



Help

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Polycom[®] RealPresence[®] Mobile for Apple[®] iPhone



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Polycom® RealPresence® Mobile Modes of Operation

RealPresence Mobile has two modes of operation:

- In standalone mode, RealPresence Mobile supports registration and calling with an H.323 gatekeeper and/or a SIP server. It does not require registration with a Polycom provisioning server such as a RealPresence Resource Manager system.

In standalone mode, you have direct access to the configuration and settings of RealPresence Mobile. You must purchase a license and enter licensing information manually to use this RealPresence Mobile beyond the 30-day trial period.

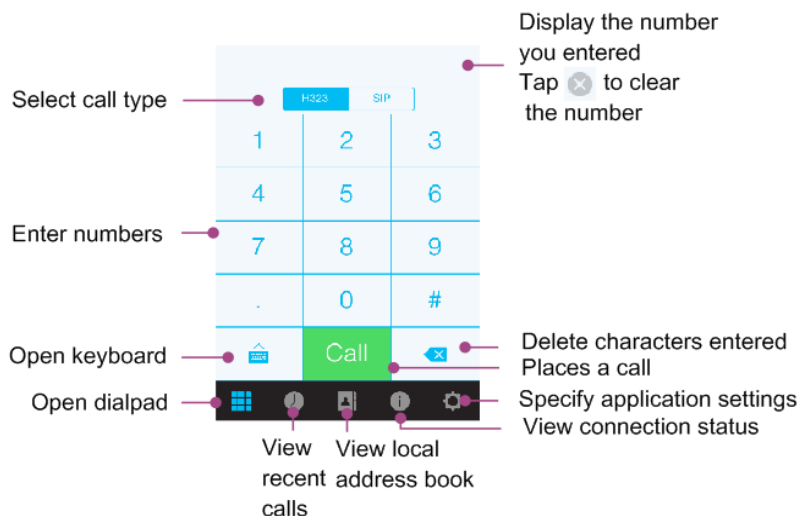
- In managed mode, RealPresence Mobile registers with a Polycom provisioning server like a RealPresence Resource Manager system. The Polycom provisioning server configures RealPresence Mobile automatically. It also provides access to a centralized directory server.

In managed mode, the Polycom provisioning server manages licensing of RealPresence Mobile, so you do not need to purchase an individual license.

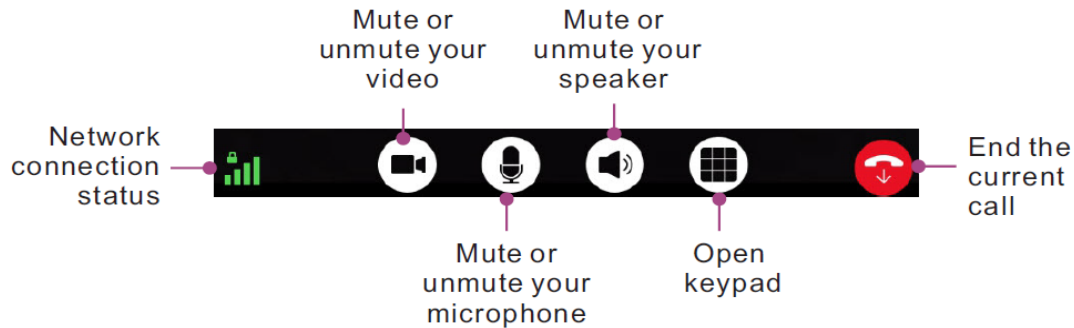
About the RealPresence Mobile Application

Before you begin configuring RealPresence Mobile, get familiar with the application's user interface. The following figures show the RealPresence Mobile main window and the in-call toolbar. See [Use the In-Call Toolbar](#) for more specific information about in-call toolbar.

iPhone main window user interface





iPhone in-call toolbar



Configure Polycom® RealPresence® Mobile in Standalone Mode

Standalone mode does not require registration with a Polycom provisioning server. You need to configure Polycom® RealPresence® Mobile manually.




To configure RealPresence Mobile in standalone mode:

- 1 From your device's **Application** list, tap .
- 2 To register your product with Polycom, select the **Register with Polycom** check box and then enter your e-mail address. Your user information, such as your e-mail address, your device type, and the RealPresence Mobile version, will be sent to Polycom. Clear this check box if you do not want to send the information.
- 3 Tap **Next**.
- 4 Tap **Skip sign in**.
- 5 Tap  on your device.
- 6 Configure the settings in the [iOS Settings](#) table.
- 7 Tap **Done** to go back the main window.
- 8 Enable or disable the SDP size adjustment feature. Enable this feature to shorten Session Description Protocol (SDP) size to avoid call failure caused by SDP size limitation for some users. Enter #001# from the Dialpad to enable or disable this feature.



Video content, FECC, H.264 high profile, RFC2833 for DTMF, and SVC cannot be used

When you enable **SDP Size Adjustment**, video content, FECC, H.264 high profile, RFC2833 for DTMF, and SVC cannot be used.

- 9 To check your connection status, tap .
- 10 If the gatekeeper or server registration fails,  is displayed on the main window. Tap  to see more information.

iOS Settings

	Options	Descriptions
Personal	Profile	Configure your profile as follows: <ul style="list-style-type: none">• Tap the photo area to take a photo or choose a photo.• Enter your profile information to show on your business card in standalone mode.
H.323 Settings	Enable H.323 Calls	Enable or disable H.323 calls.
	Gatekeeper Registration	Enable or disable registering your system with a gatekeeper.
	Gatekeeper Choice	Internal or external gatekeeper to use when making calls.
	Internal Gatekeeper	IP address or FQDN of the internal gatekeeper. Examples: 10.11.12.13 or gatekeeper.company.com.
	External Gatekeeper	IP address or FQDN of the external gatekeeper. Examples: 10.11.12.13 or gatekeeper.company.com.
	H.323 Name	Name to display to the far site during calls. (For example, you might enter your first name.)
	H.323 Extension	Name that gatekeepers use to identify this system. Your organization's dialing plan may define the names you can use.
SIP Settings	Enable SIP Calls	Enable or disable SIP calls.
	Transport Protocol	Protocol the system uses for SIP signaling: <ul style="list-style-type: none">• TCP: reliable transport.• UDP: best-effort transport.• TLS: encrypted transport
	SIP Registration	Enable or disable registering your system with a SIP server.
	SIP Proxy Server	IP address or FQDN of the SIP proxy server.
	SIP Registrar Server	IP address of the SIP registrar server.
	Domain	Domain name for authentication with SIP registrar server: <ul style="list-style-type: none">• If you use a Polycom DMA server as the SIP server, leave this field empty.• If you use a third-party SIP server, enter the domain name for authentication with the registrar server.
	SIP User Name	User name for authentication with a registrar server.
	Authorization Name	Name to use for authorization when registering with a SIP registrar server.
	SIP Password	Password for authentication with a registrar server.
Network Settings	WLAN Call Rate	Call rate to use for calls on a WLAN network.
	3G/4G Call Rate	Call rate to use for calls on a 3G or 4G network.

iOS Settings

	Options	Descriptions
Other Settings	Auto-answer	Turns on Enable Auto-answer to answer incoming calls automatically.
	Diagnostics	Send logs by clicking Send the log report , and then enter the recipients' e-mail addresses. Note: You need to configure the default e-mail account on your device used to send logs.
	Advanced	<ul style="list-style-type: none">• Noise Block Select this option to mask percussive sound (such as tapping and hands clapping) when no one is talking in a meeting.• Virtual Business Card Enable virtual business to show your profile information on the top of your video or your photo when you are speaking in a meeting.
General	About	Finds the RealPresence Mobile license information here.

Provision Polycom® RealPresence® Mobile Using BroadSoft Device Management Server

In standalone mode, RealPresence Mobile can register to BroadSoft Device Management Server to use provisioned features. Only LDAP search is not supported.

Set up BroadSoft Device Management Server to Provision Polycom® RealPresence® Mobile

To configure the BroadSoft Device Management Server for provisioning Polycom® RealPresence® Mobile, the BroadSoft Device Management administrator needs to pay attention to the following:

- Review the sample Polycom® RealPresence® Mobile file named `ProvisionData-template.xml` released with Polycom® RealPresence® Mobile. The file `ProvisionData-template.xml` is published on [Polycom Support](#).
- Decide what is to be provisioned in the customer deployment.
- Create your Polycom® RealPresence® Mobile provisioning template by defining the customer TAG set and assigning default values to each customer TAG.
- When adding a new Device Profile Type for RealPresence Mobile in the BroadSoft Device Management system, set the parameters to the values as follows:
 - Set **Device Access Context Name** to `dms`.
 - Set **Device Access URI** to `POLYCOM/RPM`
 - Use the customer TAG set that you defined as **Default System Tag Set** and **Tag Set**.
- When adding a new Device Profile Type file for the new created iDevice Profile Type, set the parameters to the values as follows:
 - Set **Device Access File Format** to `ProvisionData.xml`.
 - Set **Repository File Format** to `ProvisionData-%BWLOGIN-ID-1%.xml`.
 - Set **File Category** to `Dynamic Per-Device`.

-
- Set **File Customization** to **Administrator and User**.

After creating this Device Profile Type file, create a device profile for it.

- When adding or editing existing users for RealPresence Mobile:
 - Choose **Use Custom Credentials** in the **Authentication** panel. The custom credentials will be the sign-in credentials for RealPresence Mobile.
 - Bind the created device profile to the user account.



If necessary, you can specify the Custom TAGs of the user account for the provisioning. The new values will overwrite the default values specified in the template `ProvisionData.xml` file.

After the configuration is done and the SRV record `_dmsconfig_tcp` is set on the DNS server properly, RealPresence Mobile can detect the provisioning server automatically using users' e-mails. Users can also specify the server when signing in to RealPresence Mobile. RealPresence Mobile assumes each BroadSoft user has its specific provisioning data. If a user signs into RealPresence Mobile on multiple devices with the same user account, all the devices will get the same provisioning data.

Configure Polycom® RealPresence® Mobile in Managed Mode

After you register with a Polycom provisioning server, the provisioning server configures most of the settings automatically such as H.323 or SIP settings. In managed mode, you can use LDAP search feature, which is not supported under standalone mode.

To configure RealPresence Mobile in managed mode:

- 1 From your device's **Application** list, tap .
- 2 Enter your e-mail address. By default, your e-mail address, your device type, and the RealPresence Mobile version, will be sent to Polycom. When you clear the **Register with Polycom** check box, RealPresence Mobile will not send this information.
- 3 Tap **Next**.
- 4 Enter your user name and password. The provisioning server address is populated based on your e-mail address.
- 5 Tap **Go**.
- 6 Tap  **Settings** on your device.
- 7 Configure the settings listed in the [iOS Settings](#) table.
- 8 Tap **Done** to go back the main window.
- 9 Enable or disable the SDP size adjustment feature. Enable this feature to shorten Session Description Protocol (SDP) size to avoid call failure caused by SDP size limitation for some users. Enter #001# from the Dialpad to enable or disable this feature.





Video content, FECC, H.264 high profile, RFC 2833 for DTMF, and SVC cannot be used

When you enable **SDP Size Adjustment**, video content, FECC, H.264 high profile, RFC 2833 for DTMF, and SVC cannot be used.

- 10 To check your connection status, tap .

The provisioning server configures the rest of the settings automatically. If server registration fails.



 is displayed on the main window. Tap  to see more information.

iOS Settings

	Options	Descriptions
Network Settings	WLAN Call Rate	Call rate to use for calls on a WLAN network.
	3G/4G Call Rate	Call rate to use for calls on a 3G or 4G network.
Other Settings	Auto-answer	Turns on Enable Auto-answer to answer incoming calls automatically.
General	About	Finds the RealPresence Mobile license information here.

To sign out from the provisioning server:

- 1 Tap .
- 2 Tap **Sign Out**.

To force the RealPresence Mobile application to close:

- 1 Double-tap the **Home** button.
- 2 Swipe the opened RealPresence Mobile up to close this application.

To check the current connection status and IP address:

- » Tap .

Fields	Description
My Number	Numbers the far end can use to call you. Depending on your dialing plan, the far end may call you with any of your numbers, including your IP address. Ask your IT administrator for more information.
Provisioning Service	Provisioning server address.
H.323	H.323 gatekeeper.
SIP	SIP configuration information.
Network	IP address the far end can use to call you.

Place and Receive Calls

Using RealPresence Mobile, you can place and receive point-to-point calls. You can also join multipoint calls hosted by multipoint conferencing systems, such as Polycom RealPresence Collaboration Server, and by endpoints with multipoint capabilities, such as Polycom HDX® Series systems.

You can call contacts from your recent calls list or enter the contact numbers manually. If you register to a provisioning server, you can call contacts from your corporate directory. During a call, use the in-call toolbar

to control your video, volume, and camera.






Check your service plan

Participating in a video call in a 3G or 4G network requires sending and receiving large amounts of data. Be sure that your service plan allows a sufficient level of data transfer to support video calling.

Place Calls

You can place calls by entering a contact number directly or by using your recent calls list.

To place a call by entering a number:

- 1 Tap  and then enter the name or number to call. You can use any of the formats shown here:
 - 2555 (SIP user name or E.164 extension for H.323)
 - stereo.polycom.com (FQDN name)
 - <user>@<domain.com> (<SIP_username>@<domain.com>)
 - 10.11.12.13##1234 (signaling IP##conference ID for H.323)
 - 10.11.12.13 (IP address, including the dots)
 - 1234@10.11.12.13 (<SIP user name>@<IP address>)
- 2 Select the call type, SIP or H.323.
- 3 To enter an extension or password, tap .
- 4 Tap  to start the call.

To place a call from your recent calls list:

- 1 Tap .
- 2 Tap an entry to call.



Your recent calls list can hold up to 100 entries.

Place Calls from Your Corporate Directory or Local Address Book


When using RealPresence Mobile in managed mode, which provides LDAP service, you can place calls in several additional ways. Place calls from your corporate directory or from your local address book.




Registration problems


If a registration problem occurs,  is displayed at the bottom of the screen. Tap  for more information.

To place a call from your corporate directory:

- 1 Tap .
- 2 Click Directory.

-
- 3 Enter the name or part of the name of the contact you want to call, and then tap **Search**.
You need to use more specific key word to improve the search efficient. After you enter a key word and start to search contacts, you cannot cancel this operation. Do not switch networks during directory search, otherwise the search cannot stop. To stop the search, you need to force close RealPresence Mobile.
 - 4 Tap the contact name from the search results.
 - 5 Tap  beside the device name that you want to call.
 - 6 Tap **Place Call (H.323)** or **Place Call (SIP)**. If you cannot find the option **Place Call (H.323)** or **Place Call (SIP)**, the contact may have no H.323 extension or SIP URI configured. Contact your IT administrator.

To place a call from your local address book:

- 1 Tap .
- 2 Click Local.
- 3 Tap the contact name from the contacts list.
- 4 Tap **Place Call (H.323)** or **Place Call (SIP)**. If you cannot find the option **Place Call (H.323)** or **Place Call (SIP)**, the contact may have no H.323 extension or SIP URI configured. Contact your IT administrator.

Manage Calls

You can use RealPresence Mobile to make, answer, reject, or end calls.

To answer a call:

- » Tap .

To reject an incoming call:

- » Tap .

To end the current call:



- » Tap .



Incoming call notification display

Incoming call notification is displayed only when RealPresence Mobile is the active application.

To clear the recent calls list:

- 1 Tap .
- 2 Do one of the following:
 - To clear all recent calls, tap , and then tap **Clear All**.
 - To delete one recent call entry, swipe right on the desired entry, and then tap **Delete**.







Use the In-Call Toolbar

During a call, tap the screen to view the in-call toolbar. Use the in-call toolbar to access additional features of the RealPresence Mobile application, for example, to switch cameras or mute your audio. See [About the RealPresence Mobile Application](#) for more information about the in-call tool bar window.

Toolbar Call Icons

The following table lists explains call icons.

Call Icons

Icon	Description
	Incoming calls
	Outgoing calls
	Missed calls
	Poor network connection
	Unstable network connection
	Good network connection




Work with Content

When you are registered to a provisioning server, you can view content sent by others in the call, but you cannot share content with others.




Manage Contacts

After you register the RealPresence Mobile application to a provisioning server, you have access to LDAP service. With LDAP, you can call contacts in your corporate directory. You can also add, delete, or edit contacts in your local address book.

To add a contact from a corporate directory to your local address book:

- 1 Tap  and then tap **Directory**.
- 2 Enter the name or part of the name of the contact you want to find, and then tap **Search**.
- 3 Tap the contact name from the search results.
- 4 Tap the device name of the contact, and then tap .
- 5 Tap .

To add contacts from recent calls list to your local address book:



- 1 Tap .
- 2 Tap  next to the contact number you want to add.
- 3 Tap  to add the contact to your local address book.
- 4 Complete contact information and then tap **Save**.



Cannot add IP addresses to your address book

If the most recent call number is an IP address, you cannot add it to your local address book.

To add a new contact to your local address book manually:

- 1 Tap , and then tap Local.
- 2 Tap .
- 3 Specify the contact information.
- 4 Only the display name is required. However, you must enter at least one of following before you can call this contact:
 - H.323 Extension
 - H.323 Name
 - SIP UR


The following table explains the contact information fields.

- 5 Save the information.

Contact Information

Fields	Descriptions
Display Name	Name you use to identify the contact. The display name appears only on your screen, so it can be any name that is meaningful to you.
Title	Contact's job title.
Phone	Contact's phone number.
E-mail	Contact's e-mail address.
Location	Contact's location.
Device Name	Name or type of system.
H.323 Extension	Number that gatekeepers use to identify this system. Your organization's dialing plan may define the numbers you can use.
H.323 Name	Name that gatekeepers use to identify this system. Your organization's dialing plan may define the names you can use.
SIP URI	SIP URI of the system.

To edit a contact in your local address book:


- 1 Tap  and then tap **Local**.
- 2 Tap the contact number you want to edit.
- 3 Tap **Edit**.
- 4 Edit the contact information, and then tap **Save**



Re-adding a contact from another directory

If you re-add a contact from your corporate directory to your local address book, your edits will be lost.

To delete a contact from your local address book:

- 1 Tap  and then tap **Local**.
- 2 Tap the contact number you want to delete.
- 3 Tap **Edit**.
- 4 Tap **Delete Contact**.
- 5 Tap **Delete**.


To locate a contact quickly:

- » Tap a letter to view names that start with that letter.

Manage Cameras

The RealPresence Mobile application also allows you to switch cameras and switch among windows during a call.

To switch cameras:

- » Swipe right or left to switch to your local video, tap  to switch between your front and rear cameras.

To switch among windows:

- » To switch among local, people, and content windows, swipe left or right.



Maximized content and window switching

When the content is maximized, you cannot switch windows.

Attend a CloudAXIS Meeting

You can attend a CloudAXIS meeting via RealPresence Mobile. RealPresence Mobile also supports CloudAXIS HTTPS tunneling for unregistered SIP AVC calls, which allows you to join a CloudAXIS meeting

with limited Internet access through an HTTPS tunneling mechanism. If you are invited to a CloudAXIS meeting, you will receive a meeting invitation via e-mail.

To attend a CloudAXIS meeting:

- 1 Open the meeting invitation e-mail.
- 2 Open the web URI by clicking the link.
- 3 Enter your e-mail address and your name to sign into CloudAXIS.
- 4 After you sign in, tap the Polycom® RealPresence® Mobile logo to launch the application. You will be in the meeting after Polycom® RealPresence® Mobile starts.

If you have not installed Polycom® RealPresence® Mobile, CloudAXIS will remind you to install Polycom® RealPresence® Mobile.

In the meeting, you can view the participant list by tapping  on the in-call tool bar.

Troubleshooting

The following table lists the problems that you might encounter and the possible solutions.

Solving Problems

Problem	Description and Solution
Video quality is poor.	<p>Try the call again using a lower call rate. See About the RealPresence Mobile Application.</p> <p>You can also set up a private wireless network with a private key for the RealPresence Mobile application:</p> <ol style="list-style-type: none">1 From the Applications list, tap Settings > WLAN.2 Choose your private wireless network.3 Enter your user name and password, and tap Join.
Video is not available.	Ensure that you are connected to a mobile network and registered to a provisioning server. Then try the call again.
Audio only SVC call	When you dial into a SVC call and set the line rate to 1024 kbps or above, ensure that you use call rate higher than 128 kbps, otherwise you can only get audio in the call.
Audio is noisy in calls from one device to another.	If the two devices are near to each other, mute the audio of one of them.
Cannot see the content shared by the far end.	Make sure that your RealPresence Mobile software version supports using a provisioning service and that you are registered with a provisioning server.
Unable to place a call.	Do one of the following: <ul style="list-style-type: none">• Check whether your WLAN connection is lost. If so, turn off the WLAN, and then turn it on again.• Wait 3 minutes or longer, and then turn off the gatekeeper or SIP registration. Then turn it on again.• Check whether your far end has a connection problem.

Solving Problems

Problem	Description and Solution
Registration fails.	Do one of the following: <ul style="list-style-type: none">• Check to be sure your WLAN is connected. If the connection has been lost, turn off the WLAN, and then turn it on again.• Wait for at least 3 minutes. Turn off the gatekeeper or SIP registration and then turn it on again.• Change the H.323 name and H.323 extension and then register again.• Force close the AT&T Business Video application and then try again.• If the registration fails when you are signed into a provisioning server, sign out and then sign in again.
Cannot sign into the provisioning server.	Do one of the following: <ul style="list-style-type: none">• Make sure the account information is correct.• The DNS server may be unable to resolve your domain name. Contact your network administrator for help.• Check your network connection.