



Online Help

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Polycom® RealPresence® Mobile for Apple® iPad



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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: iPad main Window user interface

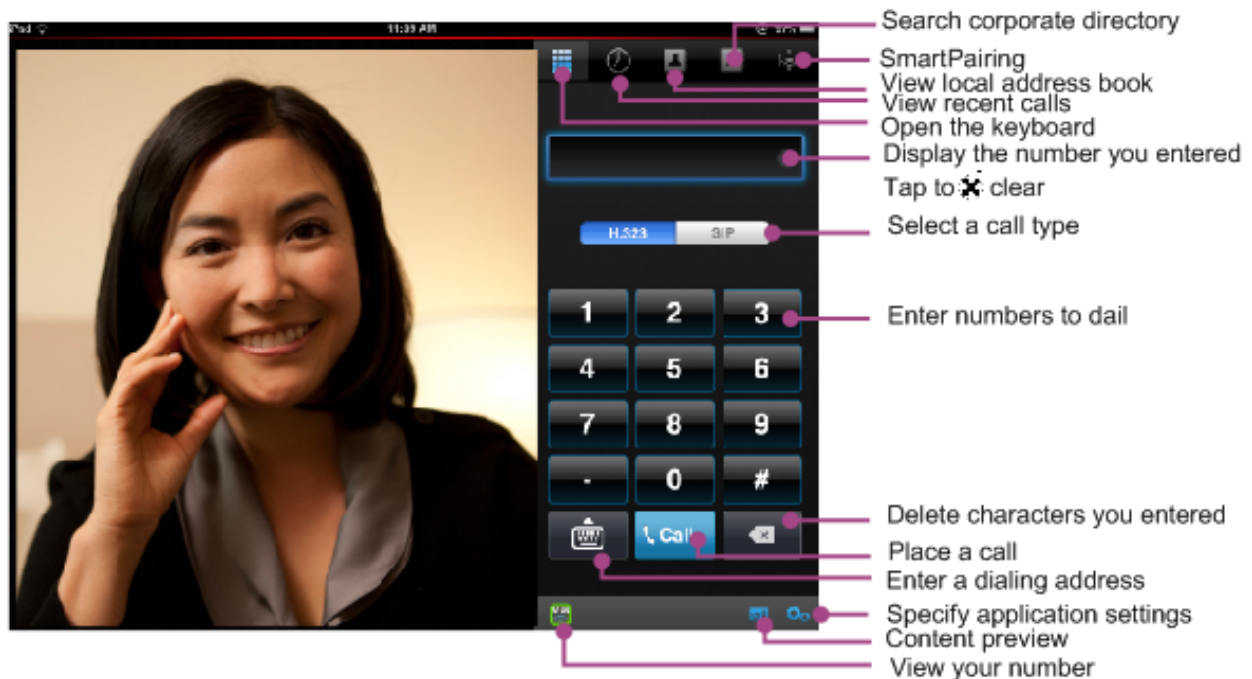
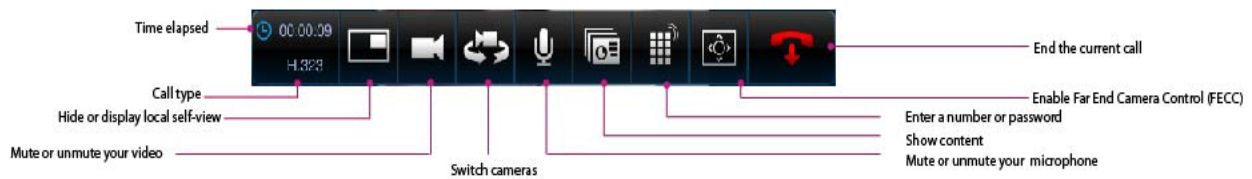


Figure: iPad in-call toolbar



Note: Controlling call volume

Use the iPad buttons or on-screen audio slider to control the call volume, just as you would with other iPad applications.

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  **Settings** on your device.
- 6 Configure the settings in the [iOS Settings](#) table.
- 7 Touch **Done** to go back the main window.
- 8 If gatekeeper or server registration fails,  is displayed on the main window. Touch  to see more information.


Table: iOS Settings


	Options	Descriptions
H.323 Settings	Enable H.323 Calls	Enable or disable H.323 calls.
	Gatekeeper Registration	Enable or disable registering your system with a gatekeeper.
	Gatekeeper Choice	Internal or external gatekeeper to use when making calls.
	Internal Gatekeeper	IP address or FQDN of the internal gatekeeper. Examples: 10.11.12.13 or gatekeeper.company.com.
	External Gatekeeper	IP address or FQDN of the external gatekeeper. Examples: 10.11.12.13 or gatekeeper.company.com.
	H.323 Name	Name to display to the far site during calls. (For example, you might enter your first name.)
	H.323 Extension	Name that gatekeepers use to identify this system. Your organization's dialing plan may define the names you can use.

Table: iOS Settings

	Options	Descriptions
SIP Settings	Enable SIP Calls	Enable or disable SIP calls.
	Transport Protocol	Protocol the system uses for SIP signaling: <ul style="list-style-type: none"> • TCP: reliable transport. • UDP: best-effort transport.
	SIP Registration	Enable or disable registering your system with a SIP server.
	SIP Proxy Server	IP address or FQDN of the SIP proxy server.
	SIP Registrar Server	IP address of the SIP registrar server.
	Domain	Domain name for authentication with SIP registrar server: <ul style="list-style-type: none"> • If you use a Polycom DMA server as the SIP server, leave this field empty. • If you use a third-party SIP server, enter the domain name for authentication with the registrar server.
	SIP User Name	User name for authentication with a registrar server.
	Enable SIP Calls	Enable or disable SIP calls.
	Transport Protocol	Protocol the system uses for SIP signaling: <ul style="list-style-type: none"> • TCP: reliable transport. • UDP: best-effort transport.
Network Settings	WLAN Call Rate	Call rate to use for calls on a WLAN network.
	3G/4G Call Rate	Call rate to use for calls on a 3G or 4G network.
Other Settings	SmartPairing	<ul style="list-style-type: none"> • Enable SmartPairing Enable the device to pair with a nearby Polycom HDX or RealPresence Group Series system • Auto Detection Enable the device to find the IP address of a nearby Polycom HDX or RealPresence Group Series system automatically
	Auto-answer	Turns on Enable Auto-answer to answer incoming calls automatically.
General	About	Finds the RealPresence Mobile license information here.

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  **Settings** on your device.
- 7 Configure the settings listed in the [iOS Settings](#) table.
- 8 Touch **Done** to go back the main window.



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.

Table: iOS Settings

	Options	Descriptions
Network Settings	WLAN Call Rate	Call rate to use for calls on a WLAN network.
	3G/4G Call Rate	Call rate to use for calls on a 3G or 4G network.
Other Settings	SmartPairing	<ul style="list-style-type: none"> • Enable SmartPairing Enable the device to pair with a nearby Polycom HDX or RealPresence Group Series system • Auto Detection Enable the device to find the IP address of a nearby Polycom HDX or RealPresence Group Series system automatically
	Auto-answer	Turns on Enable Auto-answer to answer incoming calls automatically.
General	About	Finds the RealPresence Mobile license information here.


To sign out from the provisioning server:

- 1 Touch .
- 2 Touch **Sign Out**.

To force the RealPresence Mobile application to close on iOS 7:

- 1 Double-touch the Home button.
- 2 Swipe the opened RealPresence Mobile up to close this application.

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. You can also transfer calls to a paired Polycom HDX or RealPresence Group Series system.






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  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 .
- 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: 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 .
- 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  and then touch a contact or a number.
- 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 .



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 .
- 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**.

Enable and Use SmartPairing

You can pair your device with a Polycom HDX or RealPresence Group Series system and then do one of the following:

- **Share your monitor or application with the paired system** You can share your monitor or application with paired Polycom HDX or RealPresence Group Series system.

- **Use your device as the paired system's remote controller** You can 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**.
- 2 Touch **SmartPairing** and turn on **Enable SmartPairing**.
If **Auto Detection** is turned on, IP addresses of nearby Polycom HDX or RealPresence Group Series system that have been detected will be listed automatically.


To share content on paired HDX or RealPresence Group Series System:


- 1 From the top menu, touch .
- 2 Touch  **Content**.
- 3 Select a device from either the **Detected**, or the **Recent Connections** list. You also can enter a device address in the **Manual Pairing** field.
- 4 Enter a pairing password if needed.
- 5 Select the content to be shared. You can select the following content:
 - **Local Documents** Select a local file from your device.
 - **Photos** Select a photo from your device.
 - **Website** Type a URL that you want to share in the address bar.
 - **Dropbox** Select a file from your Dropbox files.
 - **Whiteboard** Open an empty whiteboard.
 - **Blackboard** Open an empty blackboard.

You can add annotations on any shared content, such as a PDF file or a photo, using the whiteboard tools. You also can open an empty whiteboard. See [Work with Content](#) for details.





- 6 Touch  to start sharing.
- 7 Touch  to stop sharing after you are done.

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

- 1 From the top menu, touch .
- 2 Touch **Room Control**.

- 3 Select a device from either the **Detected**, or the **Recent Connections** list. You also can enter a device address in the **Manual Pairing** field. To delete a paired device from the Recent Connections list, wipe the item and touch **Delete**.
- 4 Enter a pairing password. After paired with the desired device, touch  **.Place a call.**
- 5 Enter a number from the soft keyboard on the right.
- 6 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 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 iPad](#).
 - **Content** Click this button to share your content with the paired device. You can select either a monitor or an application to share.
 - **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 from the paired device.
- 2 Touch **Unpair** to end the control.

Figure: Paired HDX on iPad



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: Call Icons

Icons	Descriptions
	Answered call
	Outgoing call
	Missed incoming call
	Unconnected outgoing call
	Poor network connection

Table: Call Icons

Icons	Descriptions
	Unstable network connection
	Good network connection


To change the layout of the video you see during a virtual meeting room call hosted by the Polycom RMX system:

- 1 Connect to the Polycom RMX virtual meeting room.
- 2 Touch .
- 3 Touch the asterisk (*) twice to display the layout choices.
- 4 Touch the number that corresponds to the layout you want to use for this call.
- 5 Touch  again to return to the call.

Work with Content

When you are registered to a provisioning server, you can send content to others in the call. You can save desired files to share in either local device, or use Dropbox.








To share content during a call:



- 1 From the in-call tool bar, touch .
- 2 Select the content to be shared. You can select the following content:
 - **Local Documents** Select a local file from your device. Supported office documents types include Word, Excel, and Powerpoint.
 - **Photos** Select a photo from your device. Supported image formats include JPG, JPEG, PNG, and BMP.
 - **Website** Type a URL that you want to share in the address bar.
 - **Dropbox** Select a file from your Dropbox files.
 - **Whiteboard** Open an empty whiteboard.

- **Blackboard** Open an empty blackboard.


Using the Whiteboard feature, you can draw on your iPad screen with your finger or a touch pen. RealPresence Mobile provides the Whiteboard tools shown in the following table.

Table: Whiteboard and Blackboard Tools

Whiteboard Tools	Description
	Move. Cancel all the operations that you made. After you cancel all your annotations, you will be able to move and zoom the original content.
	Pen. Choose pen type and different line thickness.
	Color palette. Select a color to apply to your pen.
	Select the eraser to erase any annotations that you made.
	Undo. Undo your drawing actions.
	Save. Save the content in your iPad Photo folder.
	Clear all. Clear all your annotations.

- 3 Touch  to start sharing.
- 4 Touch  to stop sharing after you are done.
- 5 Touch **Back** to end the connection to the paired device.

Share Content and Add Annotations




The whiteboard feature enables you to draw on iPad screen with your finger or a touch pen. After you touch the  **Share Content** button in a call, you will be able to add annotations on your shared content using the whiteboard tools. See [Whiteboard and Blackboard Tools](#) for details about the tools. Shared content can be a shared PDF file, Word file, Excel file, PowerPoint presentation, shared photo, or shared web page. You can also draw on a blank whiteboard or blackboard.

When RealPresence Mobile is not in a call, you can send the whiteboard or blackboard content or share annotations to a paired Polycom HDX or RealPresence Group Series system. See [To share content on paired HDX or RealPresence Group Series System](#): for details.




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 .
- 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, and then touch .
- 5 Touch .
- 6 Touch **Add**.



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**.



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 , 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 Touch **Done**.


Table: Contact Information

Fields	Descriptions
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.
E-mail	Contact's e-mail address.
Location	Contact's location.

Table: Contact Information

Fields	Descriptions
Device Name	Name or type of system.
H.323 Extension	Number that gatekeepers use to identify this system, your organization's dialing plan may define the numbers you can use.
H.323 Name	Name that gatekeepers use to identify this system, your organization's dialing plan may define the names you can use.
SIP URI	SIP URI of the system.

To edit a contact in your local address book:


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



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 .
- 2 Touch the contact number you want to delete.
- 3 Touch **Edit**.
- 4 Touch **Delete Contact**.
- 5 Touch **Delete**.

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  to navigate the far-end camera.

Solve Problems

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

Table: Solving Problems

Problem Description	Solution
Video quality is poor.	<p>Try the call again using a lower call rate. See Configure the RealPresence Mobile Application.</p> <p>You can also set up a private wireless network with a private key for the RealPresence Mobile application:</p> <ol style="list-style-type: none"> 1 From the Applications list, touch Settings > WLAN. 2 Choose your private wireless network. 3 Enter your user name and password, and touch Join.
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 to a provisioning server.
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.
Video is not available.	Ensure that you are connected to a mobile network and registered to a provisioning server. Then try the call again.

Table: Solving Problems

Problem Description	Solution
Unable to place a call.	<p>Do one of the following:</p> <ul style="list-style-type: none"> • Check whether your WLAN connection is lost. If so, 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.	<p>Do one of the following:</p> <ul style="list-style-type: none"> • 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 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 AT&T Business Video 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.	<p>Do one of the following:</p> <ul style="list-style-type: none"> • 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.
No Polycom HDX or RealPresence Group Series System is detected for SmartPairing.	<p>If no room system is detected, you need to Ensure SmartPairing and Telnet are enabled on the Group Series and HDX system.</p> <p>You can use the Telnet command <code>systemsetting uspairingenabled <Disabled Manual Auto></code> to configure the SmartPairing on a Polycom HDX or RealPresence Group Series system first. For more information, contact your HDX or RealPresence Group Series system administrator.</p>