



RealPresence Desktop v3.0 - Customer FAQ

Purpose

This document describes Polycom® RealPresence® Desktop v3.0 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 provisioning, licensing and management.

Value and benefit

Polycom RealPresence Desktop frees business professionals from the traditional boundaries of the conference room, allowing them to enjoy video collaboration from their personal computers. Now, you can meet and collaborate face-to-face with anyone from anywhere – improving teamwork, collaborative decision-making, and productivity with colleagues, customers and business partners.



Unlike other desktop applications that are proprietary, not scalable, unsecure, and deliver an unreliable, poor-quality experience, Polycom's enterprise-class HD video software solution delivers the required app management, interoperability, scalability, resiliency (lost packet recovery), security, multi-point and lifelike quality that drives higher adoption rates and thus a higher and more strategic return on your UC investment.

What's new in version 3.0?

With the introduction of Apple® Mac OS X support any customer can now freely deploy video collaboration across the team. No longer are organizations limited to premier-quality video in a silo of Windows-only users. The same feature capabilities, quality and consistent user experience on a Mac PC will increase productivity and keep everyone on the same page.

Enterprises that have deployed the full RealPresence Platform can quickly realize the benefits associated with H.264 High Profile saving approximately 50% bandwidth yet maintaining the levels of quality normally reserved for conference room environments. Organizations that have adopted SVC technologies can continue to leverage TCO savings but also give users new feature capabilities such as video window control to focus on specific content while in multi-point sessions.

Release Highlights

- Apple Mac OS X support
- SVC enhancements for usability
- H.264 AVC High Profile
- Management improvements for software updates
- Auto answer / auto mute
- AV device selection

Vertical markets such as healthcare, elderly care, judicial can benefit from features such as auto answer, auto mute. This powerful new function allows a hands free solution to environments where the user is unable or not permitted to interact with the screen yet still needs to see and hear a remote participant such as a doctor, nurse, attorney, judge.

With version 3.0 users are enabled with even more in-call flexibility with the addition of automatic and manual device selection. The powerful new feature automatically shows available audio and video sources but even lets user changes those

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sources while in video calls similar to what you might expect in a full room environment.

Polycom RealPresence Desktop frees business professionals from the traditional boundaries RealPresence Desktop is the perfect pc-based software app that allows customers to start with any sized deployment and grow to thousands easily based on 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 managed users. 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 “stand-alone 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, “Managed Mode”. As with any standard business app, IT managers require certain levels of app control. The 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.

Thus, by registering the RealPresence Desktop application to a licensed CMA Server or RealPresence Resource Manager, a key component of the RealPresence Platform, advanced features including Microsoft Active Directory Services, client provisioning, firewall traversal, and dial-plan connectivity to desktop and immersive video room systems are enabled.

Specifically, the platform provides:

CMA4000/5000 and Polycom RealPresence Resource Manager – CMA/RealPresence Resource Manager (the Video Resource Management component of the RealPresence Platform) provisions and manages RealPresence Mobile for Microsoft Directory Services, call speeds, and call signaling preferences. As an option, the CMA/RealPresence Resource Manager can also be used as the gatekeeper. However, for high scale and gateway services, the DMA should be positioned. Please note that each device registered to the CMA/RealPresence Resource Manager occupies a license. For example, an end user that has one CMA Desktop and one RealPresence Mobile instance will use two licenses on the CMA/RealPresence Resource Manager server.

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. The exponential growth of devices on the network will naturally drive higher use of multipoint resources. **NEW** with RealPresence Desktop v2.0 and RMX version 7.x organizations can leverage SVC coding technologies in addition to the existing AVC support.

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.

NEW 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. **NEW** 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 CMA Series or RealPresence Resource Manager manages RealPresence Desktop, users are part of a video ecosystem that promotes ease-of-use and calling devices such as other desktops, mobile, video conferencing systems, and immersive rooms. Users dial by IP address, SIP URI (john.doe@specific_company.com) or E.164 extension for point-to-point and multipoint calls.



What operating system will be supported with RealPresence Desktop 3.0?

Windows XP, 7, 8 and NOW, Apple® Mac OS X (available July 1st)

When and where is the app available?

Windows version 2.3 is available now on support.polycom.com. RealPresence Desktop version 3.0 supporting both Windows and Mac OS X is targeted for a July 1st release.

Is there a trial of RealPresence Desktop?

Yes, the Windows version 2.3 is available now and can be downloaded for a FREE 30-day period. Starting July 1 anyone interested in the trial app can download either the Windows or Mac OS X version. After the 30-day period the user will need to purchase a seat license or discontinue use. Once the trial has expired there are NO POSSIBLE methods to re-enable the application. The trial is available on www.polycom.com

How is this application different than the Polycom CMA Desktop and Telepresence m100?

The RealPresence Desktop brings together the key features and benefits of both the CMA Desktop and Telepresence m100.

For the customer; Polycom has combined these two great apps to simplify the use, streamline the deployment and upgrade path and unify the overall user experience with other products within the portfolio. The customer can now deploy one app that starts with as little as one user and then scales to thousands. More information can be found on direct feature comparisons in the product release notes at [\(Link\)](#)

What are the key features of the app?

At a high-level the RealPresence Desktop supports standards-based H.323/SIP call signaling, Content send and receive with the ability to select specific apps as the content, SVC/AVC interoperability, firewall traversal, dual monitors, and up to HD send and receive audio, video. For more information on the product specifications please visit the product web page and data sheet located here: [\(Link\)](#)

- NEW Mac OS X support
- NEW H.264 AVC High Profile
- NEW AV source selection
- Consistent and extremely easy-to-use interface
- Firewall traversal
- Content application select feature
- SVC enhancements for video layout
- Full HD audio, video and content
- Standards-based Content over H.323 and SIP networks
- Dual monitor support

How will these new capabilities benefit me?

Larger organizations that have plans to move into mixed SVC/AVC calling can seamlessly transition at their own pace with new MCU software on the RealPresence Universal Video Collaboration suite. Companies of any size can now begin to leverage the same consistent user interface from mobile to desktop to room systems for ease-of-use; minimize training requirements and IT resource drain. Support for RealPresence Access Director will streamline deployments of mobile and desktop users with secure, high scale, multiprotocol support.

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How does the RealPresence Desktop scale to 10,000 devices and what are the requirements?

Polycom RealPresence Desktop will act as a simple device registration on the Polycom RealPresence Resource Manager occupying a license as with previous releases. When provisioned by the RealPresence Resource Manager the RealPresence Mobile will automatically be enabled with additional managed features:

- Active Directory Services
- Client provisioning
- AES media encryption
- Single dial-plan
- Monitoring
- Firewall traversal
- Software update

Basic Feature Details	Product		
	RealPresence Desktop Windows/Mac	CMA Desktop	Telepresence m100
AVC H.264 High Profile calls (Incoming/Outgoing)	✓	✗	✗
SVC SIP calls (Incoming/Outgoing)	✓	✓	✗
720p/30fps transmit	✓	✓	✗
720p/30p receive	✓	✓	✓
G.719 at 32, 48, 64, 128 kbps	✓	✓	✓
Siren 14 at 24, 32, and 48 kbps	✗	✓	✓
G.711u or G.711A	✓	✓	✓
DTMF	✓	✓	✓
Camera selection (in call)	✓	✓	✓
FECC (H.323 & SIP)	✓	✓	✓
Dual monitor support	✓	✓	✗
Application level Content share	✓	✗	✗
Region share mode	✗	✓	✓
Minimized running mode	✓	✗	✗
SVC auto layout	✓	✗	✗
RealPresence Resource Manager support	✓	✓	✗
Stand alone mode	✓	✗	✓
Directory service (LDAP)	✓	✓	✓
XMPP Presence	✗	✓	✗
IM	✗	✓	✗

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Localization	✓	✓	✗
AES encryption	✓	✓	✓
H.460 firewall traversal	✓	✓	✗
Acme SPB interoperability	✓	✓	✗
SIP outbound (FR 5626)	✓	✗	✗
Certificates for TLS connection	✓	✗	✗
BFCP over UDP	✓	✗	✗
BFCP over TCP	✓	✓	✓
Secure RTP/RTCP (SDES)	✓	✗	✗

NOTE: For a complete list of features visit support.polycom.com and download the product release notes.

Is there a separate application for the stand-alone and managed mode?

No. Once downloaded from: support.polycom.com end users can run the FREE trial for 30 days, buy and enable a 'stand-alone' license or point the app to a Polycom CMA or RealPresence Resource Manager server to be fully supported and enabled.

Are there requirements for SVC support on the RealPresence Desktop app?

Yes, the mobile user will be able to use SVC benefits when connected into multipoint calls over the supported RMX Series MCU.

Does SVC support require user intervention to turn on/off the feature?

No. The SVC protocol is a function of the bridge and does not require any setup or technological knowledge on the part of the end user.

How will the NEW firewall solutions benefit my organization?

Polycom's vision of ubiquitous video collaboration depends on access from anywhere in a secure manner. Many organizations have strict firewall policies that require flexible and high-scale solutions but one-size does not fit all. Polycom RealPresence Access Director is a new offering that provides SIP and H.323 traversal and operates in very high-scale. For more information please consult www.polycom.com. Additionally, H.460 firewall traversal protocol has been moved to the basic mode of operation and now works without a connection to Polycom management software.

What languages does the app support?

A: The app supports: French, German, Simplified Chinese, Traditional Chinese, Japanese, Korean, Russian, English, Portuguese, and International Spanish.

What's the release date? When will the app be available for order?

The app is targeted for general availability July 1, 2013. The app can be ordered now from your authorized Polycom Reseller.

Are there license packs?

Polycom Resellers will sell the stand-alone license packs of 1, 5, 25, 50 and 100 users. Any customer having access to Polycom CMA or RealPresence Resource Manager they may leverage or repurpose and current licenses.

How will I receive my license and activation?



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Customer may receive an electronic copy (in PDF format) or paper copy of the license/license pack. In the case of the license pack the single license authorizes up to the number of individual users.

How is the app supported?

The app will be supported through an individual stand-alone license (1st year included) if that is how it was purchased OR if being managed, a CMA/RealPresence Resource Manager license. Customers may request product support with a valid CMA license. In this case, normal support processes apply and the channel provides the first level support.

Can customers upgrade from Telepresence m100 to RealPresence Desktop? If so what are the costs?

Yes, orders for a migration from Telepresence m100 to RealPresence Desktop can be taken now with fulfillment in July.

Can I upgrade from CMA Desktop to RealPresence Desktop? If so what are the costs?

Yes, there will be **no additional costs** for an existing CMA Desktop customer. The customer will be able to download the new RealPresence Desktop from the web, install and utilize the managed license available on CMA or RealPresence Resource Manager.

Are other video endpoints have been tested with the solution?

You can find the Interop-testing list on the product release notes on the support.polycom.com site ([Link](#)).

Where will my customers find user guides and help files?

Yes, Polycom provides Release Notes and Help files on the product support page at: ([Link](#))

Where can I find the data sheet?

Customers can find the most recent product specifications and requirements listed on the RealPresence Desktop for Windows product page at: ([Link](#))

