



Help

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Polycom[®] RealPresence[®] Mobile for Android[®] Phone



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Polycom RealPresence Mobile Modes of Operation

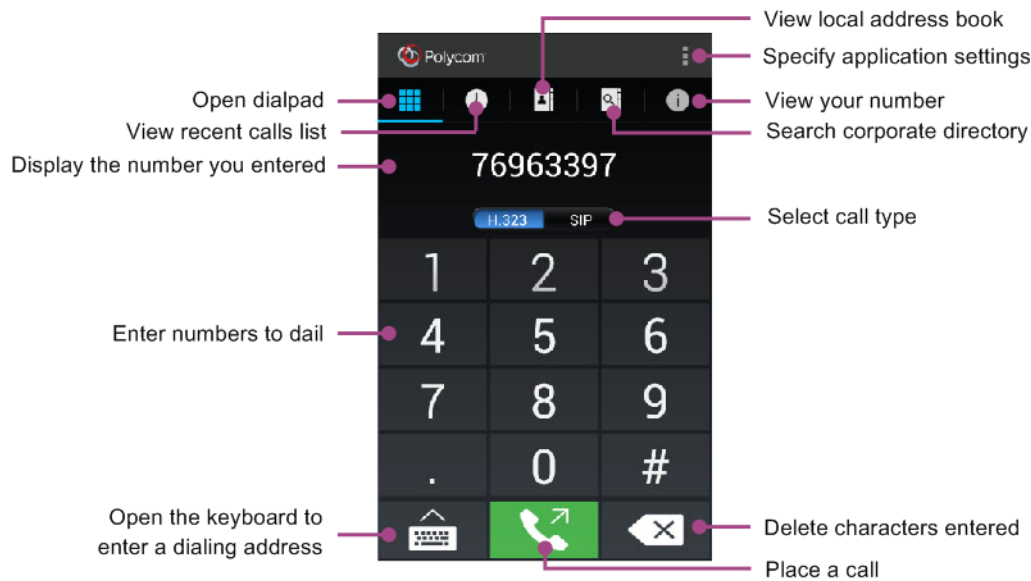
You can use RealPresence Mobile in standalone or managed mode.

- Standalone mode provides direct access to the configuration and settings of RealPresence Mobile. It does not require registration with a Polycom provisioning server.
- Managed mode provides the benefits of centralized management including centralized management of configuration, automatic distribution of runtime licenses, and access to a centralized directory server. In managed mode, you must register with a Polycom provisioning server, such as Polycom Converged Management Application™ (CMA®) 4000/5000 or Polycom RealPresence Resource Manager. The Polycom provisioning server configures RealPresence Mobile automatically.

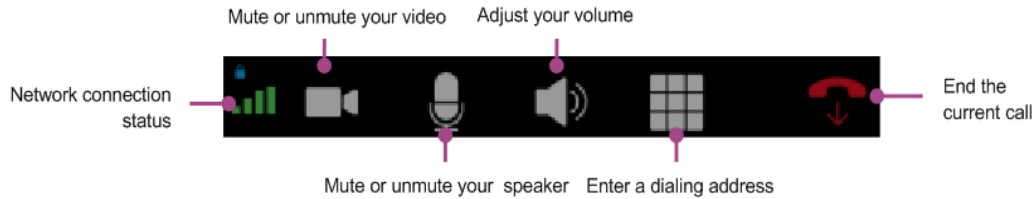
Configure the RealPresence Mobile Application

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.

Android Phone main window user interface






Android phone in-call toolbar



Configure RealPresence Mobile in Standalone Mode

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



To configure RealPresence Mobile in standalone mode:

- 1 From your device's **Application** list, touch .
- 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 Touch **Next**.
- 4 Touch **Skip sign in**.
- 5 Touch  on your device.
- 6 Touch **Settings**.
- 7 Configure the settings shown in the [Android Settings](#) table.
- 8 Touch  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.



Note: 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.

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

Android Settings

| | Options | Descriptions |
|------------------|------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| General Settings | Auto Start | Specifies whether to start RealPresence Mobile automatically when you power on the device. |
| | Show Status Notification | Determines whether to show network status on the lower-right corner of your screen. |
| | Display Name | Name to display to the far end during a call. |
| | Keep Alive in Sleep Mode | Allows the system to detect incoming calls more while asleep. This increases battery consumption. |
| | Auto-answer incoming calls | Specifies whether to answer incoming calls automatically. |
| | Mute video for auto-answered calls | Allows the system to mute the video of auto-answered calls. |
| | Mute audio for auto-answered calls | Allows the system to mute the audio of auto-answered calls. |
| | Send the log report | 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. |
| 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. |
| H.323 Settings | Enable H.323 Calls | Enable or disable H.323 calls. |
| | Gatekeeper Registration | Enable or disable registering your system with a gatekeeper. |
| | Select Gatekeeper | Internal or external gatekeeper to use when making calls. |
| | Internal Gatekeeper | IP address or FQDN of the internal gatekeeper. Example formats are 10.11.12.13 or gatekeeper.company.com. |
| | External Gatekeeper | IP address or FQDN of the external gatekeeper. Example formats are 10.11.12.13 or gatekeeper.company.com. |
| | H.323 Name | Name to display to the far site during calls. For example, you can 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. |

Android Settings

| | Options | Descriptions |
|--------------|----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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. |

Provision 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 RealPresence Mobile

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

- Review the sample RealPresence Mobile file named `ProvisionData-template.xml` released with RealPresence Mobile. The file `ProvisionData-template.xml` is published on [Polycom Support](#).
- Decide what is to be provisioned in the customer deployment.
- Create your 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 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, touch .
- 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 Touch **Next**.
- 4 Enter your user name and password. The provisioning server address is populated based on your e-mail address.
- 5 Touch **Sign In**.
- 6 Touch  on your device.
- 7 Touch **Settings**.
- 8 Configure the settings listed in the [Android Settings](#) table.
- 9 Touch  to go back the main window.

- 10 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.





Note: 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.

- 11 To check your connection status, touch .

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



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

Android Settings


| | Options | Descriptions |
|------------------|------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| General Settings | Auto Start | Specifies whether to start RealPresence Mobile automatically when you power on the device. |
| | Show Status Notification | Determines whether to show network status on the lower-right corner of your screen. |
| | Display Name | Name to display to the far end during a call. |
| | Keep Alive in Sleep Mode | Allows the system to detect more incoming calls while asleep. This increases battery consumption. |
| | Auto-answer incoming calls | Specifies whether to answer incoming calls automatically. |
| | Mute video for auto-answered calls | Allows the system to mute the video of auto-answered calls. |
| | Mute audio for auto-answered calls | Allows the system to mute the audio of auto-answered calls. |
| | Send the log report | 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. |
| 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. |

To sign out from the provisioning server:

- 1 Touch  on your device.
- 2 Touch **Sign Out**.

To force the RealPresence Mobile application to close:

- 1 Touch **Settings**.
- 2 Touch **Apps**.


- 3 Touch .
- 4 Touch **Force Stop**, and then touch **OK** to confirm.



Note: Stop RealPresence Mobile properly

Do not close RealPresence Mobile by stopping the **LogService** and **MainService** from **Settings > Applications > Running Services**. If you do so and then launch the application again, you get a message saying that the application has stopped unexpectedly.

To check the current connection status and IP address:

- » Touch .

| 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.



Note: 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 Touch 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, touch .
 - 4 Touch  to start the call.

To place a call from your recent calls list:



- 1 Touch .
- 2 Touch 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.




Note: Registration problems

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

To place a call from your corporate directory:

- 1 Touch .
- 2 Enter the name or part of the name of the contact you want to call, and then touch **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.
- 3 Touch the contact name from the search results.
- 4 Touch  beside the device name that you want to call.
- 5 Touch **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 Touch .
- 2 Touch the contact name from the contacts list.
- 3 Touch **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:

- » Touch . The button is green with a white telephone handset icon and the word "Answer" in white text.

To reject an incoming call:

- » Touch . The button is red with a white telephone handset icon and the word "Decline" in white text.

To end the current call:



- » Touch . The button is red with a white telephone handset icon.



Note: Incoming call notification display

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

To clear the recent calls list:

- 1 Touch .
- 2 To clear all recent calls, touch , and then touch **Yes**.

Portrait Mode in a Call

When you rotate your tablets 180 or 90 degree during a call, RealPresence Mobile will adjust the video accordingly and also send the adjusted content to far end systems.

If you enable SmartPairing, after you rotate your device 90 degree during a call, you cannot see the swipe call button.

This feature is available when you enable auto rotation on your device.



Note: Far end in landscape mode to display portrait

If the far end displays the video in landscape mode, then only the center portion of the portrait mode display will be visible to the far end. For example, RealPresence Mobile will cut off the top and bottom portions to ensure that the video can be properly displayed in landscape mode.







Use the In-Call Toolbar

During a call, touch 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 [Configure 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 Touch .
- 2 Enter the name or part of the name of the contact you want to find.
- 3 Touch the contact name from the search results.
- 4 Touch the device name of the contact, and then touch .
- 5 Touch .

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



- 1 Touch .
- 2 Touch  next to the contact number you want to add.
- 3 Complete contact information and then touch .



Note: 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 Touch , and then touch .
- 2 Specify the contact information.
- 3 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.

- 4 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 Touch .
- 2 Touch the contact number you want to edit.
- 3 Touch .
- 4 Edit the contact information, and then touch .



Note: 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 Touch .
- 2 Touch the contact number you want to delete.
- 3 Touch , and then touch **Yes**.

To locate a contact quickly:

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

Manage Cameras

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

To switch cameras:

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

To switch among windows:

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



Note: Maximized content and window switching

When the content is maximized, you cannot switch windows.

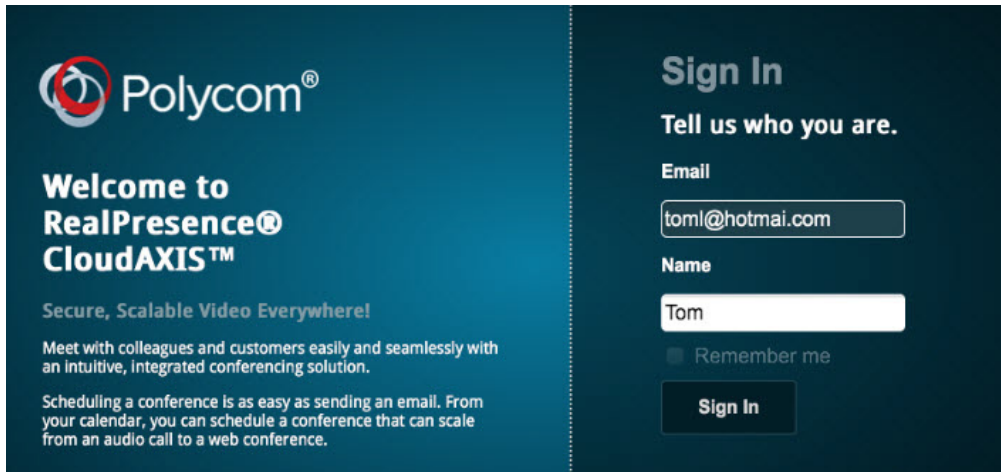
Attend a CloudAXIS Meeting

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 as shown in the following figure.

Sign into CloudAXIS



- 4 After you sign in, touch the RealPresence Mobile logo to launch the application. You will be in the meeting after RealPresence Mobile starts.

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

In the meeting, you can view the participant list by touching  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. | Try the call again using a lower call rate. See Configure the RealPresence Mobile Application . You can also set up a private wireless network with a private key for the RealPresence Mobile application: <ol style="list-style-type: none"> 1 From the Applications list, touch Settings > WLAN. 2 Choose your private wireless network. 3 Enter your user name and password, and touch 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 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. |

Solving Problems

| Problem | Description and Solution |
|-------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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. |
| 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 provisioning server address is correct.• The DNS server may be unable to resolve your domain name. Contact your network administrator for help.• Check your network connection. |