Polycom® RealPresence® Mobile for Apple® iPad
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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.

iPad 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. Configure the settings in the iOS Settings table.
7. Touch Done to go back the main window.
8. 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.

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

<table>
<thead>
<tr>
<th>Options</th>
<th>Descriptions</th>
</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>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. Examples: 10.11.12.13 or gatekeeper.company.com.</td>
</tr>
<tr>
<td>External Gatekeeper</td>
<td>IP address or FQDN of the external gatekeeper. Examples: 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>
<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>
<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>Other Settings</strong></td>
<td></td>
</tr>
<tr>
<td>SmartPairing</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• <strong>Enable SmartPairing</strong> Enable the device to pair with a nearby Polycom HDX or RealPresence Group Series system</td>
</tr>
<tr>
<td></td>
<td>• <strong>Auto Detection</strong> Enable the device to find the IP address of a nearby Polycom HDX or RealPresence Group Series system automatically</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.

### iOS Settings

<table>
<thead>
<tr>
<th>Options</th>
<th>Descriptions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Other Settings</td>
<td>Auto-answer</td>
</tr>
<tr>
<td></td>
<td>Turns on <strong>Enable Auto-answer</strong> to answer incoming calls automatically.</td>
</tr>
<tr>
<td>Diagnostics</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>General</td>
<td>About</td>
</tr>
<tr>
<td></td>
<td>Finds the RealPresence Mobile license information here.</td>
</tr>
</tbody>
</table>
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 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.

**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 📜 Settings on your device.
7. Configure the settings listed in the iOS Settings table.
8. Touch Done 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, RFC 2833 for DTMF, and SVC cannot be used when you enable SDP Size Adjustment. When you enable SDP Size Adjustment, content sharing, FECC, H.264 high profile, RFC 2833 for DTMF, and SVC cannot be used.

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.

**iOS Settings**

<table>
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<td>3G/4G Call Rate</td>
<td>Call rate to use for calls on a 3G or 4G network.</td>
</tr>
</tbody>
</table>
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 Real Presence 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 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 .

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. Do not switch networks during directory search, otherwise the search cannot stop. To stop the search, you need to force close RealPresence Mobile.

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 and then touch a contact or a number.

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 **Answer**.

**To reject an incoming call:**

» Touch **Decline**.

**To end the current call:**

» Touch **Call**.

*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 **Call**.
2 Do one of the following:
   
   ➢ To clear all recent calls, touch **Trash**, 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 .
2. Touch SmartPairing and turn on Enable SmartPairing.
   If Auto Detection is turned on, the IP addresses of nearby Polycom HDX or RealPresence Group Series system that have been detected will be listed automatically.

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

1. From the top menu, touch .
2. Touch .
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 when 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 .
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 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 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.
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 more information about the in-call tool bar window.

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.

Toolbar Call Icons
The following table explains call icons.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>📞</td>
<td>Incoming calls</td>
</tr>
<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>
</tbody>
</table>
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 with 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 Microsoft 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.

### Whiteboard and Blackboard Tools

<table>
<thead>
<tr>
<th>Whiteboard Tools</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="pen.png" alt="Pen" /></td>
<td><strong>Pen.</strong> Choose a pen type and line thickness.</td>
</tr>
<tr>
<td><img src="color_palette.png" alt="Color palette" /></td>
<td><strong>Color palette.</strong> Select a color to apply to your pen.</td>
</tr>
<tr>
<td><img src="eraser.png" alt="Eraser" /></td>
<td><strong>Eraser.</strong> Erase any annotations that you made.</td>
</tr>
<tr>
<td><img src="undo.png" alt="Undo" /></td>
<td><strong>Undo.</strong> Undo your drawing actions.</td>
</tr>
<tr>
<td><img src="save.png" alt="Save" /></td>
<td><strong>Save.</strong> Save the content in your iPad Photo folder.</td>
</tr>
<tr>
<td><img src="clear_all.png" alt="Clear all" /></td>
<td><strong>Clear all.</strong> Clear all your annotations.</td>
</tr>
</tbody>
</table>

3 Touch ![Share Content](share_content.png) to start sharing.
4 Touch ![Stop Sharing](stop_sharing.png) to stop sharing when you are done.
5 Touch ![Back](back.png) to end the connection to the paired device.

### Share Content and Add Annotations

Using the whiteboard feature, you can draw on your iPad screen with your finger or a touch pen. After you touch **Share Content** in a call, you can add annotations on your shared content using the whiteboard tools. See [Whiteboard and Blackboard Tools](#) for details. 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 a 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 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](search.png)
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 i .
5 Touch .
6 Touch Add.

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

1 Touch .
2 Touch i next to 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 Save.

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 .
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 UR
   The following table explains the contact information fields.

5 Save the information.

<table>
<thead>
<tr>
<th>Contact Information Fields</th>
<th>Descriptions</th>
</tr>
</thead>
<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>
</tbody>
</table>
Contact Information

<table>
<thead>
<tr>
<th>Fields</th>
<th>Descriptions</th>
</tr>
</thead>
<tbody>
<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 📞.
2. Touch the contact number you want to edit.
3. Touch Edit.
4. Edit the contact information, and then touch Save.

**Note: Re-adding a contact from another directory**

If you re-add a contact 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.
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>
</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.</td>
</tr>
<tr>
<td></td>
<td>You can also set up a private wireless network with a private key for the RealPresence Mobile application:</td>
</tr>
<tr>
<td></td>
<td>1 From the Applications list, touch Settings &gt; WLAN.</td>
</tr>
<tr>
<td></td>
<td>2 Choose your private wireless network.</td>
</tr>
<tr>
<td></td>
<td>3 Enter your user name and password, and touch Join.</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>Audio only SVC call</td>
<td>When you dial into a SVC call and set the line rate to 1024 kbps or above, ensure that you use call rate higher than 128 kbps, otherwise you can only get audio in the call.</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>
</tbody>
</table>
## Solving Problems

<table>
<thead>
<tr>
<th>Problem</th>
<th>Description and Solution</th>
</tr>
</thead>
<tbody>
<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 with a provisioning server.</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, and then turn it on again.</td>
</tr>
<tr>
<td></td>
<td>• Wait 3 minutes or longer, and then turn off the gatekeeper or SIP 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 lost, turn off the WLAN, and then turn it on again.</td>
</tr>
<tr>
<td></td>
<td>• Wait for at least 3 minutes. Turn off the gatekeeper or SIP 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 into a provisioning server, sign out and then sign in again.</td>
</tr>
<tr>
<td>Cannot sign into the provisioning server.</td>
<td>Do one of the following:</td>
</tr>
<tr>
<td></td>
<td>• Make sure the provisioning server address is correct.</td>
</tr>
<tr>
<td></td>
<td>• The DNS server may be unable to resolve your domain name. Contact your network administrator for help.</td>
</tr>
<tr>
<td></td>
<td>• Check your network connection.</td>
</tr>
</tbody>
</table>
| 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. |