



# Polycom® RealPresence® Desktop v3.1

## Frequently Asked Questions

### Purpose

This document describes Polycom® RealPresence® Desktop v3.1 features and answers many common product questions. In addition, we will cover the common benefits of registering the RealPresence Desktop with the Polycom RealPresence Resource Manager for professional features, provisioning, licensing and management.

### Value and benefit

Polycom RealPresence Desktop is a software app designed to enable video calling between personal computers and other standards-based video-enabled environments. Beyond simple video conferencing, when powered by the Polycom® RealPresence® Platform, desktop users are able to search corporate directories, share content, traverse secure firewalls, use multipoint calling, recording and streaming while maintaining **encrypted connections**, in a reliable and resilient manner.

### What's new in version 3.1?

RealPresence Desktop version 3.1 adds new **Polycom® SmartPairing™** functionality for controlling room video systems and sharing standards-based Content. The simple wireless connection between the PC and room system is safe, secure and automatic. Once connected, the end user can search the corporate directory, place calls, change volume, send tones for meeting entry and more from the comfort of their chair. The rich feature includes Content sharing of presentations, spreadsheets, pictures=virtually anything on your computer in stunning HD quality while in or out of a video call. Users never need to search for the right cable or fumble with function keys ever again.

#### Release Highlights

- **SmartPairing**
  - **Control room systems**
  - **Share Content w/o messy cables**
- **Easy migration**
- **Audio improvements**

Any organization can **easily migrate from legacy CMA Desktop to RealPresence Desktop**. For large organizations, IT professionals can utilize the software update package to automatically upgrade end user software and repurpose the existing management license by replacing CMA Desktop with RealPresence Desktop. Windows users are able to leverage the SSO, Single Sign On method for ease-of-use. When connected to the management platform, Windows and Mac OS X users can now view and update presence and use instant messaging. Smaller organizations can allow users to download the latest upgrade software and install through the simple install wizard. For those users behind a NAT firewall they are able to set specific port settings for traversal of call signaling.

Polycom engineers are continually developing new, powerful features to improve video collaboration. Starting with version 3.1 we have added a "Test Feature" category for evaluation by the general

public (Windows OS only). The feature in version 3.1 is targeted to improve the **audio quality** desktop video while being used in a cube environment. The new capability will intelligently cancel background

noise when used with a headset only allowing the audio closest to the microphone and not surrounding background noise.

### **Value-Add with RealPresence Platform**

Polycom RealPresence Desktop allows customers to start with any sized deployment and grow to meet business needs. Because the app runs as an independent video client **or** a fully managed application it can be deployed starting with just a few individual users and grow up to 10,000. The simple desktop app can be downloaded, installed and running within minutes providing end users with nearly instant visual connectivity with other desktops, mobile users, typical conference rooms and immersive telepresence environments.

While running in the independent or “basic mode” the app presents the end user with an easy-to-use, fully functional and standards-based H.323/SIP software client.

When registering the RealPresence Desktop to the Polycom Converged Management Application or the RealPresence Resource Manager both the IT admin and end user quickly realize the added benefits of full app management, “Professional Mode”. As with any standard business app, IT managers require certain levels of app control. RealPresence Desktop can be provisioned, managed and monitored by the management application and offers the IT admin a single interface that can be accessed from anywhere.

Specifically, the platform provides:

***Polycom RealPresence Resource Manager and CMA4000/5000*** – RealPresence Resource Manager/CMA Series (the Video Resource Management component of the RealPresence Platform) provisions and manages RealPresence Desktop. Please note that each device registered to the CMA/RealPresence Resource Manager occupies a license.

***RMX 4000*** – RMX (the Universal Video Collaboration component of the RealPresence Platform) provides the additional multipoint calling capability required for the increased number of users with multiple devices.

***DMA 7000*** – DMA (the Virtualization component of the RealPresence Platform) provides a fully redundant call-signaling platform that supports both H.323 and SIP call signaling as well as gateway services to bridge the two platforms.

***RealPresence Access Director and VBP Series ST*** - (the Universal Access and Security component of the RealPresence Platform) gives remote users secure access into the corporate video network even when the remote user is configured with a NAT or is behind a firewall. The RealPresence Access Director supports both H.323 and SIP in very high scale.

Further Differences between the Stand-Alone and Managed Mode operation: When the RealPresence Resource Manager or CMA Series manages RealPresence Desktop, users are part of a video ecosystem that promotes ease-of-use and calling devices such as other desktops, Desktop, video conferencing systems, and immersive rooms. Users dial by extension, IP address, SIP URI (*john.doe@specific\_company.com*)

### **Release-Specific FAQ's**

#### **Q: What is Polycom SmartPairing?**

**A:** Polycom SmartPairing is a patent pending technology that connects PC's and tablets to room video systems through ultrasonic sound. Once enabled, the room system transmits a sound that only the PC or tablet can hear through the monitor speakers or room sound system.

**Q: Why would I want to use the SmartPairing function?**

**A:** SmartPairing can be used to control the room system much like a simple remote control. Users can sit in the comfort of their chair and operate the basic functions like searching the directory, placing calls, muting the system, sharing content and more.

**Q: What if the room system is shut off? Is there a way to wake the room system from the tablet?**

**A:** If the room system is off or the sound is near zero the ultrasonic sound will not reach the PC and the function will not work. This operation is much like if you are out of range of a WiFi signal. The signal must be strong enough to reach the PC in order to connect.

**Q: What is required to enable SmartPairing?**

**A:** You must first turn on the feature on the PC. Select the “gear” icon in the lower right corner of the app, and then enable “Polycom SmartPairing” in the menu section. On the HDX room system, the administrator must enable the feature through Telnet. On the RealPresence Group system the admin must enable the feature in the web admin user interface. For more information on enabling the feature please consult with the HDX Series or RealPresence Group Series Administration Guides (*Helpful links found below*).

**Q: Is the connection between the PC and the room system secure?**

**A:** Yes, the wireless connection is restricted to work only within the room so it is safe and secure. Once, the PC leaves the room and can no longer ‘hear’ the room systems ultra-sonic sound the connection is terminated.

**Q: Is there any sort of password authentication?**

**A:** Yes, if the room system has a password configured then the PC will be prompted to enter that password before control is authorized.

**Q: Where can I find out more information about the configuration and setup for SmartPairing?**

**A:** The application Release Notes, HDX Configuration Guide and RealPresence Group Series documents found on the Polycom Support page will guide the IT professional and end users through the necessary steps to enable the function.

**Q: Is there an additional cost for upgrading from 3.0 to 3.1?**

**A:** Any active service agreement for RealPresence Desktop is authorized to update to version 3.1 for free. In the case of companies wanting to migrate from CMA Desktop to RealPresence Desktop the company may reuse existing CMA Desktop licenses by uninstalling and installing RealPresence Desktop.

**Q: Can both CMA Desktop and RealPresence Desktop run on my PC at the same time?**

**A:** No, the apps share the same presence and registration capability so one would need to be off so that the user is not occupying two licenses and showing different presence status.

**Q: Can Single Sign On be used for my Mac OS X users?**

**A:** At the time of release the SSO support is limited to Windows Operating System.

**Q: Can CMA Desktop users share presence and IM’s with RealPresence Desktop v3.1 users?**

**A:** Yes, the two apps are compatible / interoperable.

**Q: Is it possible to conduct a group chat session on the app?**

**A:** Version 3.1 is limited to pt-to-pt chat sessions at this time but we are working on expanding the capability in the future to add more than one user to a session.

**Q: What improvements have been made to improve call success rates from outside the corporate firewall?**

A: Under the configuration menu individuals may configure their NAT settings, which will improve call success rates for those outside the firewall. Users may select to auto detect or manually configure the public IP address along with the media and signaling ports. In general, most users will not need to use the NAT settings.

**Q: How do I enable the audio improvements for use in a cube environment?**

A: When using a headset you may select the “gear” icon on the lower right corner of the application. Next, click on the “Test Feature” category within the pop-up box and enable the feature. The password to enable the feature is “456”.

**Q: Is the audio enhancement fully supported?**

A: The feature has been thoroughly tested on the Windows platform and is meant to be for evaluation at this time.

**Q: Does the audio improvement work on both Mac OS X and Windows?**

A: At this time the feature only works on Windows OS.

**Q: If I find bugs or want to make improvement suggestions where can I turn?**

A: We would like users to visit the Polycom Community Forum for assistance and to submit feedback.

**Q: Is the feature enabled by default?**

A: No. The feature must be turned on from within the application itself and cannot be provisioned from the management platform at this time.

**Q: Will the feature work without a headset?**

A: No. The feature is meant to work with a headset to provide intimate audio from the headset microphone only.

**Q: Are there limitations to the type of headset I can use?**

A: In general, any USB headset will work. The feature is limited to USB headsets at the time of release.

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**Helpful links**

**Product Support Page**

[http://support.polycom.com/PolycomService/support/us/support/video/realpresence\\_Desktop/realpresence\\_Desktop.html](http://support.polycom.com/PolycomService/support/us/support/video/realpresence_Desktop/realpresence_Desktop.html)

**Product Data Sheet**

<http://www.polycom.com/products-services/hd-telepresence-video-conferencing/realpresence-Desktop.html>

**Polycom User Forum**

[http://community.polycom.com/polycom/?category.id=Support\\_Community](http://community.polycom.com/polycom/?category.id=Support_Community)

**RealPresence Group Series Admin Guide (SmartPairing enablement)**

[http://supportdocs.polycom.com/PolycomService/support/global/documents/support/setup\\_maintenance/products/video/rpg\\_admin\\_guide.pdf](http://supportdocs.polycom.com/PolycomService/support/global/documents/support/setup_maintenance/products/video/rpg_admin_guide.pdf)

**HDX Series Admin Guide (SmartPairing enablement)**

[http://supportdocs.polycom.com/PolycomService/support/global/documents/support/setup\\_maintenance/products/video/hdx\\_ag.pdf](http://supportdocs.polycom.com/PolycomService/support/global/documents/support/setup_maintenance/products/video/hdx_ag.pdf)

**Polycom RealPresence Resource Manager Support Page**

[http://support.polycom.com/PolycomService/support/us/support/network/management\\_scheduling/realpresence\\_resource\\_manager.html](http://support.polycom.com/PolycomService/support/us/support/network/management_scheduling/realpresence_resource_manager.html)