



USER GUIDE

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



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Polycom[®] RealPresence[®] Mobile Modes of Operation

Polycom[®] RealPresence[®] Mobile application has two modes of operation:

- In standalone mode, 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 .
- In managed mode, registers with a Polycom provisioning server like a RealPresence Resource Manager system. The Polycom provisioning server configures automatically. It also provides access to a centralized directory server. In managed mode, the Polycom provisioning server manages licensing of , so you do not need to purchase an individual license.

Getting Started with RealPresence Mobile

Topics:

- [Get Started with RealPresence Mobile in Standalone Mode](#)
- [Get Started with RealPresence Mobile in Managed Mode](#)
- [Sign Out from the Provisioning Server](#)
- [Check Your Connection Status](#)

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

- Select **Skip sign in** when using RealPresence Mobile in standalone mode.
- Select **Sign In** when using RealPresence Mobile in managed mode.

Related Concepts

[Registration Problem](#) on page 29


[Cannot Sign into the Provisioning Server](#) on page 29

Related Tasks

[Send the Log Report](#) on page 28

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.

1. From your device's **Application** list, select .
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. Enter your corporate email address.
4. Select **Next**.
5. Select **Skip sign in**.

Get Started with RealPresence Mobile in Managed Mode


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

1. From your device's **Application** list, select .


2. Enter your email address (usually your corporate email address).
3. Select **Next**.
4. 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.
5. Enter your provisioning server address and select **Next**.
6. Enter your user name and password.
7. Select **Next**.

Sign Out from the Provisioning Server

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

- » Select  and then select **Sign Out**.

Check Your Connection Status

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

- » Select  to see connection status information.

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

Startup Options

Topics:

- [Remember My Startup Choice](#)
- [Set Your Startup Preference](#)

By default, the RealPresence Mobile starts up on its home page, showing the following two options:

- **Place a Call** Make calls or access contacts.
- **Connect to Room** Connect to a room to share content.

You can let the RealPresence Mobile remember your startup option. You can also change the settings later.


Remember My Startup Choice

The first time you start up the RealPresence Mobile, you can let the application to remember your choice on the home page and bring you directly to the relevant window later.

1. After logging in to the RealPresence Mobile for the first time, select **Place a Call** or **Connect to Room** on the home page.
2. When asked **Always start from this page?**, select **Yes**.

Set Your Startup Preference

You can choose one of the following as your startup page:

- **Home Page** Go to the home page, showing the options **Place a Call** and **Connect to Room**.
 - **Place a Call** Go directly to the calling page.
 - **Connect to Room** Go directly to the room connection page.
1. Select .
 2. Go to **General** > **Start up at:**, then select an option.

Configuring Application Settings

Topics:

- [Enable or Disable SDP Size Adjustment](#)
- [Enable or Disable SDP Size Adjustment](#)
- [Configure Profile Information](#)
- [Configure Profile Photo](#)
- [Virtual Business Card](#)
- [Configure Display Name](#)
- [Keep Alive in Sleep Mode](#)
- [Show Status Notification](#)
- [Start RealPresence Mobile Automatically When Your System Powers up](#)
- [Answer Incoming Calls Automatically](#)
- [Configure Call Rate](#)
- [Configure H.323 Settings \(Standalone Mode Only\)](#)
- [Configure SIP Settings \(Standalone Mode Only\)](#)
- [Enable Polycom NoiseBlock](#)
- [Portrait Mode in a Call](#)
- [Display Test Features](#)

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, 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.

- » 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.

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.


1. After you start up the application, select **Place a Call** on the home screen.

2. 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, this information comes from the provisioning server and is not configurable.

1. Select .
2. Select **Profile**.
3. Enter your profile information.


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

Related Tasks

[Set Virtual Business Card](#) on page 9

Configure Profile Photo

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

1. Select .
2. Select **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 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 virtual business card, your profile information comes from the provisioning server. During the meeting, these information appears together with your video or your photo when you are speaking in a meeting.

1. Select .
2. Select **Profile > Virtual Business Card**.

Related Tasks

[Configure Profile Information](#) on page 9

Configure Display Name

You can configure your name to display to the far end when they receive your calls.

However, in managed mode, your login name is displayed to the far end, not your display name.

1. Select .
2. Go to **Settings > General Settings > Display Name** and enter a name.

Keep Alive in Sleep Mode

The feature enables the system to detect incoming calls while asleep.

Note: Keeping this application alive in sleep mode increases battery consumption.

1. Select .
2. Select **Settings > General Settings > Keep Alive in Sleep Mode**.

Show Status Notification

You can specify whether to show network status on the lower-right corner of your screen.

1. Select .
2. Select **Settings > General Settings > Show Status Notification**.

Related Concepts

[Registration Problem](#) on page 29

Start RealPresence Mobile Automatically When Your System Powers up

You can choose to start RealPresence Mobile automatically when you start your device.

1. Select .
2. Select **Settings > General Settings > Auto Start**.

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.

1. Select .

2. Select **Settings > General Settings > Auto-answer incoming calls**.
3. To enable the system to answer calls without turning on the microphone, select **Mute audio for auto-answered calls**.
4. To enable the system to answer calls without turning on the camera, select **Mute video for auto-answered calls**.

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 will be the one in effect. The call rate impacts both incoming and outgoing calls.

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

Related Concepts

[Poor Video Quality](#) on page 27

Related Tasks


[Share Content During a Call](#) on page 24

Related reference

[I Cannot Find the Content Button](#) on page 29

Configure H.323 Settings (Standalone Mode Only)


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

1. Select .
2. Select **Settings > H.323 Settings > Enable H.323 Calls**.
3. To register your system to a gatekeeper, select **Gatekeeper Registration** and configure the gatekeeper:
 - **Select Gatekeeper** 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.

1. Select .
2. Select **Settings** > **SIP Settings** > **Enable SIP Calls**.
3. To register your system to a SIP server, select **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, select 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.

1. Select .
2. Select **Settings** > **General Settings** > **Enable NoiseBlock**.

Portrait Mode in a Call

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

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

Note: 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.

Related Concepts


[Cannot Find Swipe Call Button in SmartPairing](#) on page 28

Display Test Features

Test features are for evaluation only. The available test features may vary with releases.

Please note the following:

- After the test feature **Hardware Codec** is enabled, SVC, SmartPairing, and sending content will be disabled. You can see this feature only on Tegra-3 tablets. Polycom recommends you to test this feature and send us logs via the [Polycom Community](#).
- After the test feature **Enable Hardware Codec** is enabled, RealPresence Mobile will restart. After restart, the 768 Kbps and 1 Mbps call rates will be available under **Network Settings**. Choose a high call rate to get better quality video.

1. Select .
2. Select **Features**. For the first time access, enter passcode 456.
3. Select desired features.
4. Select **OK** to save your settings.

Provisioning with a BroadSoft Device Management Server

Topics:

- [Set Up BroadSoft Device Management Server to Provision RealPresence Mobile](#)

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.

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

Topics:

- [Access Calling Features](#)
- [Call by Entering a Number](#)
- [Call from the Corporate Directory](#)
- [Call from Local Address Book](#)
- [Answer a Call](#)
- [Reject an Incoming Call](#)
- [End a Call](#)
- [Control Meeting Using the In-call Toolbar](#)
- [Call Icons](#)
- [View Recent Calls](#)
- [Call from Recent Calls List](#)
- [Clear Recent Calls List](#)
- [Change the Video Layout](#)

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.

Access Calling Features



To place calls, manage contacts, or access recent calls list, you must select **Place a Call** on the home page.

- » On the home page, select **Place a Call**.

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
 - 0.11.12.13##1234:signaling IP##conference ID for H.323
 - 1234@10.11.12.13: SIP user name@IP address
 - 10.11.12.13: IP address
1. Select **DIALER**, and then enter a phone number.
 2. Select the call type, **SIP** or **H.323**.
 3. To enter an extension or passcode, select .
 4. Select  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: Ongoing Corporate Directory Search Cannot Be Canceled

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

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

1. Select .
2. Select **Directory**.
3. Enter part or all of name of the person to call, and then select **Search**.
4. Select the contact name from the search results.
5. Select the device name that you want to call.
6. Select **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.

Call from Local Address Book

You can call contacts saved in your Local Address book.

1. Select the contact name from the contacts list.
2. Select **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.

- » Select .

Reject an Incoming Call

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

- » Select .

End a Call

You can end an ongoing call.


- » Select .


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 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, select .

The  icon changes according to your network signal strength.

Show or Hide Local Self-View


You can show or hide your own video stream in the meeting window during a meeting. Showing or hiding your video does not mute your video stream to other participants.


- » Select  or  to hide or show your self-view.


Switch Between Front and Rear Camera

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

1. Select  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, select .

The icon changes to  to indicate that you are using the front camera.

Pause or Start Your Video

When you mute your video or join a meeting without a camera, your video stream is replaced with your profile picture (if set), or a placeholder picture.

- » Select  or  to pause or start your video.

Mute or Unmute Your Microphone

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

- » Select  or  to mute or unmute your speaker.

Adjust Your Speaker Volume

You can adjust your speaker volume or mute it.

- » Press your device volume buttons.

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.

1. At the bottom of the screen, select .
2. Select .

The DTMF controls appear.
3. Select  or  to activate the DTMF main menu.
4. Select  or  to highlight **Camera Control**, then select  or  to select the option.
5. Select , , , or  to select a target participant.
6. Select  to zoom out, or  to zoom in.


Hide or Show More In-call Controls








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

- » Select .

Call Icons

The following table explains call icons.

Icons	Description
	Incoming calls

Icons	Description
	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.

1. Select **RECENTCALLS**.
2. Select the call that you want to review.


Call from Recent Calls List

Your recent calls list can hold up to 100 entries.

- » Select **RECENTCALLS** and then select an entry to call.



Clear Recent Calls List

You can delete call history entries.

- » Do one of the following:
 - To clear all recent calls, select , and then tap **Yes**.
 - To delete one recent call entry, tap and hold on the desired entry, and then select **Delete**.

Change the Video Layout

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

1. Select  and select .
2. To display the layout options, select 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

Topics:

- [Access Contacts](#)
- [Add Contact to Local Address Book](#)
- [Contact Information](#)
- [Add Contacts from the Corporate Directory to Your Local Address Book](#)
- [Edit a Contact in Your Local Address Book](#)
- [Search for a Contact](#)
- [Delete a Contact](#)

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.



Access Contacts

To place calls, manage contacts, or access recent calls list, you must select **Place a Call** on the home page.

- » On the home page, select **Place a Call**.

Add Contact to Local Address Book

You can add contacts to your local address book, and edit the contact information.

1. Select **CONTACTS**, and then select .
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. Select .



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.
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.

1. Select **Search**
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. Select  next to the contact number, then select .

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.

1. Select **CONTACTS**.
2. Select the contact number you want to edit.
3. Select **Setting > Edit**.
4. Edit the contact information.
5. Select .

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.

1. Select **CONTACTS**.
2. Enter part or all of name of the contact to search.

Delete a Contact

You can delete contacts from your local address book.

1. Select **CONTACTS**.
2. Select the contact that you want to delete.
3. Select **Edit > Delete Contact > Delete**.

Sharing Content

Topics:

- [Share Content During a Call](#)

You can view content sent by others in the call or show PDF files and pictures to others. JPG, JPEG, PNG, and BMP picture formats are supported.


Note: You can save desired PDF files to share in either your device's SD card, or use applications such as Dropbox, or SkyDrive.

Related Tasks

[Using Polycom SmartPairing](#) on page 25

Share Content During a Call

You can share PDF files or pictures to your far end during a call.

1. Select **Connect to Room > Share Content**.
2. Select the content to be shared. You can select the following content:
 - **Select PDF File** Select a local PDF file from your device's SD card.
 - **Dropbox** Select a PDF file from your Dropbox files, if applicable.
 - **SkyDrive** Select a PDF file from your SkyDrive files, if applicable.
 - **Select Picture from Gallery** Select an image that you want to share.
3. Select  to stop sharing.

Related Tasks

[Configure Call Rate](#) on page 11

Related reference

[I Cannot Find the Content Button](#) on page 29

Using Polycom[®] SmartPairing[™]

Topics:

- [Call from Polycom HDX or RealPresence Group Series System](#)
- [Transfer Call to Paired Polycom HDX or RealPresence Group Series System](#)
- [Use Your Device as the Paired System's Remote Controller](#)

You can pair your device with a Polycom[®] HDX[®] or Polycom[®] RealPresence[®] Group Series system and control the paired Polycom HDX or RealPresence Group Series system, (for example, to place a call, adjust the call volume or end the call) using RealPresence Mobile. You can also transfer an ongoing call from your RealPresence Mobile to the paired HDX or RealPresence Group Series system.

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



Related Concepts

[Sharing Content](#) on page 24


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**.

1. From the top menu, select .
2. Select a device from 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, select .
4. Enter a number from the soft keyboard on the right.
5. Select **Call**.

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 is paired to Polycom HDX or RealPresence Group Series systems.

1. During a call, select  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 application.

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.
 - **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. Select  and select **OK** to end the control.

Troubleshooting

Topics:

- [Force the RealPresence Mobile Application to Close](#)
- [Poor Video Quality](#)
- [Video Unavailable](#)
- [Noisy Far-End Audio](#)
- [Cannot See Far-End Content](#)
- [Unable to Place a Call](#)
- [Send the Log Report](#)
- [Cannot Find Swipe Call Button in SmartPairing](#)
- [Cannot Sign into the Provisioning Server](#)
- [Registration Problem](#)
- [I Cannot Find the Content Button](#)

If you're having problems, 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.

- » From **Settings** > **Apps**, select , and then select **Force Stop**.

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, select **Settings** > **WLAN**.
2. Choose your private wireless network.
3. Enter your user name and password, and select **Join**.

Related Tasks

[Configure Call Rate](#) on page 11

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.

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.

» Select **Settings** > **General Settings** > **Send the log report**.

Related Concepts

[Getting Started with RealPresence Mobile](#) on page 5

[Registration Problem](#) on page 29

[Cannot Sign into the Provisioning Server](#) on page 29

Cannot Find Swipe Call Button in SmartPairing

If you have enabled auto rotation on your device, after you rotate your device 90 degrees during a call, you cannot see the swipe call button.

To solve this problem, disable auto rotate for your device display.

Related Concepts

[Portrait Mode in a Call](#) on page 12

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 Concepts

[Getting Started with RealPresence Mobile](#) on page 5

[Registration Problem](#) on page 29

Related Tasks

[Send the Log Report](#) on page 28

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 Concepts

[Getting Started with RealPresence Mobile](#) on page 5

[Cannot Sign into the Provisioning Server](#) on page 29

Related Tasks

[Show Status Notification](#) on page 10

[Send the Log Report](#) on page 28

I Cannot Find the Content Button

Your call rate is too low to support content sending or receiving. Disconnect, increase your call rate in **Settings**, and re-dial.

Your conference hosting server, the Polycom® RealPresence® Collaboration Server, sets the minimum call rate for each content video type. Contact your system administrator for more information.

Related Tasks

[Share Content During a Call](#) on page 24

[Configure Call Rate](#) on page 11

Encryption Information

This table lists Polycom® RealPresence® Mobile features and functionalities that are encrypted, including the protocol used and cipher suites supported.

Application	Encryption Function	Description	Protocol Used
H.323 Media Encryption	Authentication Integrity	End-to-end encryption of H.323 videoconferencing media (audio, video) between product and far-end conference peer	RTP per H.235.1/H.235.6
SIP Media Encryption	Authentication Integrity	End to end encryption of SIP videoconferencing media (audio, video) between product and far-end conference peer	SRTP per RFCs 3711, 4568, 6188
SIP Authentication	Authentication	Provides authentication of the product's SIP user agent credentials to the SIP Proxy/Registrar	Digest (RFC 2617) NTLMv2
LDAP Directory Client	Authentication Integrity Confidentiality	Allows product to retrieve enterprise directory entries from a Microsoft Active Directory-compatible server over an encrypted TLS channel	TLS 1.2, 1.1, 1.0
SIP Signaling Channel Client	Authentication Integrity Confidentiality	Allows product to register to a SIP registrar/proxy server to access videoconferencing call services over an encrypted TLS channel	TLS 1.2,1.1,1.0
RPRM Management Client	Authentication Integrity Confidentiality	Allows product to register with the Polycom RealPresence Resource Manager management server to obtain product provisioning and monitoring services over an encrypted TLS channel	TLS 1.0, 1.1, 1.2
XMPP Client	Authentication Integrity Confidentiality	Allows product to post its current presence state to a configured XMPP server and obtain presence information for other users/devices from the XMPP server, using an encrypted TLS channel Note: XMPP chat service is not supported by the product.	TLS 1.0,1.1,1.2