content stops.	None
Content	VIDEO-76113	4.1.2	When you start sending content, local video may freeze while the video transmission rate adjusts. After the adjustment is complete, local video resumes.	If this happens, the video will resume after the adjustment is complete.
Content	VIDEO-81788	4.1.2	When you set the content window to <b>Full Screen</b> , the Windows taskbar is hidden.	To keep the Windows taskbar visible, choose another setting or resize the content window manually.
Directory	VIDEO-76993	4.1.2	When CMA Desktop is signed in to a CMA system running the 413 090903 patch, groups listed in the Directory search results list may not display the correct Group names.	If this happens, double-clicking the Group name does not open the group. To work around this issue, choose a group from the Group drop-down list.
Directory	VIDEO-81776	4.1.2	When you search the Directory for a user who was added to the Polycom CMA system manually (a "local" CMA user), specifying a special character (such as *) causes the search to fail.	Create your search using only letters and numbers.

Feature	Jira ID	Found in Release	Description	Workaround
DNS	VIDEO-72657 VIDEO-72361 DOC-45	4.1.0	Computers running Windows Vista or Windows 7 may not automatically discover the CMA system using DNS.	<p>If your system does not automatically discover the CMA system, do the following:</p> <ol style="list-style-type: none"> <li>1 Click <b>Start &gt; Run</b>.</li> <li>2 Type <code>gpedit.msc</code> to open the Local Group Policy Editor.</li> <li>3 Go to <b>Computer Configuration &gt; Administrative Templates &gt; Network &gt; DNS Client</b>.</li> <li>4 Right-click <b>Allow DNS Suffix Appending to Unqualified Multi-Labeled Names</b>.</li> <li>5 Select <b>Properties</b> and enable the property.</li> </ol> <p>Administrators managing Vista and Windows 7 systems can push out this setting using a group policy management tool.</p>
Firewall	VIDEO-67762	4.0	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.
General	VIDEO-85193	5.0.0	If the Windows session is suspended while Polycom CMA Desktop is in a call, then another user starts a new Windows session, launching CMA Desktop in the new Windows session crashes CMA Desktop.	None.
General	VIDEO-85401	5.1.0	When Polycom CMA Desktop is running on a computer configured to use a screen saver, CMA Desktop may crash if the computer remains idle for several days.	Restart Polycom CMA Desktop.
General	VIDEO-82000	4.1.2	<p>If the system's processor does not support the SSE2 (Streaming SIMD Extensions 2) instruction set, Polycom CMA Desktop may crash. Processors that do not support the SSE2 instruction set include:</p> <ul style="list-style-type: none"> <li>• AMD CPUs prior to Athlon 64, including all Socket A-based CPUs</li> <li>• Intel CPUs prior to Pentium 4</li> <li>• VIA C3</li> <li>• Transmeta Crusoe</li> </ul>	None

Feature	Jira ID	Found in Release	Description	Workaround
General	VIDEO-80494	5.0.0	Clicking a callto: link in Microsoft WebOutlook may not start a Polycom CMA Desktop call.	Use Microsoft Outlook to open callto: links.
General	VIDEO-69472	4.0	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.	None
General	VIDEO-81920	5.0.0	The system may experience high CPU usage during calls if other applications (such as Internet Explorer, FireFox, or Sendlog) are also active with CPU-intensive operations.	Close other CPU-intensive applications before you place a call.
General	VIDEO-81929	4.1.0	Systems with monitors configured to display high resolution video may experience high CPU usage during calls.	Configure your monitor for lower resolution.
General	VIDEO-76112	4.1.2	On systems configured to use two monitors, changing the dual monitor settings in Windows Display Properties causes black video.	Restart Polycom CMA Desktop.
General	VIDEO-81998	5.0.0	If you place a call immediately after the system switches from AC to battery power, the video quality may be reduced.	Wait at least 30 seconds after switching to battery power before you place a call.
General	VIDEO-82004	5.0.0	On a system with a high resolution display, going from AC power to battery power may cause the video to freeze and the audio to stop.	Disconnect the call and try again.
General	VIDEO-82239	4.1.2	When you change a setting on a Preferences page, Polycom CMA Desktop may experience an unintended change to an unrelated audio or video setting.	When you experience audio or video problems after changing a Preference setting, go to <b>Preferences &gt; Audio</b> or <b>Preferences &gt; Video</b> and ensure that the settings are correct.
H.323	VIDEO-66740	4.0	Running other H.323 applications at the same time as Polycom CMA Desktop is running may cause conflicts.	It is recommended that you shut down other H.323 applications before running Polycom CMA Desktop. It is not necessary to uninstall the other applications.
Installation	VIDEO-85403	5.1.0	If you attempt to uninstall Polycom CMA Desktop while the application is running and you are signed in, Polycom CMA Desktop might crash.	Sign out and exit from Polycom CMA Desktop before you uninstall.

Feature	Jira ID	Found in Release	Description	Workaround
Installation	VIDEO-73207	4.1.0	Attempting to install CMA Desktop using an .msi file located on a server succeeds, but attempting to upgrade later will result in an error message.	When installing Polycom CMA Desktop from an .msi file, first download the file to the local system, and then double-click the file to start the installation.
Installation	VIDEO-80471	4.1.1	Systems running the current software version cannot be automatically downgraded to an earlier software version	To install an earlier software version, you must first uninstall the software. Then, install the older version.
Installation	VIDEO-74699	4.1.2	In order to install Polycom CMA Desktop silently on a Windows Vista or Windows 7 system, you must specify that the command prompt should run with administrator privileges, even if you are logged in with administrator privileges.	To do this, follow these steps: <ol style="list-style-type: none"> <li>1 Click <b>Start</b>.</li> <li>2 In the Search box, type cmd and then press <b>Enter</b>.</li> <li>3 On the Applications list, right-click the command prompt application and choose <b>Run as Administrator</b>.</li> </ol>
Installation	VIDEO-80655	5.0	When McAfee VirusScan is installed with the Access Protection Level set to Maximum Protection, you cannot install software, including Polycom CMA Desktop.	To work around this problem, you must disable the McAfee VirusScan Access Protection feature, install Polycom CMA Desktop, and then enable Access Protection again.
Installation	VIDEO-73647	4.1.0	If Polycom CMA Desktop installed with one account and then uninstalled using a different account, the settings are not removed from the registry. If CMA Desktop is reinstalled, the settings for the previous account are used.	None
Installation	VIDEO-81896	4.1.2	After Polycom CMA Desktop is uninstalled, it may still be listed on the Start menu.	None
Installation	VIDEO-81885	4.1.2	If you open the branding image (found in image\ branding.jpg) and then uninstall Polycom CMA Desktop without first closing the branding image, the image folder will not be uninstalled.	Delete the files manually.
Installation	VIDEO-81898	4.1.2	You may see the message "This action is valid for products that are currently installed" when you sign in.	This indicates that the Polycom CMA Desktop file has been corrupted. Reinstall Polycom CMA Desktop.


Feature	Jira ID	Found in Release	Description	Workaround
Installation	VIDEO-82089	5.0.0	On a Windows Vista or Windows 7 system, you may not be able to uninstall Polycom CMA Desktop.	This is normal behavior when you attempt to uninstall an application on a system using User Account Control. To uninstall, do the following: <ol style="list-style-type: none"> <li>1 Disable UAC.</li> <li>2 Uninstall Polycom CMA Desktop.</li> <li>3 Enable UAC again.</li> </ol>
Installation	VIDEO-81927	5.0.0	When you are prompted to update your Polycom CMA Desktop software, you may see a message that the server is busy when you try to update.	Restart Polycom CMA Desktop, and when you see the prompt to update, try again.
Installation	VIDEO-82208	5.0.0	If you choose to delay a required Polycom CMA Desktop software update, the Polycom CMA system might not show the correct software update status for Polycom CMA Desktop.	None
Installation	VIDEO-84069	5.0.0	When you attempt to perform a silent installation or upgrade of Polycom CMA Desktop using the /qn MSI switch, a prompt appears.	To perform a silent installation or upgrade, use the following command: <pre>msiexec.exe /qn /i "Polycom CMA Desktop.msi" REINSTALLMODE=vomus REINSTALL=ALL</pre>
Interoperability: Cisco Gatekeeper	VIDEO-68338	4.0	When a Polycom CMA Desktop system is registered with the Cisco Gatekeeper, if the gatekeeper provides an incorrect IP address, then Polycom CMA Desktop cannot complete calls.	None
Interoperability: Foxy Proxy 2.19.1	VIDEO-82796	5.0.0	The use of the Foxy Proxy FireFox extensions is not supported with Polycom CMA Desktop.	None
Interoperability: Lenovo W500	VIDEO-76077	4.1.2	Because the microphone on the Lenovo W500 laptop is located close to the speakers, the far end may experience poor audio quality when the Lenovo W500 laptop's speaker volume is set to 100%.	To avoid this problem, reduce the speaker volume to 75% or less.
Interoperability: Lenovo W500	VIDEO-76624	4.1.2	The SmartAudio Voice Enhancement that is enabled by default on the Lenovo W500 laptop causes audio distortion.	Go to <b>Control Panel &gt; SmartAudio</b> and set the Enhancement Options to <b>No Enhancements</b> .
Interoperability: LifeSize	VIDEO-85186	5.1.0	Calls with LifeSize endpoints use the G.711 audio algorithm.	None

Feature	Jira ID	Found in Release	Description	Workaround
Interoperability: Polycom HDX™	VIDEO-67917	4.0.0	In calls between Polycom CMA Desktop using a Logitech Fusion camera and a Polycom HDX 9004 system, the video displays artifacts on the edges of objects on both systems.	Use a different camera with Polycom CMA Desktop.
Interoperability: 3DLABS VGA PCI Adapter	VIDEO-80648	5.0.0	When you use Polycom CMA Desktop on a system using a 3DLABS VGA PCI adapter card, the video is extremely delayed.	None
Interoperability: Polycom VBP™	VIDEO-82304	5.0.0	Registration with the gatekeeper fails if Polycom CMA Desktop attempts to sign in with the same E.164 number as another endpoint. When this happens, the system continues to display the message "Signing in to media server."	Contact your administrator to request a new E.164 number.
Interoperability: Sony XG80	VIDEO-82210	All	In calls with the Sony XG80 endpoint, Polycom CMA Desktop does not receive content.	None
Interoperability: Tandberg	VIDEO-81826	4.0	Tandberg and Polycom products use different techniques to generate the AES checksum shown on the Call Statistics screen. As a result, these numbers will not agree in calls between Tandberg and Polycom systems.	None
Interoperability: ViewStation® FX®	VIDEO-67051	4.0	Polycom CMA Desktop cannot send content to or receive content from the Polycom ViewStation FX system running earlier software versions.	To resolve this problem, upgrade the ViewStation FX to use software hotfix 6.0.5.26.
Interoperability: ViewStation FX	VIDEO-66133	4.0	Polycom CMA Desktop cannot receive annex D snapshots or slides sent from Polycom ViewStation or Polycom ViewStation FX.	None
Interoperability: Windows Vista	VIDEO-69699	4.0.1	Before you can use CMA Desktop on a Windows Vista Business N system, you must install Windows Media Player.	None
Interoperability: Windows Vista	VIDEO-81891	5.0.0	During a call on a Windows Vista system, the Picture-in-Picture (PIP) window may be hidden behind the main video window.	Click  to hide the PIP, and click  again to show the PIP.
Monitoring	VIDEO-82086	5.0.0	When you view the Polycom CMA Desktop system's status on the Polycom CMA system's <b>Endpoint &gt;Monitor View-&gt;Device Status</b> screen, the status may be incorrectly shown as down or unknown.	Sign out from Polycom CMA Desktop and sign in again.

Feature	Jira ID	Found in Release	Description	Workaround
Network	VIDEO-82044	4.0	You may be unable to sign in immediately after the system switches from a wired network connection to a wireless connection or from a wireless to a wired connection.	Wait at least three seconds after you change the way you connect to the network and then sign in.
Network	VIDEO-81779	4.1.0	If Polycom CMA Desktop loses a connection made with the default network adapter, the system attempts to connect with another network adapter. During sign-in, Polycom CMA Desktop may not connect to the media server.	Sign out and sign in again.
Network	VIDEO-81894	All	In calls over networks experiencing “bursty” conditions (data is transmitted in short, uneven spurts), you may experience jerky video and audio.	Contact your network administrator.
Network	VIDEO-81773 VIDEO-68036	4.0	If you sign in to Polycom CMA Desktop and then change your internet connection type to Dialup on the <b>Preferences &gt; Network</b> page, Polycom CMA Desktop restarts. Video is not available for dialup connections.	None
Network	VIDEO-82648	4.1.2	Under poor network conditions. Polycom CMA Desktop may be unable to properly receive recorded audio and video from Polycom RSS™ 4000.	If you have trouble receiving a recording from Polycom RSS 4000, check your network connection. If you are on a wireless network, try switching to a wired connection. If the problem persists, contact your network administrator.
Presence	VIDEO-81883	4.0.1	If no camera is connected and <b>Enable calls without a camera</b> is disabled on the <b>Preferences &gt; Video</b> page, the Contacts list may show presence incorrectly.	None
Provisioning	---	5.0.0	In most cases, you must specify a different address for the provisioning server on the <b>Preferences &gt; Sign In</b> page, depending on whether you are connecting from inside the corporate network or outside the network. <ul style="list-style-type: none"> <li>• Inside the corporate network: Specify the DNS name or IP address of the Polycom CMA service.</li> <li>• Outside the corporate network: Specify the Polycom VBP IP address.</li> </ul>	None

Feature	Jira ID	Found in Release	Description	Workaround
Security	VIDEO-67762	4.0	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.	None
Signing In and Out	VIDEO-84899	4.0	When you lock your computer screen, Polycom CMA Desktop signs you out. When you unlock your screen again, you are signed back in.	Polycom CMA Desktop is designed to sign you out when your screen is locked to ensure that you can not unknowingly be in a call while your screen is locked.
Signing In and Out	VIDEO-84893	5.0.0	When you sign in to Polycom CMA Desktop, you may see the message ffdshow compatibility manager. You can ignore this message.	None
Signing In and Out	VIDEO-85195	5.0.0	Polycom CMA Desktop may sometimes fail to connect to the Presence server, Chat server, or LDAP services.	Sign out and sign in again.
Signing In and Out	VIDEO-82005	5.0.0	Polycom CMA Desktop may occasionally be unable to initialize the media engine.	Follow these steps: <ol style="list-style-type: none"> <li>1 Exit from Polycom CMA Desktop.</li> <li>2 Go to the Task Manager and close the following applications if they are still running: <ul style="list-style-type: none"> <li>• vvsys.exe</li> <li>• Polycom CMA Desktop.exe</li> </ul> </li> <li>3 Restart Polycom CMA Desktop.</li> </ol>
Signing In and Out	VIDEO-85192	5.0.0	When you use CMA Desktop with a VBP, connection to the presence service or chat service may fail if your system has more than one network adapter.	Disable one of the network adapters, sign out, and then sign in again.
Signing In and Out	VIDEO-66608 VIDEO-66770	4.0	If you have difficulty signing in to Polycom CMA Desktop, check to be sure that you are including a domain along with your user name. Your domain might be similar to one of the following: [COMPANY_DOMAIN]\[USER_NAME] LOCAL\[USER_NAME] For example: acme\jsmith local\cbrown	If you continue to have problems, contact your system administrator.
Signing In and Out	VIDEO-68111 VIDEO-68380 VIDEO-68426 VIDEO-70088 VIDEO-70891	4.0	On systems using Internet Explorer versions 6.0 or earlier, Polycom CMA Desktop supports user names and passwords using ASCII characters only.	In order to use Polycom CMA Desktop with Unicode user names and passwords (including Chinese characters), you must install Internet Explorer version 7.0 or later.

Feature	Jira ID	Found in Release	Description	Workaround
Signing In and Out	VIDEO-81907	4.1.2	You may experience problems signing in if your User Name includes special characters such as @ \ = ' or [. You may also experience problems with Directory searches and sharing presence information.	None
Signing In and Out	VIDEO-82130	5.0.0	A user may be unable to connect to the Polycom CMA system with a particular user account.	On the Polycom CMA system, delete the user's device association. To do this: <ol style="list-style-type: none"> <li>1 On Polycom CMA system go to <b>Endpoint &gt; Monitor View</b>.</li> <li>2 Search for the IP address of the user's system.</li> <li>3 Delete this entry.</li> </ol>
Signing In and Out	VIDEO-77142 VIDEO-81619	4.1.2	When you sign in with a User Name that includes forward slash ("/") or comma (",") the system repeatedly tries unsuccessfully to connect, without displaying an error message.	None
Signing In and Out	VIDEO-81849	5.0.0	Polycom CMA Desktop may start to disconnect and then become unresponsive.	None
Signing In and Out	VIDEO-82691	5.0.0	When you start Polycom CMA Desktop, the system may begin to initialize the media engine and then display an error message.	Restart Polycom CMA Desktop and try again.
User Interface	VIDEO-85191	5.0.0	On the <b>Preferencias &gt; Iniciar sesión</b> page on systems running CMA Desktop in Spanish, the text "Iniciar sesión usando cred. de inicio de sesión de red (DOMAIN//user)" contains a typo. The text should be "Iniciar sesión usando cred. de inicio de sesión de red (DOMAIN\user)".	None
User Interface	VIDEO-85190	5.1.0	The Recent Calls list may sometimes include duplicate entries.	None
User Interface	VIDEO-81862	5.0.0	On some systems, the text in the user interface might appear blurry.	Changing the resolution of your Windows desktop may improve/resolve this.
User Interface	VIDEO-81790	4.1.0	When you open the <b>Preferences &gt; Processor</b> page before you sign in, the system does not correctly identify your processor's capabilities.	Close the Preferences window and return to <b>Preferences &gt; Processor</b> after you sign in.
User Interface	VIDEO-81912	4.0	Right-clicking in the system taskbar does not always provide the choice to maximize the Polycom CMA Desktop window.	Resize the window manually.

Feature	Jira ID	Found in Release	Description	Workaround
User Interface	VIDEO-67844	4.0	The <b>Preferences &gt; Processor</b> page 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.	None
User Interface	VIDEO-81838	4.0	When you enable <b>Show full-screen video on the second monitor, if one is connected</b> on the <b>Preferences &gt; Video</b> page and then hang up a call while viewing full-screen video on the second monitor, your next call opens on the second monitor.	Click  to return to the normal screen size before you hang up the call.
User Interface	VIDEO-82137	5.0.0	When you perform a first-time installation on a quad core HD-capable system, the <b>Enable Sending 720p (HD) people video</b> setting on the <b>Preferences &gt; Video</b> page shows that both video frame rate radio buttons (15 fps and 30 fps) are enabled. The system sends video at 15 frames per second.	Go to <b>Preferences &gt; Video</b> and select the video frame rate you want to use.
User Interface	VIDEO-80354	4.1.2	When Polycom CMA Desktop connects to the Polycom RMX, the Show content button on the toolbar is enabled before you enter the conference ID to join the conference.	None
User Interface	VIDEO-80793	4.0.1	In this version, Polycom CMA Desktop does not allow passwords with non-ASCII characters (such as Chinese characters).	None
User Interface	VIDEO-67833	4.0	On the <b>Preferences &gt; Processor</b> page, listed video capabilities include the following: Basic video: Transmit and receive up to QVGA Standard video: Transmit and receive up to CIF Premium video: Transmit and receive up to VGA	None
User Interface	VIDEO-68427	4.0	Incoming calls do not ring while the video preview window is open and the Toolbar Options choices are displayed.	None

Feature	Jira ID	Found in Release	Description	Workaround
User Interface	VIDEO-68337	4.0	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.	None
User Interface	VIDEO-68563 VIDEO-81781	4.0	On computers using 800 x 600 screen resolution, objects on the Polycom CMA Desktop screen do not display correctly.	None
User Interface	VIDEO-68209	4.0	The message "The far end system is capable of accepting the call, but the call was rejected for an unknown reason (21)", indicates one of the following: <ul style="list-style-type: none"> <li>The far end rejects the call.</li> <li>The far end does not answer and the call times out.</li> <li>No camera is connected to the far-end system, and the far end is not configured to accept calls when no camera is connected.</li> </ul>	None
User Interface	VIDEO-70044	4.0	When you attempt to view the online help using the Firefox browser, Firefox displays a "Secure Connection Failed" message.	Create an exception in the Firefox application. For more information about creating exceptions, refer to the Firefox documentation.
User Interface	VIDEO-	5.0.0	On a Polycom CMA Desktop system configured to sign in automatically, if you click the "Help me with signing in" link while the Windows system is starting up, you may see an error message and Polycom CMA Desktop may close.	None.
User Interface	VIDEO-77141	4.1.2	Under some circumstances, the local video preview window in the Polycom CMA Desktop main window may stop working.	Restart Polycom CMA Desktop.
User Interface	VIDEO-77139	4.1.2	During a point-to-point call, if you press CTL+ALT+DEL to lock your computer and then press Cancel, the near-end PIP disappears.	None
User Interface	VIDEO-81786	4.1.2	Some error message dialog boxes use a generic "Polycom CMA Desktop" title, while others use titles that are specific to the message and language.	None
User Interface	VIDEO-81785	4.1.2	Links shown in error messages or dialog boxes may not be active.	To use a link, copy it and paste it into a web browser.
Video	VIDEO-81940	4.0	The local video may sometimes show a split video image.	Unplug the camera and plug it in again.

Feature	Jira ID	Found in Release	Description	Workaround
Video	VIDEO-81941	4.0	If your system is not using the correct driver for your display, Polycom CMA Desktop may use 100% CPU.	Install the latest driver for your display.
Video	VIDEO-81782	4.1.2	On systems configured to show the video preview window and to answer calls automatically, the local video may appear briefly before the call connects.	None
Video	VIDEO-81949	5.0.0	During a HD call Polycom CMA Desktop might send discolored video to far site.	Restart Polycom CMA Desktop.
Video	VIDEO-81948	5.0.0	Polycom CMA Desktop may not transmit 30 frames per second video when there is too much motion or special feature adjustments for automatic focus or RightLight technology.	Point the camera at an area with less motion and disable special features that require frequent adjustments.
Video	VIDEO-84184	5.1.0	If you change your computer's screen saver settings to disable hardware 3D rendering on your monitor, CMA Desktop will not send People video when the screen saver is active.	To prevent this problem, do one of the following: <ul style="list-style-type: none"> <li>Change your system settings to allow 3D hardware rendering. To do this, right-click the Windows desktop and choose Properties &gt; Screen Saver &gt; Settings &gt; Display Settings &gt; Video Adapter &gt; and disable the <b>Disable Hardware 3D rendering on this monitor</b> setting.</li> <li>Make sure Picture-in-Picture (PIP) is enabled before the screen saver is activated.</li> </ul> To recover from this problem, enable the PIP after the system wakes up from displaying the screen saver.
Video	VIDEO-85197	5.0.1	If you set Polycom CMA Desktop to full-screen video before an HD call connects and then stop sending full-screen video after the call connects, the video appears in a window that is incorrectly sized for HD video.	Toggle full-screen video on and off, or resize the window manually.
Video	VIDEO-81839	All	During a call, you may see white video in the people or content windows.	Restart Polycom CMA Desktop.
Windows	VIDEO-81895	5.0.0	When you receive content during a call on a system running on Windows 7, you can not use the close button to close the content window.	To close the content window, you must end the call.

Feature	Jira ID	Found in Release	Description	Workaround
Windows	VIDEO-81897	5.0.0	If you repeatedly use the Windows 7 shortcut keys (Windows + Shift + Right arrow and Windows + Shift + Left arrow) to move the Polycom CMA Desktop window from one monitor to the other, the window may become cropped.	If the window becomes cropped, use the mouse to adjust the window. You can also use the mouse to move the window from one monitor to the other.
Windows	VIDEO-81833	All	On dual-monitor systems running Windows XP, Polycom CMA Desktop sends black content if top of the icon for the secondary monitor is not aligned exactly with the top of the icon for the primary monitor in the <b>Display Properties &gt; Settings</b> control panel.	Ensure that the top of the icon for the secondary monitor is aligned exactly with the top of the icon for the primary monitor.

## Hardware and Software Requirements

These hardware and software requirements have been determined based on test scenarios. Your system's actual performance may vary based on software or hardware configurations.

Windows	<p>Windows XP with Service Pack 2 or greater</p> <ul style="list-style-type: none"> <li>Windows XP Professional - 32 bit</li> </ul> <p>Windows Vista with Service Pack 1 or greater</p> <ul style="list-style-type: none"> <li>Windows Vista Enterprise - 32 bit</li> <li>Windows Vista Business - 32 bit</li> </ul> <p>Windows 7</p> <ul style="list-style-type: none"> <li>Windows 7 Home Premium - 32 bit, 64 bit</li> <li>Windows 7 Professional - 32 bit, 64 bit</li> <li>Windows 7 Enterprise - 32 bit, 64 bit</li> </ul>
Processor	<p>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> <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/AMD Turion or higher</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/AMD Turion 2.0 GHz or higher</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/AMD Turion 2.0 GHz or higher</li> </ul> <p>HD Transmit (Up to 720p)</p> <ul style="list-style-type: none"> <li>Core Duo 3.0 GHz or Higher (720p transmit up to 15 fps)</li> <li>Quad Core 2.0 GHz or higher</li> </ul> <p>HD Receive</p> <ul style="list-style-type: none"> <li>Core Duo 2.0 GHz or higher</li> </ul> <p><b>Note:</b> SSE2 processor extensions are required for all processor types.</p>
RAM	<p>Microsoft Windows XP - 1 GB</p> <p>Microsoft Windows Vista or Windows 7 - 2 GB</p>
Video Memory	<p>Minimum: 256 MB video RAM recommended for Windows Vista or Windows 7</p>
Hard Drive Space	<p>33 MB</p>

Cameras	USB 2.0 Web Cameras: <ul style="list-style-type: none"> <li>• * Microsoft LifeCam HD-5000</li> <li>• Microsoft LifeCam VX-3000</li> <li>• Microsoft LifeCam VX-7000</li> <li>• * Microsoft LifeCam Cinema</li> <li>• * Logitech Webcam Pro 9000</li> <li>• * Logitech Webcam C905</li> <li>• GlobalMedia IREZ K2</li> </ul> * Camera supports HD capture
Audio Devices	<ul style="list-style-type: none"> <li>• Polycom Communicator™ (Microsoft Windows XP only)</li> <li>• Global Media AMH-300V headset</li> <li>• Plantronics DSP-400 USB headset</li> <li>• Logitech Quickcall USB speakerphone</li> <li>• Logitech ClearChat PC Wireless</li> <li>• Any standard PC AC'97 audio device</li> <li>• Microphones built into the supported webcams</li> </ul>
Monitor	XGA, 16-bit color or higher
Network Access	Network 128 kbps and above (Cable, DSL, or LAN)
Polycom CMA Management Application	Software version 5.00.00 or 4.01.04
Microsoft Software	DirectX 9.0b- or 10.0-compatible adapter

## Interoperability

Type	Product	Version
NAT/Firewall/Border Controller	Polycom VBP™ 5300 E/S	9.1.5.3C9
Management Systems and Recorders	Polycom RSS™ 2000	6.0.0
Gatekeeper, Gateways, External MCU, Bridges, Call Managers	Microsoft Office Live Communications Server 2005	V3.5.6907.56
	Polycom <i>ReadiManager</i> ® SE200	5.0.0 ER54
	Polycom PCO	V1.0.2.0
	Polycom RMX 2000™	5.0.1.24, 6.0.0.31, 7.0.0.162
	Polycom MGC™	9.0.3.1
	Polycom CMA	V5.0.0.ER54

Type	Product	Version
Endpoints	Aethra VegaStar Gold	12.1.7
	LifeSize Room	4.6.1
	Polycom CMA Desktop	5.0.0.0203
	Polycom CMA Desktop for Mac OS X	5.0.0.0022
	Polycom HDX®	2.6.0-4740
	Polycom PVX®	8.0.16
	Polycom QDX™ 6000	4.0.0.2806
	Polycom VSX® 7000, VSX 7000A, VSX 8000	9.06
	Polycom VVX	3.3.1
	Sony PCS-G70	V2.11.00
	TANDBERG 6000 MXP	F8.2

## Interoperability with Avaya Products



For questions and support on the Polycom - Avaya integrated solution, please contact your Avaya Authorized Service Provider.

Polycom CMA Desktop version 5.0 systems registered to a Polycom CMA management application running version 5.0 can call and receive calls from current versions of Avaya one-X Communicator H.323 Video soft clients (R5.2 and R6.0) on Communication Manager R5.2.1 and R6.0.

## Supported Protocols, Algorithms, and Ports

### Protocols

This version of Polycom CMA Desktop supports the following protocols:

Protocol	Description
DBA	Dynamic Bandwidth Allocation
DNS	Domain Name System

Protocol	Description
H.235	Security and encryption
H.239	Token Management
H.281	Far End Camera Control (FECC)
H.323	Signaling
H.460	Firewall traversal
LDAP, H.350	Directory services
Polycom LPR™	Lost Packet Recovery
NTLMv1, NTLMv2	Authentication
XMPP	Presence, instant messaging

## Video Resolutions

This version of CMA Desktop supports following the resolutions for People video:

Call Speed	Video Format	Resolution
< 64 kbps - 383 kbps	QVGA	320x240
384 kbps - 511 kbps	2QVGA (HVGA)	320x480
512 kbps - 1023 kbps	VGA	640x480
1024 - 1920 kbps	720p (HD)	1280x720



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 CMA Desktop supports the following algorithms:

Algorithm Type	Description
Audio	G.719 (mono) Constant Bit Rate (CBR) at 32 kbps, 48 kbps, 64 kbps, 96 kbps, and 128 kbps G.722.1 at 24 kbps and 32 kbps G.722.1 Annex C at 24 kbps, 32 kbps, and 48 kbps G.711u, G.711a, and G.729a for VOIP Interoperability Siren 14 at 24 kbps, 32 kbps, and 48 kbps
Video	H.261 H.263 H.264
Encryption	AES

## Inbound and Outbound Ports

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

### Inbound Ports

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

### Outbound Ports

Port	Function
443 (TCP)	Provisioning, Monitoring, Help Files, HTTPS
389 (TCP)	LDAP
5222 (TCP)	XMPP

Port	Function
1720 (TCP)	H.323 Signaling
1719 (UDP)	Registration, Admission, and Status (RAS)
3230 - 3237 (UDP)	Media (RTP/RTCP) - depends on receive ports negotiated by far end video endpoint

## Improving Video Quality

### Factors Affecting Video Quality

A number of factors can affect video quality, including the quality and design of your camera, your camera settings, your video window size, and lighting conditions. If your video preview shows reduced quality in your local video, be sure to address these problems, if possible. Any deficiencies you see locally may be magnified when the video is sent to the far end. Video problems may be more obvious when the video is expanded to fill the full screen.

### Troubleshooting Video Problems

#### Problems with Video Quality

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

- If you are using CMA Desktop on a laptop, ensure that the laptop is connected to a power source. Running on battery power can reduce the laptop's performance, resulting in poor video quality or no video.
- Increase the amount of light on the people in the call.
- Ensure that your camera is connected to a USB port on your computer and not to a USB hub connected to the computer.
- Check your camera drivers.
  - Ensure that you are using the latest software drivers for your camera. Refer to the camera manufacturer's web site for more information.
  - Using the operating system's default camera drivers with your camera may result in problems with the video. To avoid this problem, install the latest drivers provided by your camera's manufacturer.
- Check your video card.

- Ensure that your system is using the most up-to-date drivers for your video card. To obtain the latest drivers, go to the manufacturer’s web site. Note that using the Microsoft Update utility may not always provide the latest drivers.
- If you are using Windows Vista or Windows 7, verify that your system has at least 256 MB of video memory.
- Check your camera configuration.
  - Polycom CMA Desktop transmits video at the frame rate that it receives from the camera. Several factors affect the frame rate transmitted by a camera, including camera settings and lighting. Consult the camera’s documentation for information about adjusting the camera’s settings.
  - Turn off special camera features that require extra image processing. These features might include automatic focus or automatic adjustments for local lighting conditions.
- Check your Windows Vista settings.
  - Turn off Windows Vista Aero and use the basic user experience instead. To do this:
    1. Right-click your Windows desktop and choose **Personalize > Window Color and Appearance**.
    2. Click **Open classic appearance properties for more color options**.
    3. In the Color Scheme table, select **Windows Vista Basic**.
  - Adjust your power management settings to use **High performance** as your power plan. See [Setting Your Windows Power Settings](#) for more information.
- Try setting Polycom CMA Desktop to allocate system resources for best performance.
  1. Start Polycom CMA Desktop, and go to **Preferences > Processor**.
  2. In the **Allocate system resources for best performance** field, choose **Polycom CMA Desktop**.
- Try enabling hardware acceleration. To do this, follow these steps:
  1. Start Polycom CMA Desktop, and go to **Preferences > Video**.
  2. Enable **Use DirectX hardware acceleration**.
  3. Exit from the Polycom CMA Desktop application, and then restart it.

Note that hardware acceleration does not take effect until you restart the Polycom CMA Desktop application.
- If you are using a wireless LAN connection, try using a wired LAN connection.

## Problems with Black Video

If you are receiving black people video or black content, you may need to add Polycom CMA Desktop to your Windows firewall exception list.

1. From the Windows desktop, click **Start** and choose **Control Panel > Windows Firewall**.
2. On the Exceptions tab, click **Add Program**.
3. Browse to `c:\Program Files\Polycom\Polycom CMA Desktop\vvsys.exe` and click **Open**.
4. Browse to `c:\Program Files\Polycom\Polycom CMA Desktop\Polycom CMA Desktop.exe` and click **Open**.



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

## Improving Audio Quality

### Factors Affecting Audio Quality

Polycom CMA Desktop uses the built-in Polycom echo canceller which automatically adjusts the audio to prevent the sound of far-end voices from being sent back to the far end.

A number of factors can affect audio quality including the volume of the system, the sensitivity of the microphone, the acoustic qualities of the room, and the acoustic qualities of any audio devices that combine microphone and speakers.

### Troubleshooting Audio Problems

- For best audio echo cancelation performance, all audio signal processing should be disabled. If you are experiencing audio issues, please make sure audio processing software provided by your computer manufacturer is disabled.
- If you use a separate microphone, ensure that it is connected to a USB port on your computer and not to a USB hub connected to the computer.
- For best microphone performance, place the microphone at a distance from the person who is speaking. Speaking too close to the microphone can cause poor audio quality.
- If you are using a wireless LAN connection, try using a wired LAN connection.

## Problems with Echo

If the far end hears echo, try these steps:

- Check your audio device's echo cancellation settings.  
If your audio device provides its own echo cancellation, be sure to enable it. Refer to the documentation you received with your device.
- Check your volume.  
For most effective echo cancellation, reduce the volume on your system's speakers, and then adjust the sound using the Polycom CMA Desktop volume controls.
- Place the microphone and speakers as far apart as possible.  
If you use a laptop's integrated speakers with the laptop's integrated microphone or with a webcam's microphone, connect external speakers to allow you to increase the distance between the microphone and speakers.
- If you still experience echo, use earphones instead of speakers. You can also use a headset instead of a microphone and speakers.

## Problems with No Audio

If you are not receiving audio, you may need to add Polycom CMA Desktop to your Windows firewall exception list.

- 1 From the Windows desktop, click **Start** and choose **Control Panel > Windows Firewall**.
- 2 On the Exceptions tab, click **Add Program**.
- 3 Browse to c:\Program Files\Polycom\Polycom CMA Desktop\vvsys.exe and click **Open**.
- 4 Browse to c:\Program Files\Polycom\Polycom CMA Desktop\Polycom CMA Desktop.exe and click **Open**.



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

## Collecting Diagnostic Information

If you need to report a problem, you may be asked to supply information about your system. The Sendlog Utility automatically creates a zipped file containing information about the system and the Polycom CMA Desktop log file. You can choose to save the file or email it directly from the Notification Log utility.

### To collect Polycom CMA Desktop Diagnostics:

- 1 From the main window, click **Menu** and choose **Preferences > Diagnostics > Notification Log**.
- 2 Click **Collect CMAD Diagnostics**.
- 3 Specify the information to include in the zipped file, and add a description of the problem.
- 4 Do one of the following:
  - Click **Save CMAD Logs** and specify where you want to save the zipped file.
  - Click **Send CMAD Logs** to open an email message with the zipped file attached.

## Related Documentation

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

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