

FREQUENTLY ASKED QUESTIONS

Q4 2012 Launch: Polycom® RealPresence® Desktop for Windows

Frequently Asked Questions

Purpose

This document covers the most frequently asked questions for the RealPresence Desktop for Windows. In addition, it addresses some of the common benefits of combining the RealPresence Desktop with the Polycom RealPresence Resource Manager and how the app can leverage the tight integration with the RealPresence Platform for multipoint calling, redundancy, firewall traversal, provisioning and resiliency.

Value and benefit.

Polycom RealPresence Desktop for Windows 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.

Note: 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

Release Highlights

- SVC and AVC support for Windows XP/7
 - UI alignment/consistency
 - NEW firewall traversal capabilities
 - Enhanced Content sharing
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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.

Polycom announced Windows and Mac support. When will Mac OS be released?

Apple® Mac OS X is targeted for a 2013 release

What operating system is supported today with RealPresence Desktop 2.0?

Windows XP, and Windows 7 are supported at availability. We will add Windows 8 and Apple® Mac OS X support in 2013

When and where is the app available?

The application is a free download and available now on support.polycom.com. RealPresence Desktop for Windows version is targeted for a November release.

Is there a trial of RealPresence Desktop for Windows?

Yes, at general availability the application can be downloaded for a FREE 30-day period. 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.

What are the key features of the app?

At a high-level the RealPresence Desktop for Windows 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 and content. For more information on the product specifications please visit the product web page and data sheet located here: ([Link](#))

- Simplified install and setup
- NEW consistent and extremely easy-to-use interface
- NEW SVC and AVC capable
- NEW firewall traversal support through RealPresence Access Director
- NEW Content application select feature
- 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 NEW 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. NEW highly scalable, multiprotocol and secure RealPresence Access Director will streamline larger deployments of mobile users. Medium to large organizations now have even greater control on mobile device access and pre-configuration through RealPresence Resource Manager. The new capabilities will allow you to position the RealPresence Platform and increase sales.

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
- Single dial-plan
- Monitoring

- Firewall traversal

Is there a different app that is downloaded when using RealPresence Desktop in stand alone or managed mode?

No, Managed Mode is automatically activated when RealPresence Desktop is connected to the Polycom CMA or RealPresence Resource Manager.

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 management 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.

Why is Polycom changing the user interface? How will the change benefit the desktop user?

Polycom's strategy is to align ALL endpoint user interfaces throughout 2012 and beyond. The alignment will streamline the user's ability to move from product or environment with ease. Workers will be more productive quicker and use video collaboration more.

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.

What languages does the app support?

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

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

The app is targeted for general availability Nov 21, 2012. Polycom will have the product orderable in November from your authorized Polycom Reseller.

How can I buy the app?

Polycom Resellers will sell the stand-alone license packs of 1, 5, 25, 50 and 100 users.

How will I receive my license and activation?

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 management 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?

There are no current plans to offer an upgrade path from Telepresence m100 to the RealPresence Desktop.

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 may 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](#))