Polycom® RealPresence® Mobile for Android® Tablets
Polycom RealPresence Mobile Modes of Operation

You can use RealPresence Mobile in standalone or managed mode.

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

Configure the RealPresence Mobile Application

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

Android tablet main window user interface
Configure RealPresence Mobile in Standalone Mode

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

To configure RealPresence Mobile in standalone mode:

1. From your device’s Application list, touch .
2. To register your product with Polycom, select the Register with Polycom check box and then enter your e-mail address. Your user information, such as your e-mail address, your device type, and the RealPresence Mobile version, will be sent to Polycom. Clear this check box if you do not want to send the information.
3. Touch Next.
4. Touch Skip sign in.
5. Touch on your device.
6. Touch Settings.
7. Configure the settings shown in the Android Settings table.
8. Touch to go back the main window.
9. Enable or disable the SDP size adjustment feature. Enable this feature to shorten Session Description Protocol (SDP) size to avoid call failure caused by SDP size limitation for some users. Enter #001# from the Dialpad to enable or disable this feature.

   Note: Content sharing, FECC, H.264 high profile, RFC2833 for DTMF, and SVC cannot be used when you enable SDP Size Adjustment. Content sharing, FECC, H.264 high profile, RFC2833 for DTMF, and SVC cannot be used.

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

<table>
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<tr>
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</tr>
<tr>
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<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 <strong>SmartPairing</strong> 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>Send the log report</td>
<td>Send logs by clicking <strong>Send the log report</strong>, and then enter the recipients’ e-mail addresses. <strong>Note:</strong> You need to configure the default e-mail account on your device used to send logs.</td>
</tr>
<tr>
<td><strong>Network Settings</strong></td>
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<tr>
<td>WLAN Call Rate</td>
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<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. 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 the Polycom Community.</td>
</tr>
</tbody>
</table>
### Android Settings

<table>
<thead>
<tr>
<th>Options</th>
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</tr>
</thead>
<tbody>
<tr>
<td><strong>H.323 Settings</strong></td>
<td></td>
</tr>
<tr>
<td>Enable H.323 Calls</td>
<td>Enable or disable H.323 calls.</td>
</tr>
<tr>
<td>Gatekeeper Registration</td>
<td>Enable or disable registering your system with a gatekeeper.</td>
</tr>
<tr>
<td>Select Gatekeeper</td>
<td>Internal or external gatekeeper to use when making calls.</td>
</tr>
<tr>
<td>Internal Gatekeeper</td>
<td>IP address or FQDN of the internal gatekeeper. Example formats are 10.11.12.13 or gatekeeper.company.com.</td>
</tr>
<tr>
<td>External Gatekeeper</td>
<td>IP address or FQDN of the external gatekeeper. Example formats are 10.11.12.13 or gatekeeper.company.com.</td>
</tr>
<tr>
<td>H.323 Name</td>
<td>Name to display to the far site during calls. For example, you can enter your first name.</td>
</tr>
<tr>
<td>H.323 Extension</td>
<td>Name that gatekeepers use to identify this system. Your organization's dialing plan may define the names you can use.</td>
</tr>
<tr>
<td><strong>SIP Settings</strong></td>
<td></td>
</tr>
<tr>
<td>Enable SIP Calls</td>
<td>Enable or disable SIP calls.</td>
</tr>
<tr>
<td>Transport Protocol</td>
<td>Protocol the system uses for SIP signaling:</td>
</tr>
<tr>
<td></td>
<td>• TCP: reliable transport.</td>
</tr>
<tr>
<td></td>
<td>• UDP: best-effort transport.</td>
</tr>
<tr>
<td></td>
<td>• TLS: encrypted transport</td>
</tr>
<tr>
<td>SIP Registration</td>
<td>Enable or disable registering your system with a SIP server.</td>
</tr>
<tr>
<td>SIP Proxy Server</td>
<td>IP address or FQDN of the SIP proxy server.</td>
</tr>
<tr>
<td>SIP Registrar Server</td>
<td>IP address of the SIP registrar server.</td>
</tr>
<tr>
<td>Domain</td>
<td>Domain name for authentication with SIP registrar server:</td>
</tr>
<tr>
<td></td>
<td>• If you use a Polycom DMA server as the SIP server, leave this field empty.</td>
</tr>
<tr>
<td></td>
<td>• If you use a third-party SIP server, enter the domain name for authentication with the registrar server.</td>
</tr>
<tr>
<td>SIP User Name</td>
<td>User name for authentication with a registrar server.</td>
</tr>
<tr>
<td>Authorization Name</td>
<td>Name to use for authorization when registering with a SIP registrar server.</td>
</tr>
<tr>
<td>SIP Password</td>
<td>Password for authentication with a registrar server.</td>
</tr>
</tbody>
</table>

### Provision RealPresence Mobile Using BroadSoft Device Management Server

In standalone mode, RealPresence Mobile can register to BroadSoft Device Management Server to use provisioned features. Only LDAP search is not supported.
Set up BroadSoft Device Management Server to Provision RealPresence Mobile

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

- Review the sample RealPresence Mobile file named `ProvisionData-template.xml` released with RealPresence Mobile. The file `ProvisionData-template.xml` is published on Polycom Support.
- Decide what is to be provisioned in the customer deployment.
- Create your RealPresence Mobile provisioning template by defining the customer TAG set and assigning default values to each customer TAG.
- When adding a new Device Profile Type for RealPresence Mobile in the BroadSoft Device Management system, set the parameters to the values as follows:
  - Set `Device Access Context Name` to `dms`.
  - Set `Device Access URI` to `POLYCOM/RPM`.
  - Use the customer TAG set that you defined as `Default System Tag Set` and `Tag Set`.
- When adding a new Device Profile Type file for the new created iDevice Profile Type, set the parameters to the values as follows:
  - Set `Device Access File Format` to `ProvisionData.xml`.
  - Set `Repository File Format` to `ProvisionData-%BWLOGIN-ID-1%.xml`.
  - Set `File Category` to `Dynamic Per-Device`.
  - Set `File Customization` to `Administrator and User`.
- After creating this Device Profile Type file, create a device profile for it.
- When adding or editing existing users for RealPresence Mobile:
  - Choose `Use Custom Credentials` in the `Authentication` panel. The custom credentials will be the sign-in credentials for RealPresence Mobile.
  - Bind the created device profile to the user account.
  - If necessary, you can specify the Custom TAGs of the user account for the provisioning. The new values will overwrite the default values specified in the template `ProvisionData.xml` file.

After the configuration is done and the SRV record `_dmsconfig_tcp` is set on the DNS server properly, RealPresence Mobile can detect the provisioning server automatically using users' e-mails. Users can also specify the server when signing in to RealPresence Mobile. RealPresence Mobile assumes each BroadSoft user has its specific provisioning data. If a user signs into RealPresence Mobile on multiple devices with the same user account, all the devices will get the same provisioning data.

Configure RealPresence Mobile in Managed Mode

After you register with a Polycom provisioning server, the provisioning server configures most of the settings automatically such as H.323 or SIP settings. In managed mode, you can use LDAP search feature, which is not supported under standalone mode.

To configure RealPresence Mobile in managed mode:

1. From your device's Application list, touch ∈.
2 Enter your e-mail address. By default, your e-mail address, your device type, and the RealPresence Mobile version, will be sent to Polycom. When you clear the Register with Polycom check box, RealPresence Mobile will not send this information.

3 Touch Next.

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

5 Touch Sign In.

6 Touch on your device.

7 Touch Settings.

8 Configure the settings listed in the Android Settings table.

9 Touch to go back the main window.

10 Enable or disable the SDP size adjustment feature. Enable this feature to shorten Session Description Protocol (SDP) size to avoid call failure caused by SDP size limitation for some users. Enter #001# from the Dialpad to enable or disable this feature.

Note: Content sharing, FECC, H.264 high profile, RFC 2833 for DTMF, and SVC cannot be used.

When you enable SDP Size Adjustment, content sharing, FECC, H.264 high profile, RFC 2833 for DTMF, and SVC cannot be used.

11 To check your connection status, touch .

The provisioning server configures the rest of the settings automatically. If server registration fails, is displayed on the main window. Touch to see more information.
To sign out from the provisioning server:

1. Touch `EXIT` on your device.
2. Touch `Sign Out`.
To force the RealPresence Mobile application to close:

1. Touch Settings.
2. Touch Apps.
3. Touch  .
4. Touch Force Stop, and then touch OK to confirm.

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

To check the current connection status and IP address:

» Touch  .

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

   Note: Registration problems
   If a registration problem occurs, ⚠ is displayed at the bottom of the screen. Touch ✂️ for more information.

To place a call from your corporate directory:
   1 Touch SEARCH.
   2 Enter the name or part of the name of the contact you want to call, and then touch Search.

       You need to use more specific key word to improve the search efficient. After you enter a key word and start to search contacts, you cannot cancel this operation.
   3 Touch the contact name from the search results.
   4 Touch ✆ beside the device name that you want to call.
   5 Touch Place Call (H.323) or Place Call (SIP). If you cannot find the option Place Call (H.323) or Place Call (SIP), the contact may have no H.323 extension or SIP URI configured. Contact your IT administrator.

To place a call from your local address book:
   1 Touch CONTACTS.
   2 Touch the contact name from the contacts list.
   3 Touch Place Call (H.323) or Place Call (SIP). If you cannot find the option Place Call (H.323) or Place Call (SIP), the contact may have no H.323 extension or SIP URI configured. Contact your IT administrator.

Manage Calls

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

To answer a call:
   » Touch ✆ .

To reject an incoming call:
   » Touch ✆ .
To end the current call:
  » Touch \[phone\] .

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 \[trash\], and then touch Yes.

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

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

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

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

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 \[settings\] and then touch Settings.
  2 Touch General Settings.
  3 Select the SmartPairing check box.
  4 Touch \[phone\] to go back to the main window. After SmartPairing is enabled, you can see \[wifi\] on the main window.
  5 From the top right menu, touch \[phone\].
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.
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.
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 on the bottom of the screen. The 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 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.

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 and select OK to end the control.
Paired HDX on Android tablet

Use the In-Call Toolbar

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

Toolbar Call Icons

The following table lists explains call icons.

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<th>Description</th>
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<td>Incoming calls</td>
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<tr>
<td>☑️</td>
<td>Outgoing calls</td>
</tr>
<tr>
<td>☑️</td>
<td>Missed calls</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 with a provisioning server, you can view content sent by others in the call or show PDF files and pictures to others. The JPG, JPEG, PNG, and BMP picture formats are supported.

**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 or a picture during a call:**

1. From the in-call tool bar, touch . Do one of the following:
   - Share a PDF file.
     - Touch **Select PDF File from Sdcard** to select a local 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.
   - Share a photo.
     - Touch **Select Picture from Gallery**.
     - Select an image that you want to share.

2. 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 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 next to the contact number you want to add.
3. Complete contact information and then touch .
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 UR
   The following table explains the contact information fields.
4 Save the information.

<table>
<thead>
<tr>
<th>Contact Information</th>
<th>Description</th>
</tr>
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<tbody>
<tr>
<td>Display Name</td>
<td>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.</td>
</tr>
<tr>
<td>Title</td>
<td>Contact's job title.</td>
</tr>
<tr>
<td>Phone</td>
<td>Contact's phone number.</td>
</tr>
<tr>
<td>E-mail</td>
<td>Contact's e-mail address.</td>
</tr>
<tr>
<td>Location</td>
<td>Contact's location.</td>
</tr>
<tr>
<td>Device Name</td>
<td>Name or type of system.</td>
</tr>
<tr>
<td>H.323 Extension</td>
<td>Number that gatekeepers use to identify this system. Your organization's dialing plan may define the numbers you can use.</td>
</tr>
<tr>
<td>H.323 Name</td>
<td>Name that gatekeepers use to identify this system. Your organization's dialing plan may define the names you can use.</td>
</tr>
<tr>
<td>SIP URI</td>
<td>SIP URI of the system.</td>
</tr>
</tbody>
</table>

To edit a contact in your local address book:

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

Use Far End Camera Control (FECC)

In calls that support FECC, you can adjust the far-end camera to give you a better view.

To use FECC:

» Touch .

To zoom the far-end camera:

1. Pinch the screen to zoom in and zoom out.
2. Touch to zoom in or to zoom out.
To navigate the far-end camera:

» Use the arrow keys on the screen to navigate the far-end camera.

Attend a CloudAXIS Meeting

You can attend a CloudAXIS meeting via RealPresence Mobile. RealPresence Mobile also supports CloudAXIS HTTPS tunneling for unregistered SIP AVC calls, which allows you to join a CloudAXIS meeting with limited Internet access through an HTTPS tunneling mechanism. If you are invited to a CloudAXIS meeting, you will receive a meeting invitation via e-mail.

To attend a CloudAXIS meeting:

1. Open the meeting invitation e-mail.
2. Open the web URI by clicking the link.
3. Enter your e-mail address and your name to sign into CloudAXIS as shown in the following figure.

Sign into CloudAXIS

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

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

   In the meeting, you can view the participant list by touching on the in-call tool bar.
# Troubleshooting

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

## Solving Problems

<table>
<thead>
<tr>
<th>Problem</th>
<th>Description and Solution</th>
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</thead>
</table>
| Video quality is poor. | Try the call again using a lower call rate. See Configure the RealPresence Mobile Application.  
You can also set up a private wireless network with a private key for the RealPresence Mobile application:  
1. From the Applications list, touch **Settings > WLAN**.  
2. Choose your private wireless network.  
3. Enter your user name and password, and touch **Join**. |
| Video is not available. | Ensure that you are connected to a mobile network and registered to a provisioning server. Then try the call again. |
| Audio is noisy in calls from one device to another. | If the two devices are near to each other, mute the audio of one of them. |
| Cannot see the content shared by the far end. | Make sure that your RealPresence Mobile software version supports using a provisioning service and that you are registered with a provisioning server. |
| Unable to place a call. | Do one of the following:  
• Check whether your WLAN connection is lost. If so, turn off the WLAN, and then turn it on again.  
• Wait 3 minutes or longer, and then turn off the gatekeeper or SIP registration. Then turn it on again.  
• Check whether your far end has a connection problem. |
| Registration fails. | Do one of the following:  
• Check to be sure your WLAN is connected. If the connection has been lost, turn off the WLAN, and then turn it on again.  
• Wait for at least 3 minutes. Turn off the gatekeeper or SIP registration and then turn it on again.  
• Change the H.323 name and H.323 extension and then register again.  
• Force close the AT&T Business Video application and then try again.  
• If the registration fails when you are signed into a provisioning server, sign out and then sign in again. |
## Solving Problems

<table>
<thead>
<tr>
<th>Problem</th>
<th>Description and Solution</th>
</tr>
</thead>
</table>
| Cannot sign into the provisioning server. | Do one of 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.  |
| SmartPairing detection issues |  
- If no room system is detected, ensure that SmartPairing and Telnet are enabled on the Group Series and HDX system.  
  You can use the Telnet command `systemsetting uspairingenabled <Disabled|Manual|Auto>` to configure SmartPairing on a Polycom HDX or RealPresence Group Series system first. For more information, contact your HDX or RealPresence Group Series system administrator.  
- When there are several HDX or RealPresence Group Series systems nearby that are all configured to support ultrasound-based auto detection, your RealPresence Mobile application may fail to detect them all, or may return incorrect IP addresses. In this case, you need to enter the IP address manually.  
- If you set the ultrasound as manual mode and set a password for remote access on HDX, RealPresence Mobile cannot pair with this HDX. |