![Polycom®]

Polycom® RealPresence® Mobile for Apple® iPhone

Contents

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 **Go** 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:

Extended Login When Auto Network Switching Is Enabled

Registration Problem

Cannot Sign into the Provisioning Server

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 **Go**.

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 **Go**.

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.

TASK

• Click or tap ⚙ and then click or tap **Status**.

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

Connection Status Information

The following connection information may be available.

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	Provisioning server address.
H.323	H.323 gatekeeper.
SIP	SIP configuration information.
Network	IP address the far end can use to call you.

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 ⚙.

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 ⚙.

2 Click or tap **H.323 Settings > 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 **SIP Settings > 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.

  ➢ **SIP 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 > Enable NoiseBlock**.

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 Mobileassumes 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 Call 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 and tap **Directory**.

    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 Answer .

Reject an Incoming Call

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

TASK

•   Click or tap Decline .

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.

- On the lower-left of your screen, click or tap ▮▮▮.

   The ▮▮▮ icon changes according to your network signal strength.

Switch Between Local and Far-End Video

You can switch between the far-end and local video views.

TASK

- On your video window, swipe left or right to switch your video views.

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.

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
	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**.

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 **Local**. Click or 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 📇 and tap **Directory**.
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 ⓘ next to the contact, then click or tap ➕.

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 📇 and then click or tap **Local**.
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 📇 and then click or tap **Local**.

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 and then click or tap **Local**.

2 Select the contact that you want to delete.

3 Click or tap **Edit > Delete Contact > Delete**.

Sharing Content

You can view content sent by others in the call, but you cannot share content with others.

Polycom® Concierge Environments

You can deploy RealPresence Mobile in Polycom® Concierge solution that enables you to establish a video collaboration and control experience that includes personal computing devices such as smartphones, laptops, and desktop systems.

For more information on how to deploy Polycom Concierge solution, refer to *Polycom® Concierge Solution Deployment Guide*.

For a list of supported device types for using with Polycom Concierge solution, refer to the *Polycom® Concierge Solution Release Notes*.

Note: Polycom Concierge requires RealPresence Web Suite 2.1 with a RealPresence Web Suite Pro license. Do not enable any Polycom Concierge features unless your video conferencing environment includes RealPresence Web Suite Pro. RealPresence Web Suite 2.1 is targeted for release and available for purchase in the Q2 of 2016, but subject to change. Polycom reserves the right to modify future product plans at any time. Products and/or related specifications are not guaranteed and will be delivered on a when and if available basis.

Pairing with a Room System

You can pair your personal computing devices with a Polycom room system using one of the following ways:

- Auto detection using Bluetooth
- Scanning a QR code
- Entering the room system's pairing code

Pair with a Room System Using Bluetooth Auto Detection

You need to turn on Bluetooth and Location service on your personal computing device before you can pair with a Polycom room system. Otherwise, you are prompted to turn them on when you click 📶.

Your room system needs to support Bluetooth beacon location. The room system broadcasts a 128-bit universally unique identifier (UUID), Major ID, and Minor ID that you can configure to associate with an your personal computing device.

TASK

1 Click or tap 📶. Detected room systems appear under **Nearby rooms**.
2 Click or tap the desired system under **Nearby rooms**.
   📲 appears on the upper-right of the window when you are paired with a room system.

No Beacons Are Detected

Pair with a Room System by Scanning the Room QR Code

If your meeting room has a QR code for the room system pairing code, you can pair with the room system by scanning the QR code.

TASK

1 Click or tap ▨ .
2 Click or tap ▦ at the top of the screen. Then aim your personal device camera at the QR code so it fits into the frame on the screen to start scanning.
3 Upon successful scanning, the device pairs with the room system automatically.
   ▨ appears on the upper-right of the window when you are paired with a room system.

Pair with a Room System by Entering Pairing Code

If you know the room system's pairing code, you can enter the pairing code to pair with it manually.

TASK

1 Click or tap ▨ .
2 Enter the room system pairing code in the text input field **Pairing code**.
3 Click or tap **Go**.
   ▨ appears on the upper-right of the window when you are paired with a room system.

Unpair from a Room System

You can only pair with one room system at a time. If you are paired with a room system, you must unpair from it first before you can pair with another.

TASK

• Do one of the following:
   ➢ Click or tap ▨ on the upper-right of the paired room system and then click or tap **Yes**.
   ➢ During a call, click or tap 🔴 at the bottom of your screen then click or tap **Unpair**.

Joining a Meeting

After you are paired with a room system, you can join meetings on the **Calendar**.

You can see your meetings scheduled within 30 minutes on the **Calendar** tab.

Ongoing meetings held on this room system appear even if you are not a meeting participant, and you can join the meeting. A meeting passcode (if set) may be required.

Note: When there is an ongoing meeting on the paired room system, if you join another meeting instead, all Polycom Concierge users paired to this meeting room are disconnected from the ongoing meeting.

Join a Meeting as a Chairperson

You must enter the chairperson passcode to join a meeting as its chairperson.

Note: Contact your system administrator to get the chairperson passcode.

TASK

*   When you join a meeting and are prompted to enter the passcode, enter your chairperson passcode and click or tap **Confirm**.

    If you enter the meeting passcode (instead of chairperson passcode), you join as a normal participant.

Join a Meeting as a Participant

In a meeting that requires a meeting passcode, you enter a meeting as a normal participant using the meeting passcode.

TASK

*   When you join a meeting and are prompted **Please enter the conference PIN**, enter the meeting passcode and click or tap **Confirm**.

    If you are not required to enter a meeting passcode, you enter the meeting as a normal participant automatically.

Join a Meeting as a Guest

If you do not have a RealPresence Mobile application installed on your personal device, you can join meetings from a web browser as a guest.

You may request the web URL of the meeting from any meeting attendee.

TASK

1   Open a web browser on your personal device.
2   Enter the meeting web URL.
3   Enter your User name, meeting VMR number, passcode (if required) and then click or tap **Join the Meeting**.

Start a Meeting

In Polycom Concierge environments, when you place a call, the dialing device varies.

- When you are paired with a room system, the call is placed on the room system and your personal device works as a remote control.

- When you are not paired with a room system, the call is placed on your personal device using the RealPresence Mobile application.

TASK

1 Click or tap 　.

2 Enter the meeting number and then click or tap 　.

If the paired room system has an ongoing meeting and you try to place a new call, the ongoing meeting ends.

End a Meeting

When a chairperson ends the meeting, all attendees are automatically signed out. When a chairperson, participant, or guest exits the meeting, the meeting continues until another chairperson ends the meeting for all.

TASK

1 Click or tap 　 at the bottom of your screen.

2 Click or tap on one of the available options:

- ➢ **Hang Up**   End the call but remain paired to the room system.
- ➢ **Unpair**   Leave the call and unpair from the room system.
- ➢ **Cancel**   Cancel the action.

Recording Meetings

Depending on permission settings configured by your administrator, the chairperson may be the only person who can record a meeting (guests can never record a meeting). A meeting recording includes all of the video, audio, and shared content associated with the meeting.

Contact your IT or system administrator to find out if recording is available on your system.

Record a Meeting

When you start a recording, a message notifies all meeting attendees that the meeting is being recorded.

Note: If you unpair from the room system after your started a recording, the recording goes on until the meeting ends.

TASK

- Click or tap 　 at the bottom of your screen.

The button changes to 　 to show that recording is in progress, and the notification bar displays the message 'Recording started'.

Stop Recording a Meeting

You can stop meeting recording during a meeting. When the meeting ends, the recording stops automatically.

TASK

- Do one of the following:
  - ➢ Click or tap ⬛ to stop recording, but continue the meeting.
  - ➢ Click or tap 🔴 then click or tap **Hang Up** to stop recording and end the meeting for all.

Retrieving Your Recorded Meetings

Contact your company's IT or system administrator to retrieve your recorded meetings.

Meeting Control

The Roster lists all conference chairpersons, participants, and guests. Depending on the permissions configured by your administrator, meeting attendees can use the Roster to manage the conference participants and guests. Contact your IT or system administrator if you have questions regarding the permissions settings for each attendee type.
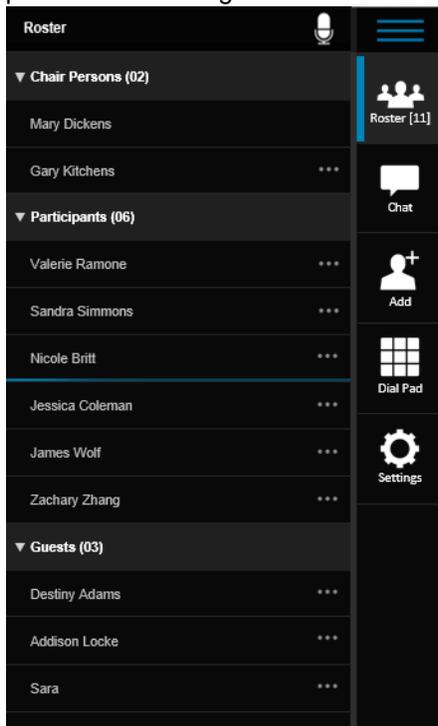
Mute All Meeting Attendees

Chairpersons (and participants if enabled by your administrator) can mute all meeting attendees. Attendees muted by a chairperson cannot unmute themselves.

TASK

1 Click or tap .

2 At the top of the Roster, click or tap and confirm you want to mute all attendees.

The mute icon is displayed for all the attendees listed in the Roster.

Mute Individual Attendees

Chairpersons (and participants if enabled by your administrator) can mute individual attendees. Attendees muted by a chairperson cannot unmute themselves, and a chairperson cannot unmute attendees who muted themselves.

TASK

1 Click or tap and click or tap an attendee.

2 Click or tap .

The attendee is muted, and the mute icon is displayed in the Roster.

Drop a Meeting Attendee

Chairpersons (and participants if enabled by your administrator) can drop attendees from a meeting.

TASK

1 Click or tap and click or tap an attendee.

2 Click or tap and confirm you want to drop the attendee.

Switch Meeting Attendees' Role

Chairpersons (and participants if enabled by your administrator) can change meeting attendees' role. Your administrator configures the guest, participant, and chairperson role permissions.

TASK

1 Click or tap .

2 Click or tap on the name of a guest and click or tap **Change Status**.

3 Click or tap **Chairperson** or **Participant**, depending on the role you want to assign to the guest.

The attendee is notified of his or her new role and can now share content.

Mute Your Microphone

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

• 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

• Click or tap .

The icon changes to to indicate that your microphone is turned on.

Adjust Your Speaker Volume

You can adjust your room speaker volume.

Note: The actual meeting volume are controlled both by your device and the video output device (such as a TV display). You may not able to mute the meeting using your device alone.

TASK

• Click or tap then drag the microphone slide bar.

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.

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.

Cannot Sign into the Provisioning Server

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

- 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.

RELATED INFORMATION:

Extended Login When Auto Network Switching Is Enabled

Getting Started with RealPresence Mobile

Registration Problem

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:

Extended Login When Auto Network Switching Is Enabled

Getting Started with RealPresence Mobile

Cannot Sign into the Provisioning Server

Extended Login When Auto Network Switching Is Enabled

While in a Polycom Concierge environment, if you have turned on the auto network switching feature of your smartphone, you may experience extended login time as the network attempts to establish a stable connection. You can prevent this limitation by disabling the auto network switching feature on your smartphone.

RELATED INFORMATION:

Getting Started with RealPresence Mobile

Registration Problem

Cannot Sign into the Provisioning Server

No Beacons Are Detected

Check the following:

- Check your Bluetooth settings. Make sure Bluetooth is enabled.
- Make sure your client system supports Bluetooth 4.0 or later (or Bluetooth Low Energy).
- Make sure the latest version of RealPresence Mobile is installed.
- On iOS, the first time RealPresence Mobile scans for beacons it will ask for your permission to do so. If you decline the first time, you will have to go to **Settings > Privacy > Location Services**, find RealPresence Mobile in the list, and change the **Allow** setting from **Never** to **Always**.

RELATED INFORMATION:

Pair with a Room System Using Bluetooth Auto Detection