RealPresence Mobile Help for Apple iPhone

Configuring the RealPresence Mobile Application

Use the RealPresence Mobile application in basic or professional mode. Basic mode enables basic calling, but does not include professional features such as provisioning, AES and LDAP. To use professional features, you must register to a provisioning server (a Polycom Converged Management Application™ (CMA®) 4000/5000 or Polycom RealPresence Resource Manager).

To configure RealPresence Mobile in basic mode:

1. From your device’s Application list, touch Video.
2. If you select the Register with Polycom check box, enter your email address. In this case, user information, such as your email 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 . If you want to configure a provisioning server, touch Sign In. Otherwise, continue your configuration.
6 If desired, enable H.323. Touch **H.323 Settings** to configure the following options.

<table>
<thead>
<tr>
<th>Options</th>
<th>Descriptions</th>
</tr>
</thead>
<tbody>
<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>Gatekeeper Choice</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 might 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>
</tbody>
</table>

7 If desired, enable SIP. Touch **SIP Settings** to configure the following options.

<table>
<thead>
<tr>
<th>Options</th>
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</tr>
</thead>
<tbody>
<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>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>
</tbody>
</table>
To configure the RealPresence Mobile application in professional mode:

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

2. If you select the Register with Polycom check box, enter your email address. In this case, user information, such as your email 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. Enter the provisioning server address, your user name, and password. Touch Go.

5. If necessary, touch to change the network settings.

8. If necessary, touch to change the network settings.

9. Touch Done. If gatekeeper or server registration fails, is displayed at the bottom of your screen. Touch to see more information.

### Options

<table>
<thead>
<tr>
<th>Options</th>
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</tr>
</thead>
<tbody>
<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>
<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>
</tbody>
</table>
Configuring the RealPresence Mobile Application

To sign out from the provisioning server:
1. Touch 📡.
2. Touch Sign Out.

To force close the RealPresence Mobile application:
1. Touch the Home button of your device.
2. Double-touch the Home button.
3. Touch and hold Video.
4. Touch 📡.

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

In case of a network connection problem, touch 📈 to see more information.

<table>
<thead>
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<tbody>
<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>Auto-answer</td>
<td>Specifies whether to answer incoming calls automatically.</td>
</tr>
<tr>
<td>Enable Auto-answer</td>
<td>Enable or disable auto-answer of incoming calls.</td>
</tr>
<tr>
<td>Audio Mute</td>
<td>Allows the system to mute the audio of auto-answered calls.</td>
</tr>
<tr>
<td>Video Mute</td>
<td>Allows the system to mute the video of auto-answered calls.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Fields</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>My Number</td>
<td>Numbers the far end can use to call you.</td>
</tr>
<tr>
<td>Provisioning Service</td>
<td>Provisioning server address.</td>
</tr>
</tbody>
</table>
The RealPresence Mobile application enables you to place and receive point-to-point calls. You can also join multipoint calls hosted by multipoint conferencing systems, such as Polycom RMX systems, and by endpoints with multipoint capabilities, such as Polycom HDX 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.

### Placing Calls

Whether using the system in basic or professional mode, 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 \( \text{ } \) 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.

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### Calling

**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.**

<table>
<thead>
<tr>
<th>Fields</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>H.323</td>
<td>H.323 gatekeeper.</td>
</tr>
<tr>
<td>SIP</td>
<td>SIP configuration information.</td>
</tr>
<tr>
<td>Network</td>
<td>IP address the far end can use to call you.</td>
</tr>
</tbody>
</table>

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.
3 To enter an extension or password, touch 

4 Touch \( \text{Call} \) to start the call.

To place a call from your recent calls list:

1 Touch \( \text{recent calls} \).
2 Touch an entry to call.

Note: Your recent calls list can hold up to 100 entries.

Placing Calls from Your Corporate Directory

When using RealPresence Mobile in professional mode, which provides LDAP service, you have additional ways to place calls. Place calls from your corporate directory or from your local address book. If there is a registration problem, \( \text{registration error} \) is displayed at the bottom of the screen. Touch \( \text{more information} \) for more information.

To place a call from your corporate directory:

1 Touch \( \text{corporate directory} \).
2 Click \( \text{Directory} \).
3 Enter the name or part of the name of the contact you want to call, then touch \( \text{Search} \).
4 Touch the contact name from the search results.
5 Touch the device name and then touch \( \text{Place Call} \) (H.323) or \( \text{Place Call} \) (SIP). If you cannot find the option \( \text{Place Call} \) (H.323) or \( \text{Place Call} \) (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 \( \text{local address book} \).
2 Click \( \text{Local} \).
3 Touch the contact name from the search results.
4 Touch \( \text{Place Call} \) (H.323) or \( \text{Place Call} \) (SIP). If you cannot find the option \( \text{Place Call} \) (H.323) or \( \text{Place Call} \) (SIP), the contact may have no H.323 extension or SIP URI configured. Contact your IT administrator.

Managing Calls

You can simply use the RealPresence Desktop application to make, answer, reject, or end calls.

To answer a call:

» Touch \( \text{answer} \).
To reject an incoming call:
» Touch ✖️.

To end the current call:
» Touch ✭.

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

To clear the Recent Calls list:
1 Touch 📞.
2 Do one of the following:
   ▪ To clear all recent calls, touch 🗑️, and then touch Clear All.
   ▪ To delete one recent call entry, swipe right on the desired entry, and then touch Delete.

Using 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.
Managing Contacts

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>

Managing 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 📞 and then touch Directory.
2. Enter the name or part of the name of the contact you want to find, and then touch Search.
3. Touch the contact name from the search results.
4. Touch the device name of the contact, then touch 📦.
5. Touch 📦.

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

1. Touch 📞.
2. Touch 📞 of the contact number you want to add.
3. Touch 📦 to add the contact to your local address book.
4. Complete contact information and then touch Done.
To add a new contact to your local address book manually:

1. Touch ✆ and then touch Local.
2. Touch +.
3. Specify the contact information.
4. 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
5. Touch Done.

To edit a contact in your local address book:

1. Touch ✆ and then touch Directory.
2 Touch the contact number you want to edit.
3 Touch Edit.
4 Edit the contact information, and then touch Done.

If you add this contact again from your corporate directory to your local address book, your edits are lost.

To delete a contact from your local address book:
1 Touch 📞 and then touch Directory.
2 Touch the contact number you want to delete.
3 Touch Edit.
4 Touch Delete Contact.
5 Touch Delete.

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

Managing Cameras and Content
The RealPresence Mobile application also enables you to switch cameras, switch among windows, and view content during the 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.

When the content is maximized, you cannot switch windows.
## 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 Configuring the RealPresence Mobile Application on page 1. You can also set up a private wireless network with a private key for the RealPresence Mobile application: 1. From the Applications list, touch <strong>Settings &gt; WLAN</strong>. 2. Choose your private wireless network. 3. Enter your user name and password, and touch <strong>Join</strong>.</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>
</tbody>
</table>
### Problem Description | Solution
---|---
Unable to place a call. | Do one of the following:
- Check whether your WLAN connection is lost. If yes, turn off the WLAN, and then turn it on again.
- Wait three minutes or longer, 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 whether your WLAN connection is lost. If yes, turn off the WLAN, and then turn it on again.
- Wait for more than three 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 RealPresence Mobile application and then try again.
- If the registration fails when you are signed in to a provisioning server, sign out and then sign in again.

Cannot sign in to the provisioning server. | Do one of 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.
Polycom Notices

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