

Release Notes



Polycom® Converged Management Application™ (CMA™) Desktop POLYCOM® for Mac OS X, Version 5.1.0

Polycom is pleased to announce the release of Polycom® Converged Management Application™ (CMA™) Desktop for Mac OS X, Version 5.1.0. This document provides the latest information about the Polycom CMA Desktop for Mac OS X 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.



Polycom CMA Desktop for Mac OS X version 5.1.0 has a defect that prevents it from signing in or registering with a Polycom CMA system running version 5.4. To work around this issue, use CMA Desktop for Mac OS X version 5.0.0 to sign in to the CMA system version 5.4, or contact Polycom Support to obtain the CMA Desktop for Mac OS X version 5.1.1 hotfix.

Installing and Using Polycom CMA Desktop for Mac OS X, Version 5.1.0

Your local administrator will provide the information you need to download the Polycom CMA Desktop for Mac OS X software.

Polycom CMA Desktop for Mac OS X is installed on the partition that includes Mac OS X Snow Leopard.



When you upgrade from Polycom CMA Desktop for Mac OS X version 5.0.0 to version 5.1.0, your settings and Contacts list are not retained.

To install Polycom CMA Desktop for Mac OS X version 5.1.0:

>> Double-click `PolycomCMAD5.1.0.xxxx.dmg` to start the installation, and follow the prompts on the screen.

To upgrade from Polycom CMA Desktop for Mac OS X version 5.0.0:

- 1 Make a note of your current Polycom CMA Desktop for Mac OS X settings and information about your contacts.
- 2 Double-click `PolycomCMAD5.1.0.xxxx.dmg` to start the installation, and follow the prompts on the screen.

To uninstall Polycom CMA Desktop for Mac OS X version 5.1.0:

>> Go to **Applications/Polycom CMA Desktop** and double-click **Uninstall Polycom CMA Desktop**.

For more information about using Polycom CMA Desktop for Mac OS X, click the application menu and choose **Help**.

Starting Polycom CMA Desktop for Mac OS X

You can use your credentials to sign in to only one instance of Polycom CMA Desktop for Windows or Polycom CMA Desktop for Mac OS X system at a time. If you are signed in on one system, be sure to sign out before you attempt to sign on to another system.



If you use a VPN, you must connect to the VPN before starting Polycom CMA Desktop.

To start Polycom CMA Desktop for Mac OS X:

>> Go to **Applications > Polycom CMA Desktop** and double-click Polycom CMA Desktop.




To make sure you are always ready to send or receive calls, do the following:

- Go to **Polycom CMA Desktop > Preferences > Sign In** and configure the application to start and sign you in when the system starts.
- Go to **Applications > Polycom CMA Desktop** and drag the Polycom CMA Desktop for Mac OS X icon to the dock.



Getting Started with Polycom CMA Desktop for Mac OS X

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

New Features in Version 5.1.0

Version 5.1.0 includes the following enhancements:

- Content sharing using standards-based H.239 protocol
- XMPP-based chat
- Ability to view presence for Contacts
- Ability to show others your presence
- Automatic sign-in using network credentials
- Support for 720p decode (720p encode is not supported)
- Support for H.261, H.263, and H.263+ compression
- Audio enhancements including 20kHz audio with G.719, 14 kHz Polycom Siren 14, 7 kHz G.722 and G.722.1

Features in Version 5.0.0

The Polycom CMA Desktop for Mac OS X client is an easy-to-use video conferencing application that lets you see and hear the people you call.

Polycom CMA Desktop for Mac OS X 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.
- Connect to a variety of video conferencing systems, including personal, room, and immersive telepresence solutions.

- Experience high-quality visual communications.
- Configure a variety of preferences to suit the way you work. For example, you can choose whether to view your video preview before you place a call.

This release of Polycom CMA Desktop for Mac OS X is optimized for use in a Polycom-solutions-only environment including the most current versions of Polycom RMX® 2000/4000 platform, Polycom HDX® systems, and Polycom CMA™ Desktop solutions, and the Polycom CMA 4000/5000 server. Calls between Polycom CMA Desktop for Mac OS X and other equipment may not connect with full features and capabilities. See [“Feature Limitations”](#) on page 5 for specific examples.

Platform-specific Limitations


Support for the following features are not included in this software version:




- Automatic software upgrade
- Alphabetically sorted groups
- Contact cards
- Call history included with Contact details
- Provisioned custom logo
- Starting a call automatically by clicking a callto: link
- Notification Log
- Capabilities list on the **Preferences > Processor** page
- Support for dual monitors
- Audio and video packet loss recovery (LPR and DBA)
- AES Encryption
- Zooming in on content
- Use of H.460 for firewall traversal
- Support for Polycom Lost Packet Recovery™ and Dynamic Bandwidth Allocation.

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.

Category	Issue ID	Found in Release	Description	Workaround
Audio	BROAD-1675	5.1.0	When you mute an audio input device (such as a USB headset) using the controls on the device, Polycom CMA Desktop does not accurately show the mute status of the device.	Use the Mute button on the Polycom CMA Desktop toolbar to mute your audio.
Audio	BROAD-2059	5.1.0	In calls using a USB headset, the Macintosh F11 and F12 volume adjustment keys do not control the volume.	Use a USB headset or earphones as the Macintosh system's default sound output device. To do this, go to System Preferences > Sound on your Macintosh system.
Cameras	BROAD-2107	5.1.0	On some Macintosh systems, you might experience low Transmit frame rate when you use the built-in iSight camera.	Try using an external USB camera instead of the built-in iSight camera.
Cameras	BROAD-2180	5.1.0	If you start CMA Desktop on a Mac Mini system that has no camera connected and then connect a camera, the system does not detect the camera.	Connect the camera before you start CMA Desktop on a Mac Mini.
Calling	BROAD-2187	5.1.0	After many calls, Polycom CMA Desktop may crash when you attempt to place a call.	Restart Polycom CMA Desktop and try again.
Calling	BROAD-2186	5.1.0	After many calls, Polycom CMA Desktop media processor may crash.	Restart Polycom CMA Desktop and try again.
Contacts	BROAD-2188	5.1.0	In this version, the Contacts list includes the following limitations: <ul style="list-style-type: none"> • Contacts list entries associated with multiple devices are not supported. • Contacts list entries associated with legacy endpoints continue to show their status as Invited. • An entry associated with an HDX system shows its status as Available, when in a call and able to accept another call. • The Recent Calls list may include more than one entry for a Contact associated with an HDX system. 	None
Gatekeeper	BROAD-2167	5.1.0	When a Polycom CMA Desktop for Mac OS X system connected to a VPN receives a call from another endpoint, the far end does not receive audio and video if the gatekeeper is set to Direct Mode.	Take one of the following actions: <ul style="list-style-type: none"> • Place the call from the Polycom CMA Desktop system. • Set the gatekeeper to Routed Mode.

Category	Issue ID	Found in Release	Description	Workaround
General	BROAD-2159	5.1.0	When you search the Directory for a group name, the name is not found.	To find a group, choose it from the drop-down list in the Directory search window.
Installation	BROAD-2144	5.1.0	Due to a bug in the Mac OS installer, you may sometimes experience a crash when you attempt to install Polycom CMA Desktop.	Try installing again.
Interoperability: Polycom CMA version 5.4	CMAD-1115	5.1.0	Polycom CMA Desktop for Mac OS X version 5.1.0 has a defect that prevents it from signing in or registering with a Polycom CMA system running version 5.4.	Use CMA Desktop for Mac OS X version 5.0.0 to sign in to the CMA system version 5.4, or contact Polycom Support to obtain the CMA Desktop for Mac OS X version 5.1.1 hotfix.
Interoperability: Polycom CMA version 5.3	BROAD-2141	5.1.0	When Polycom CMA Desktop for Mac OS X registers to the Polycom CMA server, two entries are added to the Directory: CMA Desktop and CMAD MAC.	None
Interoperability: Polycom CMA version 5.3	BROAD-2181	5.1.0	On this version of Polycom CMA Desktop for Mac OS X, device status, call information, and device alerts cannot be managed by the Polycom CMA system.	None
Interoperability: Somic Headset DT-893	BROAD-1728	5.1.0	On a system using the Somic Headset DT-893, the Audio Test window indicates that the headset is receiving maximum audio volume when the audio is muted.	None
Network	BROAD-2157	5.1.0	When the Polycom CMA Desktop system is signed in to a wireless network, the system signs out from the wireless network when you connect a network cable.	None.
Performance	BROAD-1931 BROAD-2112	5.1.0	In calls on a MacBook Air system, the Polycom CMA Desktop process may consume an abnormal amount of CPU resources, resulting in performance degradation.	Try using a third-party laptop cooling device with the MacBook Air system. For more information, contact your Macintosh dealer.
Signing In and Out	VIDEO-83061	5.0.0	Pressing ? (question mark) using a Japanese Macintosh keyboard does not enter a \ (backslash) in the same way as using a Japanese PC.	To enter a \ (backslash) using a Japanese Macintosh keyboard, press Option+¥ .
User Interface	BROAD-2131	5.1.0	The main Polycom CMA Desktop window is not resizable.	None
User Interface	VIDEO-96558	5.1.0	When your video window is on the second monitor and you click  to view full-screen video, the video moves to the primary monitor.	None

Category	Issue ID	Found in Release	Description	Workaround
User Interface	BROAD-2158	5.1.0	During a call, if you click  Show Content ,  Control Far-end Camera , or  Tone Pad on the toolbar, the main window comes to the front.	None
User Interface	BROAD-2147	5.1.0	When the video, content, or video preview window has focus, the application menu is not active.	Take one of the following actions: <ul style="list-style-type: none"> Click the main window, and then click the application window. Click the application menu twice.
User Interface	BROAD-2183	5.1.0	The incoming call window may sometimes fail to come to the front when another application is running in front of CMA Desktop.	Click the CMA Desktop icon in the dock to bring the CMA Desktop window to the front.
Video	BROAD-2143	5.1.0	The camera may no longer be available if you open iChat at the same time as you perform any of the following actions: <ul style="list-style-type: none"> You are in a call. You hide your video preview. You maximize Polycom CMA Desktop after it has been minimized. You restore Polycom CMA Desktop from the dock after hiding it. 	Exit from iChat, and then restart Polycom CMA Desktop.
Video	BROAD-2183	5.1.0	When you start CMA Desktop, the system may sometimes fail to detect the camera.	Restart CMA Desktop.
Video	BROAD-2146	5.1.0	On a MacBook Air system, video transmission is limited to QVGA at 30 fps. The MacBook Air can receive video up to 720p at 15 fps.	None
Video	VIDEO-86558	5.1.0	Polycom CMA Desktop does not support sending content from the second monitor.	Send content from the main 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.

Operating System	Mac OS X 10.6 Snow Leopard
Macintosh Models	Systems with x86 processor (with the exception of MacBook Air) Note: You might be able to run Polycom CMA Desktop on MacBook Air if the CPU load is low and the ambient temperature is cool.

Processor	<p>Polycom CMA Desktop for Mac OS X system's capabilities vary depending on processor performance. The processor types and speeds listed below are intended as reference guides. Polycom CMA Desktop for Mac OS X has equivalent capabilities on other processors with equivalent performance.</p> <p>Basic video (Up to QVGA)</p> <ul style="list-style-type: none"> • Core Duo 1.83 GHz and higher <p>Standard video (Up to CIF)</p> <ul style="list-style-type: none"> • 2.0 GHz <p>Premium video (Up to VGA)</p> <ul style="list-style-type: none"> • Core Duo 2 GHz and higher
RAM	2 GB
Video Memory	256 MB
Hard Drive Space	30 MB
Cameras	<p>USB 2.0 Web Cameras:</p> <ul style="list-style-type: none"> • iSight built-in camera • Logitech QuickCam Vision Pro for Mac • Logitech 2MP Webcam C600 <p>Note: Polycom has fully qualified the USB devices listed above for interoperation with Polycom CMA Desktop for Mac OS X. Other Macintosh USB devices may also work with Polycom CMA Desktop for Mac OS X.</p>
Audio Devices	<ul style="list-style-type: none"> • Built-in microphone on MacBook, MacBook Air, MacBook Pro, iMac, and Apple LED Cinema Display • Built-in microphone on Logitech QuickCam Vision Pro • Built-in microphone on Logitech 2MP Webcam C600 • Logitech ClearChat Comfort • Logitech PC Headset 960 • Somic Headset DT-893
Monitor	XGA, 16-bit color or higher
Network Access	Network 128 kbps and above (Cable, DSL, or LAN)
VPN Client	<p>The VPN client must meet these requirements:</p> <ul style="list-style-type: none"> • Must appear in the Mac system's network adapter list. • Must allow Polycom CMA Desktop for Mac OS X to retrieve the VPN client's IP address from the adapter. • Must not block any ports required by Polycom CMA Desktop. For a list of ports, see Inbound and Outbound Ports, later in this document. <p>These requirements are met by most VPN clients, such as Juniper Network Connect client, version 6.5.0.</p>
Polycom CMA System	Software version 5.00.00 with NTLMv2 support enabled

Interoperability

The following list indicates the products that have been tested for compatibility with this release:

Type	Product	Version
Management Systems	Polycom CMA 4000, CMA 5000	5.0.0
Gatekeeper, Gateways, External MCU, Bridges, Call Managers	Polycom CMA 5000	5.0.0
	Polycom RMX 4000	6.0
	Polycom RMX 2000	6.0.0
	Polycom RMX 1000	2.1.0, 2.3.1
	Polycom RSS 4000	7.0.0
	Polycom RSS 2000	5.0.0
	Polycom MGC	9.0.3.1
	Codian 4505	4.0
Endpoints	Polycom HDX Series	2.6.1
	Polycom CMA Desktop for Windows	5.1.0.0060
	Polycom CMA Desktop for Mac OS X	5.0.0.0022
	Polycom VSX™ Systems	9.0.6
	Polycom QDX® 6000	4.1.0
	Polycom PVX®	8.0.2
	Polycom VVX® 1500	3.2.2.0481
	Polycom VS4000™	6.0.5
	Polycom ViewStation®	7.5.4
	Aethra X3, X7	12.1.7
	LifeSize Team Express 220	4.7.0.19
	LifeSize Team 200	4.2.7.8
	Sony PCS-1	3.42
	Sony PCS-TL50	2.42
	Sony PCS-XG80	2.11
	Tandberg 1500, 1700	F9.0
	Tandberg 770MXP	F8.1
	Tandberg C20, EX90	TC3.1.1

Supported Protocols, Algorithms, and Ports

Protocols

This version of Polycom CMA Desktop for Mac OS X supports the following protocols:

Protocol	Description
DNS	Domain Name System
H.239	Token Management
H.281	Far End Camera Control (FECC)
H.323	Signaling
NTLMv2	Authentication
XMPP	Presence, instant messaging

Video Resolutions

This version of Polycom CMA Desktop for Mac OS X supports the following 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
1023 - 1920 kbps	720p (HD) receive	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 Polycom CMA Desktop for Mac OS X supports the following algorithms:

Algorithm Type	Description
Audio	G.719 (mono) at 32 kbps, 48 kbps, 64 kbps, 96 kbps, 128 kbps G.722.1 at 16 kbps, 24 kbps, 32 kbps G.722.1 Annex C at 24 kbps, 32 kbps, 48 kbps G.711u, G.711a, G.722, and G.728 for VOIP interoperability Siren 14 at 24 kbps, 32 kbps, 48 kbps
Video	H.261 H.263 H.264

Inbound and Outbound Ports

This version of Polycom CMA Desktop for Mac OS X uses the following inbound and outbound ports:

Inbound Ports

Port	Function
1720 (TCP)	H.245 Signaling
1719 (UDP)	Remote Access Service (RAS)
3230-3245 (TCP)	Signaling
3230 - 3245 (UDP)	Media

Outbound Ports

Port	Function
443 (TCP)	Provisioning, Monitoring, Help Files, HTTPS

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 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.

Problems with No Video

Check your Macintosh system's firewall configuration. To do this, follow these steps:

- Go to **System Preferences > Security > Firewall > Advanced**.
- Add the Polycom CMA Desktop application to the list.
- Select **Allow incoming connections**.

Problems with Video Window Size

If the size of the far-end video seems small, you can resize the far-end video window manually or you can view it full screen. The size of the far-end video window is determined by the resolution or format of the video sent by the far end, so video sent by endpoints that transmit lower resolution video display in a smaller window.

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 cancellation performance, all audio signal processing should be disabled. If you are experiencing audio issues, make sure audio processing software provided by your computer manufacturer is disabled.
- Disable ambient noise reduction on the system. To do this:
 - a** Go to **System Preferences > Sound > Input**.
 - b** Disable **Use ambient noise reduction**.
- 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.

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

Check your Macintosh system’s firewall configuration. To do this, follow these steps:

- Go to **System Preferences > Security > Firewall > Advanced**.
- Add the Polycom CMA Desktop application to the list.
- Select **Allow incoming connections**.

Collecting Diagnostic Information

If you need to report a problem, you may be asked to supply information about your system. You can find diagnostic information in these locations:

File	Location
Log	/UserName/Library/Application Support/Polycom CMA Desktop/Log/cmadv.log
Crash Reports	/UserName/Library/Logs/DiagnosticReports/Polycom CMA Desktop_timestmap_username-model.crash /UserName/Library/Logs/DiagnosticReports/MediaProcessor_timestmap_username-model.crash
Provisioned Data	/UserName/Library/Application Support/Polycom CMADesktop/configuration.xml

To collect Polycom CMA Desktop Diagnostics:

- 1 From the main window, click the application menu and choose **Preferences > Statistics > Log Statistics**.
- 2 Click **Save Log**.
- 3 Specify the file name and location for the zipped file.
- 4 Click **Save**.

To collect the Macintosh system profile:

- 1 From the applications folder, click **Utilities > System Profiler**.
- 2 Choose **File > Save As** and specify the location.

Related Documentation

For more information, see the *Release Notes for Polycom Converged Management Application 5000*, available at support.polycom.com.

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