Polycom® Telepresence m100™

The standards-based Telepresence m100 raises the bar on mobile video communications. By allowing users to easily connect between desktop and mobile devices to millions of telepresence video conferencing systems in use today, the Telepresence m100 also drives broad adoption. Polycom delivers mobile telepresence within a Unified Communications experience.

Telepresence m100 is the perfect solution for a small to medium business. Utilizing industry standards, Telepresence m100 delivers high-quality audio, video and content at up to HD resolution. The software client is easily downloaded, installed, and running in just a few minutes. Users can then place point-to-point calls or even multipoint calls through a video bridge.

Polycom Telepresence m100 provides features such as:

- High-quality audio, video, and content sharing
- Organizational directory search
- Click-to-call for ease of use
- Compatibility within existing video conferencing hardware and software, including mobile, room and immersive telepresence systems
- Constant Clarity™ for high-quality audio and video over less than optimal internet connections.
- Low total cost of ownership with dual-protocol support for both H.323 and SIP networks in a single application.

FAQ
Q: Where can I buy the Telepresence m100?
A: You can buy Telepresence m100 from your Polycom authorized partner.

Q: What are the PC hardware requirements?
A: See requirements below:
- Basic (up to QVGA):1.5 GHz P4, 1.2 GHz Pentium M/AMD Turion or higher
- Standard (up to CIF, People+Content): 2.0 GHz P4, Pentium M/AMD Turion 1.4GHz
  Premium (up to VGA, People+Content): 3.2 GHz Pentium, Pentium M/AMD Turion 2.0 GHz
- HD (up to 720p): Quad Core Duo 2.0 GHz
- RAM: XP – 1GB, Vista – 2GB
- Windows XP, Windows Vista, and Windows 7 – 32bit
- Storage: 30MB

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- 256 MB video RAM recommended for Vista
- Display: XGA, 16-bit color or higher

Q: What types of cameras will work with Telepresence m100?
A: USB 2.0 Web Cameras: Microsoft HD-5000, Microsoft LifeCam Cinema, LifeCam HD-6000, Logitech C100, Logitech C210, Logitech C310, Logitech Webcam Pro 9000, Logitech Webcam C905

Q: Do I need a keycode to activate my Telepresence m100 software? If so, how do I get it?
A: Yes. A keycode can be purchased from your Polycom representative or certified partner.

Q: Each time I start the application I am asked to activate my software. How can I hide this message?
A: After you purchase, enter your activation key and this dialog will no longer appear.

Q: Does Telepresence m100 include service?
A: The client price includes one year of service. You can extend this period by purchasing additional years through your Polycom representative.

Q: I can't seem to get two-way both audio and video. What can I do?
A: Telepresence m100 supports H.460 firewall traversal. However, you are likely experiencing a port blocking on one or more call signaling ports. Please consult your IT representative for further information.

Q: Can the Telepresence m100 be used for chat?
A: No, not at this time.

Q: Does the Telepresence m100 support presence?
A: No, not at this time.

Q: Can a PVX license be converted into a Telepresence m100 license?
A: No.

Q: Can an m100 license be converted into a Polycom CMA Desktop license?
A: No, they are two distinct products.

Q: Is there recommended network bandwidth availability (and call speed) for the Telepresence m100?
A: Based on your network environment, one of the recommended speeds below is appropriate:
    Corporate LAN: 1929 kbps
    Premium Broadband: 768 kbps
    Residential Broadband: 384 kbps-512 kbps

Q: Can I install Telepresence m100 on a computer that has Polycom CMA Desktop installed?
A: Yes. Make sure Polycom CMA Desktop is not running before you install Telepresence m100.

Q: Can I have both the CMA Desktop and the Telepresence m100 running at the same time on the same computer?
A: No.

Q: Can I dial into meeting rooms or endpoints from outside the network without a VPN?
A: Yes. If you are not on the VPN and want to call use the appropriate Polycom® Video Border Proxy™(VBP®). Enter the address in this format: IP_Address ##E.164. For example, 11.12.13.14##1000.

Q: Can I use the Telepresence m100 like a Voice-Over IP (VOIP) phone?
A: Telepresence m100 is capable of placing calls without the use of a camera. However, the call is not a traditional VOIP call that is capable of calling PSTN phones.

Q: Can I use Telepresence m100 over VPN?
A: Yes. We support a Juniper Virtual Private Network (VPN) solution but it is not required for call connection into the organization. Telepresence m100 operates much like a video conferencing system dialing from the public internet.

Q: During installation I saw an opportunity to use SIP, should I have a SIP address?
A: SIP signaling protocol is supported, but not necessary. Contact your IT representative for SIP registration purposes.

Q: Can the Telepresence m100 register to a standards-based H.323 Gatekeeper?
A: Yes. An excellent choice would be the Polycom CMA™ 4000 or 5000 if available.

Q: What is the difference between the Telepresence m100 and theTelepresence m500?
A: The primary difference is that the Telepresence m100 is for PC-based operating systems such as Windows while the Telepresence m500 is for mobile operating systems such as Android.

Q: How do I contact Polycom technical support?
A: www.support.polycom.com

Tips and Tricks

1. When using over the public internet limit call rates to between 384k and 512k unless you can guarantee higher call speeds through fiber or similar business class connections.
2. Never sit with your back to a window. Backlighting causes the camera iris to close and make your image dark and unrecognizable.
3. Use only approved USB cameras unless you are using ones embedded inside the laptop frame.

4. Open a conservative number of additional programs while running the Telepresence m100 if your computer does not meet the minimum requirements
5. Make sure you know the name or number of the site you want to call.
6. Adjust your camera so that the far site can see you. Fill the screen with people rather than the chairs, wall lights or floor.
7. Adjust your microphone so that the far site can hear you. Mute the microphone before moving it so that the far side doesn't hear you moving it. Don't tap the microphone or rustle papers near the microphone.
8. In a multipoint call, mute your microphone when you are not speaking.
9. Make sure you can see and hear the far site participants. Introduce everyone when the meeting starts.
10. Speak in your normal voice without shouting. Use natural gestures when you speak.