



USER GUIDE

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Polycom® RealPresence® Mobile for Apple® iPad



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Polycom® RealPresence® Mobile Modes of Operation

Polycom® RealPresence® Mobile application has three 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 Polycom® RealPresence® Resource Manager system. In standalone mode, you have direct access to the configuration and settings of RealPresence Mobile.
- 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.
- In Cloud service mode, a Service Provider system configures RealPresence Mobile automatically. Once the Cloud service is enabled by the provisioning service, the **Cloud Sign-In** option is enabled and users can sign-in with their Cloud account, which is normally an email address.

Getting Started with RealPresence Mobile

When first signing into RealPresence Mobile application, you have the following options based on the mode of operation:

- Click or tap **Skip sign in** when using RealPresence Mobile in standalone mode.
- Click or tap **Sign In** when using RealPresence Mobile in managed mode.
- Click or tap **Sign in with your cloud login** when you are in a Cloud service environment.

RELATED INFORMATION:

[Registration Problem](#)


[Cannot Sign into the Provisioning Server](#)

[Send the Log Report](#)

Get Started with RealPresence Mobile in Standalone Mode

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


TASK

- 1 From your device's **Application** list, click or tap .
- 2 Optionally, select the **Register with Polycom** check box to register your product with Polycom. Your user information, such as your email address, your device type and version, is sent to Polycom. Clear this check box if you do not want to send this information.
- 3 Click or tap **Next**.
- 4 Click or tap **Skip sign in**.

Get Started with RealPresence Mobile in Managed Mode

In managed mode, RealPresence Mobile will try to discover the provisioning server from which it will receive its license and get some configuration settings. You can use your company account to log into RealPresence Mobile. LDAP search feature is only supported under the managed mode.


TASK

- 1 From your device's **Application** list, click or tap .
- 2 Enter your email address (usually your corporate email address).
- 3 Optionally, select the **Register with Polycom** check box to register your product with Polycom. Your user information, such as your email address, your device type and version, is sent to Polycom. Clear this check box if you do not want to send this information.
- 4 Click or tap **Next**.
- 5 Click or tap **Sign In**.

Get Started with RealPresence Mobile in Cloud Service Mode

Once the Cloud service is enabled by your provisioning service, the **Sign in with your cloud login** option is enabled and you can sign in with your Cloud account, which is normally an email address.


TASK

- 1 From your device's **Application** list, click or tap .
- 2 Click or tap **Sign in with your cloud login**.
- 3 Enter your **User Name** and **Password**, then click or tap **Sign In**.


Sign Out from the Provisioning Server

You can sign out from the provisioning server and choose to work in other operation modes.




TASK

- Click or tap  and then click or tap **Sign Out**.

Check Your Connection Status

You can check your connection status such as your meeting number and server address by clicking or tapping .

TASK

- Click or tap  to see connection status information.
If the gatekeeper or server registration fails,  is displayed on the main window. Click or tap  to see more information.

Configuring Application Settings

RealPresence Mobile application setting options vary depending on your mode of operation. In standalone mode, you need to configure RealPresence Mobile manually. In managed mode and cloud service mode, a provisioning server configures most of the RealPresence Mobile options automatically.

Enable or Disable SDP Size Adjustment

Enable this feature to shorten Session Description Protocol (SDP) size to avoid call failure caused by SDP size limitation for some users.

TASK


- Enter #001# from the Dialpad to enable or disable this feature.

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

Configure Profile Information

In standalone mode, if you enable your virtual business card, you can set your personal information, such as name, title, and location, to show to your far end. In managed mode and cloud service mode, this information comes from the provisioning server and is not configurable.

TASK

- 1 Click or tap .
- 2 Go to **Personal > Profile**.
- 3 Enter your profile information.

In standalone mode, this information displays on your virtual business card.


RELATED INFORMATION:

[Set Virtual Business Card](#)

Configure Profile Photo

You can enable and set your profile photo. Meeting participants see this photo when you mute your video in a meeting.

TASK

- 1 Click or tap .
- 2 Go to **Personal > Profile**.
- 3 Tap the photo area to take a photo or choose a photo.

Virtual Business Card

You can enable your virtual business card to show your personal information, such as name, and title, to far-end participants.


Your virtual business card is unavailable in the following situations:

- When you are in an SVC multi-point call
- When your microphone is muted
- When your screen resolution is lower than 180p

Set Virtual Business Card

In standalone mode, if you enable your virtual business card, you can set your personal information, such as name and title, to show to your far end. In managed mode, if you enable your virtual business card, your profile information comes from the provisioning server. This information appears together with your video or your photo when you speak continuously more than three seconds in a meeting.

TASK

- 1 Click or tap  and then tap **Settings**.
- 2 Click or tap **Profile > Virtual Business Card**.


RELATED INFORMATION:

Configure Profile Information

Answer Incoming Calls Automatically

You can specify whether to answer incoming calls automatically, and select whether to mute your video or audio for these automatically answered calls. If you mute your video or audio for automatically answered calls, you can turn them on using the in-call toolbar anytime during the call.


TASK

- 1 Click or tap .
- 2 Click or tap **Auto-answer > Enable Auto-answer**.
- 3 To enable the system to answer calls without turning on the microphone, click or tap **Audio mute**.
- 4 To enable the system to answer calls without turning on the camera, click or tap **Video mute**.

Configure Call Rate

The call rate acts as a limit on the maximum rate at which a call will connect. If the far end imposes a lower rate, then the lower rate takes precedence. The call rate impacts both incoming and outgoing calls.

TASK

- 1 Click or tap .
- 2 Do one of the following:
 - To select the call rate to use for calls on a WLAN network, click or tap **WLAN Call Rate** and select an option.
 - To select the call rate to use for calls on a 3G or 4G network, click or tap **3G/4G Call Rate** and select an option.


RELATED INFORMATION:

Poor Video Quality

Configure H.323 Settings (Standalone Mode Only)

To make calls in standalone mode, you must configure either H.323 or SIP settings manually.

TASK


- 1 Click or tap  and then tap **Settings**.
- 2 Click or tap **Enable H.323 Calls**.
- 3 To register your system to a gatekeeper, select **Gatekeeper Registration** and configure the gatekeeper:
 - **Gatekeeper Choice** and chose an option:
 - ◆ **Internal Gatekeeper** Enter the IP address or FQDN of the internal gatekeeper. Example formats are 10.11.12.13 or gatekeeper.company.com.
 - ◆ **External Gatekeeper** Enter the IP address or FQDN of the external gatekeeper. Example formats are 10.11.12.13 or gatekeeper.company.com.
 - **H.323 Name** Enter the name to display to the far site during calls. Your organization's dialing plan may define the names you can use for enterprise net.
 - **H.323 Extension** Enter the number that gatekeepers use to identify this system. Your organization's dialing plan may define the numbers you can use for enterprise net.

Configure SIP Settings (Standalone Mode Only)

To make SIP calls, you must configure SIP settings manually in standalone mode.

Note: If you use a Polycom DMA server as the SIP server, leave the **Domain** field empty. If you use a third-party SIP server, enter the domain name for authentication with the registrar server.

TASK

- 1 Click or tap .

- 2 Click or tap **Enable SIP Calls**.
- 3 To register your system to a SIP server, click or tap **SIP Registration** and configure the SIP server:
 - **SIP Proxy Server** Enter the IP address or FQDN of the SIP proxy server.
 - **Domain** Enter the domain name for authentication with SIP registrar server.
 - **SIP User Name** Enter the user name for authentication with a registrar server.
 - **Authorization Name** Enter the name to use for authorization when registering with a SIP registrar server.
 - **Password** Enter the passcode for authentication with a registrar server.
- 4 To choose a protocol for SIP signaling, click or tap an option under **Transport Protocol**:
 - **TCP** For reliable transport.
 - **UDP** For best-effort transport.

Enable Polycom[®] NoiseBlock[™]

You can enable Polycom[®] NoiseBlock[™] to mask percussive sound (such as tapping and hands clapping) when no one is talking in a meeting.

TASK

- 1 Click or tap .
- 2 Click or tap **Advanced > Noise Block**.
- 3 Click or tap **OK** to save your settings.

Provisioning with a BroadSoft Device Management Server

In standalone mode, RealPresence Mobile can register to a BroadSoft Device Management Server to use provisioned features. LDAP search is not supported when using this option.

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 steps.

TASK

- 1 Review the sample file named *ProvisionData-template.xml* released with RealPresence Mobile. The file *ProvisionData-template.xml* is published on Polycom Support.
- 2 Decide what is to be provisioned in the customer deployment.
- 3 Create your RealPresence Mobile provisioning template by defining the customer TAG set and assigning default values to each customer TAG.
- 4 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**.
- 5 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.
- 6 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' emails. Users can also specify the server when signing into 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.

Call Management

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 products, and by endpoints with multipoint capabilities, such as Polycom® RealPresence® 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: 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.

Call by Entering a Number

You can use any of the following phone number formats to place a call:

- **2555** SIP user name, 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
- **1234@10.11.12.13** SIP user name@IP address
- **10.11.12.13** IP address

TASK



- 1 Click or tap , and then enter a phone number.
- 2 Select the call type, **SIP** or **H.323**.
- 3 To enter an extension or passcode, click or tap .
- 4 Click or tap  to start the call.

Call from the Corporate Directory

LDAP service is enabled in managed mode. You can find and call contacts in the corporate directory.

Note: After you enter a key word and start to search contacts, you cannot cancel this operation.

TASK


- 1 Click or tap .
- 2 Enter part or all of name of the person to call, and then click or tap **Search**.
- 3 Click or tap the contact name from the search results.
- 4 Click or tap  beside the device name that you want to call.
- 5 Click or 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.

Answer a Call

You can answer incoming calls if you didn't set answering calls automatically.

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


TASK

- Click or tap .

Reject an Incoming Call

You can reject incoming calls if you didn't set answering calls automatically.

TASK

- Click or tap .

End a Call

You can end an ongoing call.

TASK

- Click or tap .



Control Meeting Using the In-call Toolbar

During a call, you will see the in-call toolbar on the bottom of the screen. Use the in-call toolbar to access additional features of the RealPresence Mobile application.

View Network Call Statistics

During a call, you can view call statistics such as call type, call rate, and call protocol.



TASK

- On the lower-left of your screen, click or tap .
The  icon changes according to your network signal strength.

Display Local Self-View

You can show your self-view in your local video window.

TASK



- At the bottom of the screen, click or tap .
The icon changes to  to indicate that your self-view is shown.

Hide Local Self-View

You can hide your self-view in your local video window.

Your video still shows to the far-end participants though.





TASK

- At the bottom of the screen, click or tap .
The icon changes to  to indicate that your self-view is hidden.

Switch Between Front and Rear Camera

You can switch between your mobile device's front and rear cameras during a meeting.



TASK

- 1 Click or tap  to switch to your rear camera.
The icon changes to  to indicate that you are using the rear camera.
- 2 To switch back to the front camera, click or tap .
The icon changes to  to indicate that you are using the front camera.

Mute Your Video

You can mute your video from meeting participants. If you have enabled and set a profile photo, this photo is shown to the far-end participants instead.



TASK

- At the bottom of the screen, click or tap .
The icon changes to  to indicate that your video is muted.

Unmute Your Video

You can unmute your video to resume showing your video to meeting participants.



TASK

- At the bottom of the screen, click or tap .
The icon changes to  to indicate that your video is enabled.

Mute Your Microphone

You can mute your microphone when you don't want to speak in a meeting.



TASK

- At the bottom of the screen, click or tap .
The icon changes to  to indicate that your microphone is muted.

Unmute Your Microphone

You can unmute your microphone after you mute it.




TASK

- At the bottom of the screen, click or tap .
The icon changes to  to indicate that your microphone is turned on.

Adjust Your Speaker Volume

You can adjust your speaker volume or mute it.

TASK

- At the bottom of the screen, do one of the following:
 - To adjust your speaker volume, click or tap  and then drag the slide bar that appears.
 - To mute your speaker, click or tap .
The icon changes to  to indicate that the loud speaker is muted.

Far End Camera Control

If you are the chairperson, you can use Far End Camera Control (FECC) to control a far-end participant's camera.

FECC is available only when the following requirements are met:














- FECC is enabled in your RealPresence Collaboration Server conference profile.
- Chairperson passcode is set for the meeting.
- The meeting is an H.323 AVC call.

- At least one of your far-end participants have a PTZ camera and his or her endpoint supports FECC.

Control the Far-End Camera

A chairperson can access the DTMF menus to control other far-end PTZ cameras.


TASK

- 1 At the bottom of the screen, click or tap . The DTMF controls appear.
- 2 Click or tap  or  to activate the DTMF main menu.
- 3 Click or tap  or  to highlight **4. Camera Control**, then click or tap  or  to select the option.
- 4 Click or tap , , , or  to select a target participant.
- 5 Click or tap  to zoom out, or  to zoom in.

Show More In-call Controls

Some in-call controls, such as **Share Content** and **Keypad** are hidden by default. You can show these hidden in-call controls.


TASK

- At the bottom of the screen, click or tap .

Hide More In-call Controls







You can hide the in-call controls that you have enabled.



TASK

- At the bottom of the screen, click or tap .

Call Icons

The following table explains call icons.


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

Icons	Description
	Number of audio-only participants.
	Number of video enabled participants

View Recent Calls

The application stores details about the most recent calls placed and received.


TASK

- 1 Click or tap .
- 2 Select the call that you want to review.

Call from Recent Calls List

Your recent calls list can hold up to 100 entries.


TASK

- Click or tap  and then click or tap an entry to call.

Clear Recent Calls List

You can delete call history entries.



TASK

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

Change the Video Layout

You can change the video layout in a call hosted by the Polycom RealPresence Collaboration system.

TASK

- 1 Click or tap  and click or tap .
- 2 To display the layout options, click or tap the asterisk (*) twice.
You are connecting to the Polycom RealPresence Collaboration virtual meeting room.
- 3 Select the number that corresponds to the layout that you want to use.

Managing Contacts

The RealPresence Mobile application enables you to access contacts from two sources.



- The application manages a local directory that is available in both standalone and managed modes.
- When deployed in managed mode, the application enables you to access and search a corporate directory that is hosted by the administrator. This directory uses an LDAP interface.

The device displays a list of the 100 most recent contacts and other local contacts that fit on the screen.

Add Contact to Local Address Book

You can add contacts to your local address book.

TASK

- 1 Click or tap , and then tap .
- 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 URI
- 4 Click or tap **Save**.

Contact Information

The following table describes the contact information fields.




Fields	Description
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.
Email	Contact's email address.
Location	Contact's location.

Fields	Description
H.323 Extension	Enter the number that gatekeepers use to identify this system. Your organization's dialing plan may define the numbers you can use for enterprise net.
H.323 Name	Enter the name to display to the far site during calls. Your organization's dialing plan may define the names you can use for enterprise net.
SIP URI	SIP URI of the system.

Add Contacts from the Corporate Directory to Your Local Address Book

You can add contacts from your corporate directory to local address book to access them quickly.

TASK


- 1 Click or tap .
- 2 Enter part or all of name of the contact to search.
- 3 Select the contact name from the search results.
- 4 Select the device name of the contact.
- 5 Click or tap , then click or tap . Then click or tap **Add**.

Edit a Contact in Your Local Address Book

You can edit contact information after you create it.

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


TASK

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

Search for a Contact

When you search in your corporate address book or local address book, only the people and endpoints that can be called from are returned. You can enter a part of a key word to do the search.

TASK


- 1 Click or tap .

- 2 Enter part or all of name of the contact to search.

Delete a Contact

You can delete contacts from your local address book.

TASK

- 1 Click or tap .
- 2 Select the contact that you want to delete.
- 3 Click or tap **Edit > Delete Contact > Delete.**

Sharing Content

You can send content to others in the call. You can save desired files to share in either local device, or use Dropbox.

RELATED INFORMATION:

- Using Polycom® SmartPairing™
- Share Your Monitor or Application with the Paired System
- Sharing Content and Adding Annotations
- Whiteboard and Blackboard Tools

Share Content During a Call

You can share content to your far end during a call.

TASK

- 1 Click or tap **Share Content**.
- 2 Select the content to be shared. You can select the following content:
 - **Local Documents** Select a local file from your device.
 - **Photos** Select a photo from your device.
 - **Website** Type a URL that you want to share in the address bar.
 - **Dropbox** Select a file from your Dropbox files.
 - **Whiteboard** Open an empty whiteboard.
 - **Blackboard** Open an empty blackboard.
- 3 Click or tap **Stop Sharing** to stop sharing when you are done.
- 4 Click or tap **Back** to end the connection to the paired device.

Sharing Content and Adding Annotations

Using the whiteboard feature, you can draw on your iPad screen with your finger or a stylus. After you click or tap **Share Content** in a call, you can add annotations on your shared content using the whiteboard tools. Shared content can be a shared PDF file, Word file, Excel file, PowerPoint presentation, shared photo, or shared web page. You can also draw on a blank whiteboard or blackboard.

When RealPresence Mobile is not in a call, you can send content (such as pictures, PDFs, whiteboard, or blackboard) or share annotations to a paired Polycom HDX or RealPresence Group Series system.

RELATED INFORMATION:







Share Your Monitor or Application with the Paired System

Sharing Content

Whiteboard and Blackboard Tools

Whiteboard and Blackboard Tools

Using the whiteboard feature, you can draw on your iPad screen with your finger or a tap pen. RealPresence Mobile provides the whiteboard tools shown in the following table.

Icons	Description
	Pen Choose a pen type and line thickness.
	Color palette Select a color to apply to your pen.
	Eraser Erase any annotations that you made.
	Undo Undo your drawing actions.
	Save Save the content in your iPad Photo folder.
	Clear all Clear all your annotations.

RELATED INFORMATION:

Share Your Monitor or Application with the Paired System

Sharing Content and Adding Annotations

Sharing Content

Using Polycom® SmartPairing™

You can pair your device with a Polycom HDX or RealPresence Group Series system using Polycom® SmartPairing™ to perform the following tasks:

- **Share your monitor or application with the paired system** You can share your monitor or application with paired Polycom HDX or RealPresence Group Series systems.
- **Use your device as the paired system's remote controller** You can control the paired Polycom HDX or RealPresence Group Series system (for example, place a call, adjust the call volume or end the call) using your application.

You need to enable the SmartPairing feature and Telnet on the paired HDX or RealPresence Group Series systems for this feature to operate.

RELATED INFORMATION:
Sharing Content

Enable SmartPairing

Before using this feature, you must first enable SmartPairing on your RealPresence Mobile.

TASK


- Click or tap **SmartPairing > Enable SmartPairing**.
If **Auto Detection** is turned on, IP addresses of nearby Polycom HDX or RealPresence Group Series systems that have been detected will be listed.

Share Your Monitor or Application with the Paired System

You can share your monitor or application with paired Polycom HDX or RealPresence Group Series systems.

You can add annotations on any shared content, such as a PDF file or a photo, using the whiteboard tools. You also can open an empty whiteboard.

TASK

- 1 Click or tap  and then click or tap **Share Content**.
- 2 Select a device from either the **Detected**, or the **Recent Connections** list. You also can enter a device address in the **Manual Pairing** field.

- 3 Enter a pairing passcode if needed.
- 4 Select the content to be shared. You can select the following content:
 - **Local Documents** Select a local file from your device.
 - **Photos** Select a photo from your device.
 - **Website** Type a URL that you want to share in the address bar.
 - **Dropbox** Select a file from your Dropbox files.
 - **Whiteboard** Open an empty whiteboard.
 - **Blackboard** Open an empty blackboard.
- 5 Click or tap **Stop Sharing** to stop sharing when you are done.
- 6 Click or tap **Back** to end the connection to the paired device.

RELATED INFORMATION:

Sharing Content and Adding Annotations

Sharing Content



Whiteboard and Blackboard Tools

Call from Polycom HDX or RealPresence Group Series System

You can use the RealPresence Mobile as a remote control to place calls from Polycom HDX or RealPresence Group Series System.

To delete a paired device from the **Recent Connections** list, wipe the item and tap **Delete**.

TASK

- 1 From the top menu, click or tap  and then click or tap **Room Control**.
- 2 Select a device from either the **Detected**, or the **Recent Connections** list. You also can enter a device address in the **Manual Pairing** field.
- 3 Enter a pairing passcode, if requested. After paired with the desired device, click or tap .
- 4 Enter a number from the soft keyboard on the right.
- 5 Click or tap **Call**.


Delete a Paired Device from Recent Connections List

You can delete a paired device from recent connection list.





TASK

- Swipe the item and click or tap **Delete**.

Transfer Call to Paired Polycom HDX or RealPresence Group Series System

You can transfer call to paired Polycom HDX or RealPresence Group Series System with the Swap Call icon . This icon appears when the system detects a Polycom HDX or RealPresence Group Series system, or has manually paired to Polycom HDX or RealPresence Group Series systems recently.

TASK

- 1 During a call, click or tap  on the bottom of the screen. The  moves to the middle of the screen.
- 2 Flip  upward to transfer the call to the Polycom HDX or RealPresence Group Series system. If you do not want to transfer a call, flip  downward.
- 3 If more than one device appears, select the one you want. The call is disconnected from your RealPresence Mobile application and is transferred to the selected Polycom HDX or RealPresence Group Series system

If the call transferring fails, the call will be redirected to your RealPresence Mobile application.

Use Your Device as the Paired System's Remote Controller

You can control the paired Polycom HDX or RealPresence Group Series system (for example, place a call, adjust the call volume or end the call) using your RealPresence Mobile application.

TASK

- 1 Use the in-call toolbar to control calls on the paired Polycom HDX or RealPresence Group Series system.
- 2 Use the following options to control calls on the paired device.
 - **Content** Share your content with the paired device. You can select either a monitor or an application to share.
 - **Place a call** Enter a desired number on the dialpad to place a call on the paired device.
 - **Mute** Mute or unmute the call.
 - **Volume** Adjust the call volume.
 - **DTMF** Open the DTMF keypad to enter a passcode.
 - **Hang up** End the call from the paired device.

You can also enter a DTMF passcode using your keyboard without showing the DTMF keypad during a call.

- 3 Click or tap the **Unpair** button to end the control.

Troubleshooting

Your administrator is available to assist you when you encounter difficulties. If you are having problems making a call, however, try the troubleshooting tips below first.

Force the RealPresence Mobile Application to Close

If the RealPresence Mobile doesn't respond, you can force stop it if necessary.

TASK

- Double-tap the **Home** button, and swipe the RealPresence Mobile up to close this application.

Poor Video Quality

Try the call again using a lower call rate.

You can also set up a private wireless network with a private key for the RealPresence Mobile application:

- 1) From the Applications list, click or tap **Settings > WLAN**.
- 2) Choose your private wireless network.
- 3) Enter your user name and password, and click or tap **Join**.

RELATED INFORMATION:

Configure Call Rate

Video Unavailable

If you don't have video during the call, ensure that you are connected to a mobile network and registered to a provisioning server. Then try the call again.

Audio Only in 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.

Noisy Far-End Audio

If the audio is noisy in calls from one device to another., check whether the two devices are near to each other. If yes, ask one of them to mute the audio.

Cannot See Far-End Content

If you 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

If you cannot place calls, check the following:

- Check whether your WLAN connection is lost. If so, turn off the WLAN, and then turn it on again.
- Wait three 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.

Send the Log Report

Viewing the log file is helpful in determining the causes and solutions of problems. You can send the log file to your email address to view later.

Note: You need to configure the default email account on your device used to send logs.

TASK

- Click or tap **Diagnostics > Send the log report**.

RELATED INFORMATION:

- Getting Started with RealPresence Mobile
- Registration Problem
- Cannot Sign into the Provisioning Server

Directory Search Cannot Stop

If you switch networks during directory search, the search may not stop. To stop the search, you need to force close RRealPresence Mobile.

SmartPairing Detection Issues

If no device can be detected, ensure that SmartPairing and Telnet are enabled on the Polycom RealPresence Group Series or HDX system.

You can use the Telnet command `systemsetting uspairingenabled <Disabled|Manual|Auto>` to configure SmartPairing on a Polycom HDX or RealPresence Group Series system first. For more information, contact your HDX or RealPresence Group Series system administrator.

Cannot Sign into the Provisioning Server

If you cannot sign into the provisioning server, check the following:

- 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.

RELATED INFORMATION:

Getting Started with RealPresence Mobile

Registration Problem

Send the Log Report

Registration Problem

If you have registration problems, check the following

- Check whether your WLAN connection is lost. If so, turn off the WLAN, and then turn it on again.
- Wait three minutes or longer, and then turn off the gatekeeper or SIP registration. 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 (if applicable) and then try again.
- If the registration fails when you are signed into a provisioning server, sign out and then sign in again.

RELATED INFORMATION:

Getting Started with RealPresence Mobile

Cannot Sign into the Provisioning Server

Send the Log Report