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Patent Information

The accompanying product may be protected by one or more U.S. and foreign patents and/or pending patent applications held by Polycom, Inc.
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Polycom RealPresence Mobile Modes of Operation

You can use RealPresence Mobile in basic or professional mode.

- Basic mode enables basic calling, but does not include professional features such as provisioning, Advanced Encryption Standard (AES), Lightweight Directory Access Protocol (LDAP), and content sharing.
- Professional mode provides provisioned features. To use these features, you must register to a Polycom provisioning server, such as Polycom Converged Management Application™ (CMA®) 4000/5000 or Polycom RealPresence Resource Manager. Provisioned features are available when your RealPresence Mobile is connected to the CMA 4000/5000 or RealPresence Resource Manager.

Configure the RealPresence Mobile Application

Before you begin configure RealPresence Mobile, get familiar with the application’s user interface. The following figures show the RealPresence Mobile main window and the in-call toolbar. See Use the In-Call Toolbar for more specific information.

Figure: Android tablet main window user interface
To configure RealPresence Mobile in basic mode:

1. From your device's Application list, touch Video.
2. To register your product with Polycom, select the Register with Polycom check box. Then enter your e-mail address. Your user information, such as your e-mail address, your device type, and the RealPresence Mobile version, will be sent to Polycom. Clear this check box if you do not want to send the information.
3. Touch Next.
4. Touch Skip sign in.
5. Touch on your device.
6. Touch Settings.
7. Configure the settings shown in the Android Settings table.
8. Touch to go back the main window.
9. To check your connection status, touch .
10. If gatekeeper or server registration fails, is displayed on the main window. Touch ! to see more information.
## Android Settings

<table>
<thead>
<tr>
<th>Options</th>
<th>Descriptions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>General Settings</strong></td>
<td></td>
</tr>
<tr>
<td>Auto Start</td>
<td>Specifies whether to start RealPresence Mobile automatically when you power on the device.</td>
</tr>
<tr>
<td>Show Status Notification</td>
<td>Determines whether to show network status on the lower-right corner of your screen.</td>
</tr>
<tr>
<td>Display Name</td>
<td>Name to display to the far end during a call.</td>
</tr>
<tr>
<td>Keep Alive in Sleep Mode</td>
<td>Allows the system to detect incoming calls more while asleep. This increases battery consumption.</td>
</tr>
<tr>
<td>SmartPairing</td>
<td>Select the SmartPairing check box to allow the device to pair with a nearby Polycom HDX or RealPresence Group Series system.</td>
</tr>
<tr>
<td>Auto-answer incoming calls</td>
<td>Specifies whether to answer incoming calls automatically.</td>
</tr>
<tr>
<td>Mute video for auto-answered calls</td>
<td>Allows the system to mute the video of auto-answered calls.</td>
</tr>
<tr>
<td>Mute audio for auto-answered calls</td>
<td>Allows the system to mute the audio of auto-answered calls.</td>
</tr>
<tr>
<td><strong>Network Settings</strong></td>
<td></td>
</tr>
<tr>
<td>WLAN Call Rate</td>
<td>Call rate to use for calls on a WLAN network.</td>
</tr>
<tr>
<td>3G/4G Call Rate</td>
<td>Call rate to use for calls on a 3G or 4G network.</td>
</tr>
<tr>
<td><strong>Test Features</strong></td>
<td></td>
</tr>
<tr>
<td>Enable Hardware Codec</td>
<td>Enable this option to get high quality video. The password is 456. RealPresence Mobile will restart after you enable this feature. 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. See After this feature is enabled, SVC, SmartPairing, and content sending 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 Polycom Community.</td>
</tr>
</tbody>
</table>
To configure the RealPresence Mobile application in professional mode:

1. From your device's Application list, touch Video.

2. Enter your e-mail address. By default, your e-mail address, your device type, and the RealPresence Mobile version, will be sent to Polycom. When you deselect the Register with Polycom check box, RealPresence Mobile will not send this information.

3. Touch Next.
4 Enter your user name and password. The provisioning server address is populated based on your e-mail address.

5 Touch **Sign In**.

6 Touch **Sign In** on your device.

7 Touch **Settings**.

8 Configure the settings listed in the **Android Settings** table.

9 Touch **Settings** to go back the main window.

10 To check your connection status, touch **i**.

The provisioning server configures the rest of the settings automatically. If server registration fails, **!** is displayed on the main window. Touch **i** to see more information.

**Table: Android Settings**

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</table>
To sign out from the provisioning server:
1 Touch on your device.
2 Touch Sign Out.

To force the RealPresence Mobile application to close:
1 Touch Settings.
2 Touch Apps.
3 Touch Video.
4 Touch Force Stop, and then touch OK to confirm.

To check the current connection status and IP address:
» Touch .

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

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

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

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

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

To place a call from your recent calls list:

1 Touch RECENT CALLS.
2 Touch an entry to call.

Your recent calls list can hold up to 100 entries.

Place Calls from Your Corporate Directory or Local Address Book

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

\[Note: \text{Registration Problem}\]
If a registration problem occurs, is displayed at the bottom of the screen. Touch for more information.

To place a call from your corporate directory:

1 Touch SEARCH.
2 Enter the name or part of the name of the contact you want to call, and then touch Search.
3 Touch the contact name from the search results.
4 Touch the device name and then touch .
5 Touch Place Call (H.323) or Place Call (SIP). If you cannot find the option Place Call (H.323) or Place Call (SIP), the contact may have no H.323 extension or SIP URI configured. Contact your IT administrator.

To place a call from your local address book:

1 Touch CONTACTS.
2 Touch the contact name from the search results.
3 Touch Place Call (H.323) or Place Call (SIP). If you cannot find the option Place Call (H.323) or Place Call (SIP), the contact may have no H.323 extension or SIP URI configured. Contact your IT administrator.

Manage Calls

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

To answer a call:

» Touch †.

To reject an incoming call:

» Touch ✗.
To end the current call:

» Touch \[\text{Hang Up}\].

**Note: Incoming Call Notification Display**
Incoming call notification is displayed only when RealPresence Mobile is the active application.

To clear the Recent Calls list:

1. Touch RECENT CALLS.
2. To clear all recent calls, touch \[\text{Clear History}\], and then touch Yes.

**Portrait Mode in a Call**

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

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

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

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.

**Enable and Use SmartPairing**

You can pair your device with a Polycom HDX or 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.

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

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

**To enable SmartPairing:**

1. Touch \[\text{Settings}\] and then touch Settings.
2. Touch General Settings.
3. Select the SmartPairing check box.
4. Touch \[\text{Back}\] to go back to the main window. After SmartPairing is enabled, you can see \[\text{SmartPairing}\] on the main window.
From the top right menu, touch \( \text{ } \).

- **Detected** If Auto Detection is turned on, IP addresses of nearby Polycom HDX or RealPresence Group Series system that have been detected are listed here.
- **Manual Pairing** Enter an IP address of the desired Polycom HDX or RealPresence Group Series system to pair with it.
- **Recent Connections** A list of Polycom HDX or RealPresence Group Series systems that have been paired recently. To delete a paired device from the Recent Connections list, touch and hold the item that you want to delete.

**To place a call from the Polycom HDX or RealPresence Group Series System:**

1. From the top menu, touch \( \text{ } \).
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 password. After paired with the desired device, touch \( \text{ } \). **Place a call.**
4. Enter a number from the soft keyboard on the right.
5. Touch **Call**.

**To transfer calls to a paired Polycom HDX or RealPresence Group Series system:**

1. During a call, touch \( \text{ } \) on the bottom of the screen. The \( \text{ } \) moves to the middle of the screen.
   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.
2. Flip \( \text{ } \) upward to transfer the call to the Polycom HDX or RealPresence Group Series system. If you do not want to transfer a call, flip \( \text{ } \) downward.
3. Select a desired device, if more than one device appears. 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.

**To control calls on the Paired Polycom HDX or RealPresence Group Series System:**

1. Use the in-call toolbar to control calls on the paired Polycom HDX or RealPresence Group series system as shown in **Paired HDX on Android tablet**.
   - **Place a call** Click this button and enter a desired number on the right soft keypad to place a call on the paired device
   - **Mute** Mute or unmute the call.
   - **Volume** Adjust the call volume.
   - **DTMF** Open the DTMF keypad.
   - **Hang up** End the call form the paired device.
2. Touch \( \text{ } \) and select OK to end the control.
Use the In-Call Toolbar

During a call, touch the screen to view the in-call toolbar. Use the in-call toolbar to access additional features of the RealPresence Mobile application for example to switch cameras or mute your audio. See Configure the RealPresence Mobile Application for the in-call tool bar window.

Toolbar Call Icons

The following table lists explains call icons.

<table>
<thead>
<tr>
<th>Icons</th>
<th>Descriptions</th>
</tr>
</thead>
<tbody>
<tr>
<td>🔄</td>
<td>Answered call</td>
</tr>
<tr>
<td>🔄</td>
<td>Outgoing call</td>
</tr>
<tr>
<td>🔄</td>
<td>Missed incoming call</td>
</tr>
<tr>
<td>🔄</td>
<td>Unconnected outgoing call</td>
</tr>
<tr>
<td>🔄</td>
<td>Poor network connection</td>
</tr>
<tr>
<td>🔄</td>
<td>Unstable network connection</td>
</tr>
<tr>
<td>🔄</td>
<td>Good network connection</td>
</tr>
</tbody>
</table>
Work with Content

When you are registered to a provisioning server, you can view content sent by others in the call or show PDF files to others.

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

To share a PDF file during a call:

» From the in-call tool bar, touch  
  Do one of the following:
  ➢ Touch **Select PDF File** to select a PDF file from your device's SD card.  
  ➢ Touch **Dropbox** to select a PDF file from your Dropbox files, if applicable.  
  ➢ Touch **SkyDrive** to select a PDF file from your SkyDrive files, if applicable.

To stop showing a content file during a call:

» Touch ✖.

Manage Contacts

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

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

1. Touch Search.
2. Enter the name or part of the name of the contact you want to find.
3. Touch the contact name from the search results.
4. Touch the device name of the contact, and then touch ✖.
5. Touch +.

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

1. Touch RECENT CALLS.
2. Touch + of the contact number you want to add.
3. Complete contact information and then touch ✖.

**Note: Cannot Add IP Addresses to Your Address Book**
If the most recent call number is an IP address, you cannot add it to your local address book.
To add a new contact to your local address book manually:

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

4. Touch

<table>
<thead>
<tr>
<th>Table: Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fields</td>
</tr>
<tr>
<td>--------</td>
</tr>
<tr>
<td>Display Name</td>
</tr>
<tr>
<td>Title</td>
</tr>
<tr>
<td>Phone</td>
</tr>
<tr>
<td>E-mail</td>
</tr>
<tr>
<td>Location</td>
</tr>
<tr>
<td>Device Name</td>
</tr>
<tr>
<td>H.323 Extension</td>
</tr>
<tr>
<td>H.323 Name</td>
</tr>
<tr>
<td>SIP URI</td>
</tr>
</tbody>
</table>

To edit a contact in your local address book:

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

**Note: Re-adding Contact from Another Directory**
If you add this contact again from your corporate directory to your local address book, your edits will be lost.

To delete a contact from your local address book:

1. Touch CONTACTS.
2. Touch the contact number you want to delete.
3. Touch ☑️, and then touch Yes.

To locate a contact quickly:
» Touch a letter to view names that start with that letter.

Manage Cameras

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

To switch cameras:
» While viewing your local video, touch 📺 to switch between your front and rear cameras.

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

Note: Maximized Content and Window Switching
When the content is maximized, you cannot switch windows.

Solve Problems

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

Table: Solving Problems

<table>
<thead>
<tr>
<th>Problem Description</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Video quality is poor.</td>
<td>Try the call again using a lower call rate. See Configure the RealPresence Mobile Application. You can also set up a private wireless network with a private key for the RealPresence Mobile application: 1. From the Applications list, touch Settings &gt; WLAN. 2. Choose your private wireless network. 3. Enter your user name and password, and touch Join.</td>
</tr>
<tr>
<td>Cannot see the content shared by the far end.</td>
<td>Make sure that your RealPresence Mobile software version supports using a provisioning service and that you are registered to a provisioning server.</td>
</tr>
<tr>
<td>Audio is noisy in calls from one device to another.</td>
<td>If the two devices are near to each other, mute the audio of one of them.</td>
</tr>
<tr>
<td>Video is not available.</td>
<td>Ensure that you are connected to a mobile network and registered to a provisioning server. Then try the call again.</td>
</tr>
<tr>
<td>Problem Description</td>
<td>Solution</td>
</tr>
<tr>
<td>---------------------------------------------------------</td>
<td>--------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Unable to place a call.</td>
<td>Do one of the following:</td>
</tr>
<tr>
<td></td>
<td>• Check whether your WLAN connection is lost. If so, turn off the WLAN,</td>
</tr>
<tr>
<td></td>
<td>and then turn it on again.</td>
</tr>
<tr>
<td></td>
<td>• Wait three minutes or longer, then turn off the gatekeeper or SIP</td>
</tr>
<tr>
<td></td>
<td>registration. Then turn it on again.</td>
</tr>
<tr>
<td></td>
<td>• Check whether your far end has a connection problem.</td>
</tr>
<tr>
<td>Registration fails.</td>
<td>Do one of the following:</td>
</tr>
<tr>
<td></td>
<td>• Check to be sure your WLAN is connected. If the connection has been</td>
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<tr>
<td></td>
<td>lost, turn off the WLAN, and then turn it on again.</td>
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<tr>
<td></td>
<td>• Wait for at least three minutes. Turn off the gatekeeper or SIP</td>
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<tr>
<td></td>
<td>registration and then turn it on again.</td>
</tr>
<tr>
<td></td>
<td>• Change the H.323 name and H.323 extension and then register again.</td>
</tr>
<tr>
<td></td>
<td>• Force close the AT&amp;T Business Video application and then try again.</td>
</tr>
<tr>
<td></td>
<td>• If the registration fails when you are signed in to a provisioning</td>
</tr>
<tr>
<td></td>
<td>server, sign out and then sign in again.</td>
</tr>
<tr>
<td>Cannot sign in to the provisioning server.</td>
<td>Do one of the following:</td>
</tr>
<tr>
<td></td>
<td>• Make sure the provisioning server address is correct. The DNS server</td>
</tr>
<tr>
<td></td>
<td>may be unable to resolve your domain name. Contact your network</td>
</tr>
<tr>
<td></td>
<td>administrator for help.</td>
</tr>
<tr>
<td></td>
<td>• Check your network connection.</td>
</tr>
<tr>
<td>No Polycom HDX or RealPresence Group Series System is</td>
<td>If no room system is detected, you need to Ensure SmartPairing and</td>
</tr>
<tr>
<td>detected for SmartPairing.</td>
<td>Telnet are enabled on the Group Series and HDX system. You can use</td>
</tr>
<tr>
<td></td>
<td>the Telnet command `systemsetting uspairingenabled &lt;Disabled</td>
</tr>
<tr>
<td></td>
<td>Group Series system first. For more information, contact your HDX or</td>
</tr>
<tr>
<td></td>
<td>RealPresence Group Series system administrator.</td>
</tr>
</tbody>
</table>