



USER GUIDE

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Polycom[®] RealPresence[®] Mobile for Apple[®] iPad



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Polycom[®] RealPresence[®] Mobile Modes of Operation

Polycom[®] RealPresence[®] Mobile application has three modes of operation:

- In standalone mode, RealPresence Mobile supports registration and calling with an H.323 gatekeeper and/or a SIP server. It does not require registration with a Polycom provisioning server such as a Polycom[®] RealPresence[®] Resource Manager system. In standalone mode, you have direct access to the configuration and settings of RealPresence Mobile.
- In managed mode, RealPresence Mobile registers with a Polycom provisioning server like a RealPresence Resource Manager system. The Polycom provisioning server configures RealPresence Mobile automatically. It also provides access to a centralized directory server. In managed mode, the Polycom provisioning server manages licensing of RealPresence Mobile, so you do not need to purchase an individual license.
- In Cloud service mode, a Service Provider system configures RealPresence Mobile automatically. Once the Cloud service is enabled by the provisioning service, the **Cloud Sign-In** option is enabled and users can sign-in with their Cloud account, which is normally an email address.

Getting Started with RealPresence Mobile

Topics:

- [Get Started with RealPresence Mobile in Standalone Mode](#)
- [Get Started with RealPresence Mobile in Managed Mode](#)
- [Get Started with RealPresence Mobile in Cloud Service Mode](#)
- [Sign Out from the Provisioning Server](#)
- [Check Your Connection Status](#)

When first signing into RealPresence Mobile application, you have the following options based on the mode of operation:

- Select **Skip sign in** when using RealPresence Mobile in standalone mode.
- Select **Sign In** when using RealPresence Mobile in managed mode.
- Select **RealPresence Cloud** when you are in a Cloud service environment.

Related Links

[Registration Problem](#) on page 32


[Cannot Sign into the Provisioning Server](#) on page 32

[Send the Log Report](#) on page 31

Get Started with RealPresence Mobile in Standalone Mode

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


Procedure

1. From your device's **Application** list, select .
2. Optionally, select the **Register with Polycom** check box to register your product with Polycom. Your user information, such as your email address, your device type and version, is sent to Polycom. Clear this check box if you do not want to send this information.
3. Enter your corporate email address.
4. Select **Next**.
5. Select **Skip sign in**.

Get Started with RealPresence Mobile in Managed Mode

In managed mode, RealPresence Mobile will try to discover the provisioning server from which it will receive its license and get some configuration settings. You use your company account to log into RealPresence Mobile. LDAP search feature is only supported under the managed mode.

Procedure

1. From your device's **Application** list, select .
2. Enter your email address (usually your corporate email address).
3. Select **Next**.
4. Optionally, select the **Register with Polycom** check box to register your product with Polycom. Your user information, such as your email address, your device type and version, is sent to Polycom. Clear this check box if you do not want to send this information.
5. Enter your provisioning server address and select **Next**.
6. Enter your user name and password.
7. Select **Next**.

Get Started with RealPresence Mobile in Cloud Service Mode

Once the Cloud service is enabled by your provisioning service, the **RealPresence Cloud** option is enabled and you can sign in with your Cloud account, which is normally an email address.


Procedure

1. Start RealPresence Mobile and then enable **RealPresence Cloud**.
2. Enter your **User Name** and **Password**, then select **Next**.


Sign Out from the Provisioning Server

You can sign out from the provisioning server and choose to work in other operation modes.


Procedure


- » Select  and then select **Sign Out**.

Check Your Connection Status

You can check your connection status such as your meeting number and server address by clicking or tapping .

Procedure

» Select  to see connection status information.

If the gatekeeper or server registration fails,  is displayed on the main window. Select  to see more information.

Startup Options

Topics:

- [Remember My Startup Choice](#)
- [Set Your Startup Preference](#)

By default, the RealPresence Mobile starts up on its home page, showing the following two options:

- **Place a Call** Make calls or access contacts.
- **Connect to Room** Connect to a room to share content.

You can let the RealPresence Mobile remember your startup option. You can also change the settings later.

Remember My Startup Choice

The first time you start up the RealPresence Mobile, you can let the application to remember your choice on the home page and bring you directly to the relevant window later.

Procedure

1. After logging in to the RealPresence Mobile for the first time, select **Place a Call** or **Connect to Room** on the home page.
2. When asked **Always start from this page?**, select **Yes**.

Set Your Startup Preference

You can choose one of the following as your startup page:

- **Home Page** Go to the home page, showing the options **Place a Call** and **Connect to Room**.
- **Place a Call** Go directly to the calling page.
- **Connect to Room** Go directly to the room connection page.

Procedure

1. Select .
2. Go to **General** > **Start up at:**, then select an option.

Configuring Application Settings

Topics:

- [Enable or Disable SDP Size Adjustment](#)
- [Configure Profile Information](#)
- [Configure Profile Photo](#)
- [Virtual Business Card](#)
- [Answer Incoming Calls Automatically](#)
- [Configure Call Rate](#)
- [Configure H.323 Settings \(Standalone Mode Only\)](#)
- [Configure SIP Settings \(Standalone Mode Only\)](#)
- [Enable Polycom NoiseBlock](#)

RealPresence Mobile application setting options vary depending on your mode of operation. In standalone mode, you need to configure RealPresence Mobile manually. In managed mode and cloud service mode, a provisioning server configures most of the RealPresence Mobile options automatically.

Enable or Disable SDP Size Adjustment

Enable this feature to shorten Session Description Protocol (SDP) size to avoid call failure caused by SDP size limitation for some users.

Procedure


1. After you start up the application, select **Place a Call** on the home screen.
2. Enter #001# from the Dialpad to enable or disable this feature.

Note: When you enable SDP Size Adjustment, video content, FECC, H.264 high profile, RFC2833 for DTMF, and SVC cannot be used.

Configure Profile Information

In standalone mode, if you enable your virtual business card, you can set your personal information, such as name, title, and location, to show to your far end. In managed mode and cloud service mode, this information comes from the provisioning server and is not configurable.

Procedure

1. Select .
2. Select **Profile**.
3. Enter your profile information.

In standalone mode, this information displays on your virtual business card.


Related Links

[Set Virtual Business Card](#) on page 10

Configure Profile Photo

You can set your profile photo. Meeting participants see this photo when you mute your video in a meeting.

Procedure

1. Select .
2. Select **Profile**.
3. Tap the photo area to take a photo or choose a photo.

Virtual Business Card

You can enable your virtual business card to show your personal information, such as name, and title, to far-end participants.

Your virtual business card is unavailable in the following situations:

- When you are in an SVC multi-point call
- When your microphone is muted
- When your screen resolution is lower than 180p

Set Virtual Business Card

In standalone mode, if you enable virtual business card, you can set your personal information, such as name and title, to show to your far end. In managed mode, if you enable virtual business card, your profile information comes from the provisioning server. During the meeting, these information appears together with your video or your photo when you are speaking in a meeting.

Procedure

1. Select .
2. Select **Profile > Virtual Business Card**.


Related Links

[Configure Profile Information](#) on page 9

Answer Incoming Calls Automatically

You can specify whether to answer incoming calls automatically, and select whether to mute your video or audio for these automatically answered calls. If you mute your video or audio for automatically answered calls, you can turn them on using the in-call toolbar anytime during the call.


Procedure

1. Select .
2. Select **Auto-answer** > **Enable Auto-answer**.
3. To enable the system to answer calls without turning on the microphone, select **Audio mute**.
4. To enable the system to answer calls without turning on the camera, select **Video mute**.

Configure Call Rate

The call rate acts as a limit on the maximum rate at which a call will connect. If the far end imposes a lower rate, then the lower rate will be the one in effect. The call rate impacts both incoming and outgoing calls.

Procedure

1. Select .
2. Do one of the following:
 - To select the call rate to use for calls on a WLAN network, select **WLAN Call Rate** and select an option.
 - To select the call rate to use for calls on a 3G or 4G network, select **3G/4G Call Rate** and select an option.

Related Links

[Poor Video Quality](#) on page 30


[Share Content During a Call](#) on page 25

[I Cannot Find the Content Button](#) on page 33

Configure H.323 Settings (Standalone Mode Only)

To make calls in standalone mode, you must configure either H.323 or SIP settings manually.

Procedure

1. Select .
2. Select **H.323 Settings** > **Enable H.323 Calls**.
3. To register your system to a gatekeeper, select **Gatekeeper Registration** and configure the gatekeeper:
 - **Gatekeeper Choice** and chose an option:
 - **Internal Gatekeeper** Enter the IP address or FQDN of the internal gatekeeper. Example formats are 10.11.12.13 or gatekeeper.company.com.
 - **External Gatekeeper** Enter the IP address or FQDN of the external gatekeeper. Example formats are 10.11.12.13 or gatekeeper.company.com.
 - **H.323 Name** Enter the name to display to the far site during calls. Your organization's dialing plan may define the names you can use for enterprise net.


- **H.323 Extension** Enter the number that gatekeepers use to identify this system. Your organization's dialing plan may define the numbers you can use for enterprise net.

Configure SIP Settings (Standalone Mode Only)

To make SIP calls, you must configure SIP settings manually in standalone mode.

Note: If you use a Polycom DMA server as the SIP server, leave the **Domain** field empty. If you use a third-party SIP server, enter the domain name for authentication with the registrar server.

Procedure

1. Select .
2. Select **SIP Settings > Enable SIP Calls**.
3. To register your system to a SIP server, select **SIP Registration** and configure the SIP server:
 - **SIP Proxy Server** Enter the IP address or FQDN of the SIP proxy server.
 - **Domain** Enter the domain name for authentication with SIP registrar server.
 - **SIP User Name** Enter the user name for authentication with a registrar server.
 - **Authorization Name** Enter the name to use for authorization when registering with a SIP registrar server.
 - **SIP Password** Enter the passcode for authentication with a registrar server.
4. To choose a protocol for SIP signaling, select an option under **Transport Protocol**:
 - **TCP** For reliable transport.
 - **UDP** For best-effort transport.

Enable Polycom[®] NoiseBlock[™]

You can enable Polycom[®] NoiseBlock[™] to mask percussive sound (such as tapping and hands clapping) when no one is talking in a meeting.

Procedure

1. Select .
2. Select **Advanced > Enable NoiseBlock**.

Provisioning with a BroadSoft Device Management Server

Topics:

- [Set Up BroadSoft Device Management Server to Provision RealPresence Mobile](#)

In standalone mode, RealPresence Mobile can register to a BroadSoft Device Management Server to use provisioned features. LDAP search is not supported when using this option.

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 steps.

Procedure

1. Review the sample file named *ProvisionData-template.xml* released with RealPresence Mobile. The file *ProvisionData-template.xml* is published on [Polycom Support](#).
2. Decide what is to be provisioned in the customer deployment.
3. Create your RealPresence Mobile provisioning template by defining the customer TAG set and assigning default values to each customer TAG.
4. 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**.
5. 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.

6. 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' emails. 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.

Call Management

Topics:

- [Access Calling Features](#)
- [Call by Entering a Number](#)
- [Call from the Corporate Directory](#)
- [Call from Local Address Book](#)
- [Answer a Call](#)
- [Reject an Incoming Call](#)
- [End a Call](#)
- [Control Meeting Using the In-call Toolbar](#)
- [Call Icons](#)
- [View Recent Calls](#)
- [Call from Recent Calls List](#)
- [Clear Recent Calls List](#)
- [Change the Video Layout](#)

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 products, and by endpoints with multipoint capabilities, such as Polycom® RealPresence® 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: 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.

Access Calling Features

To place calls, manage contacts, or access recent calls list, you must select **Place a Call** on the home page.

Procedure




- » On the home page, select **Place a Call**.

Call by Entering a Number

You can use any of the following phone number formats to place a call:

- 2555: SIP user name, E.164 extension for H.323
- stereo.polycom.com: FQDN name
- user@domain.com: SIP_username@domain.com
- 0.11.12.13##1234:signaling IP##conference ID for H.323
- 1234@10.11.12.13: SIP user name@IP address
- 10.11.12.13: IP address

Procedure

1. Select , and then enter a phone number.
2. Select the call type, **SIP** or **H.323**.
3. To enter an extension or passcode, select .
4. Select  to start the call.

Call from the Corporate Directory


LDAP service is enabled in managed mode. You can find and call contacts in the corporate directory.

Note: Ongoing Corporate Directory Search Cannot Be Canceled

After you enter a key word and start to search contacts, you cannot cancel this operation.

Note: After you enter a key word and start to search contacts, you cannot cancel this operation.


Procedure

1. Select .
2. Select **Directory**.
3. Enter part or all of name of the person to call, and then select **Search**.
4. Select the contact name from the search results.
5. Select the device name that you want to call.
6. Select **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.

Call from Local Address Book

You can call contacts saved in your Local Address book.

Procedure

1. Select , then select **Local**.

2. Select the contact name from the contacts list.
3. Select **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.

Answer a Call

You can answer incoming calls if you didn't set answering calls automatically.

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

Procedure

- » Select .

Reject an Incoming Call

You can reject incoming calls if you didn't set answering calls automatically.

Procedure

- » Select .

End a Call

You can end an ongoing call.

Procedure

- » Select .



Control Meeting Using the In-call Toolbar

During a call, you will see the in-call toolbar on the bottom of the screen. Use the in-call toolbar to access additional features of the RealPresence Mobile application.

View Network Call Statistics

During a call, you can view call statistics such as call type, call rate, and call protocol.

Procedure

- » On the lower-left of your screen, select .
- The  icon changes according to your network signal strength.

Show or Hide Local Self-View

You can show or hide your own video stream in the meeting window during a meeting. Showing or hiding your video does not mute your video stream to other participants.





Procedure

- » Select  or  to hide or show your self-view.

Switch Between Front and Rear Camera

You can switch between your mobile device's front and rear cameras during a meeting.



Procedure

1. Select  to switch to your rear camera.
The icon changes to  to indicate that you are using the rear camera.
2. To switch back to the front camera, select .
The icon changes to  to indicate that you are using the front camera.

Pause or Start Your Video

When you mute your video or join a meeting without a camera, your video stream is replaced with your profile picture (if set), or a placeholder picture.

Procedure

1. Select  or  to pause or start your video.

Mute or Unmute Your Microphone

You can mute your microphone when you don't want to speak in a meeting.




Procedure

- » Select  or  to mute or unmute your speaker.

Adjust Your Speaker Volume

You can adjust your speaker volume or mute it.

Procedure

- » Do one of the following:
 - To adjust your speaker volume, select  and then drag the slide bar that appears.
 - To mute your speaker, select .
The icon changes to  to indicate that the loud speaker is muted.

Far End Camera Control

If you are the chairperson, you can use Far End Camera Control (FECC) to control a far-end participant's camera.















FECC is available only when the following requirements are met:

- FECC is enabled in your RealPresence Collaboration Server conference profile.
- Chairperson passcode is set for the meeting.
- The meeting is an H.323 AVC call.
- At least one of your far-end participants have a PTZ camera and his or her endpoint supports FECC.

Control the Far-End Camera

A chairperson can access the DTMF menus to control other far-end PTZ cameras.

Procedure

1. At the bottom of the screen, select .
2. Select .
The DTMF controls appear.
3. Select  or  to activate the DTMF main menu.
4. Select  or  to highlight **Camera Control**, then select  or  to select the option.
5. Select , , , or  to select a target participant.
6. Select  to zoom out, or  to zoom in.

Hide or Show More In-call Controls




You can hide the in-call controls that you have enabled.






Procedure

- » Select .

Call Icons

The following table explains call icons.


Icons	Description
	Incoming calls
	Outgoing calls
	Missed calls

Icons	Description
	Poor network connection
	Unstable network connection
	Good network connection
	Number of audio-only participants.
	Number of video enabled participants

View Recent Calls

The application stores details about the most recent calls placed and received.


Procedure

1. Select .
2. Select the call that you want to review.

Call from Recent Calls List

Your recent calls list can hold up to 100 entries.


Procedure

- » Select  and then select an entry to call.

Clear Recent Calls List

You can delete call history entries.



Procedure

- » Do one of the following:
 - To clear all recent calls, select , and then tap **Yes**.
 - To delete one recent call entry, swipe left on the desired entry, and then select **Delete**.

Change the Video Layout

You can change the video layout in a call hosted by the Polycom RealPresence Collaboration system.

Procedure

1. Select  and select .
2. To display the layout options, select the asterisk (*) twice.
You are connecting to the Polycom RealPresence Collaboration virtual meeting room.
3. Select the number that corresponds to the layout that you want to use.

Managing Contacts

Topics:

- [Access Contacts](#)
- [Add Contact to Local Address Book](#)
- [Contact Information](#)
- [Add Contacts from the Corporate Directory to Your Local Address Book](#)
- [Edit a Contact in Your Local Address Book](#)
- [Search for a Contact](#)
- [Delete a Contact](#)

The RealPresence Mobile application enables you to access contacts from two sources.

- The application manages a local directory that is available in both standalone and managed modes.
- When deployed in managed mode, the application enables you to access and search a corporate directory that is hosted by the administrator. This directory uses an LDAP interface.

The device displays a list of the 100 most recent contacts and other local contacts that fit on the screen.

Access Contacts

To place calls, manage contacts, or access recent calls list, you must select **Place a Call** on the home page.



Procedure

- » On the home page, select **Place a Call**.

Add Contact to Local Address Book

You can add contacts to your local address book, and edit the contact information.

Procedure

1. Select . Then select **Local** and select .
2. Specify the contact information.
3. Only the display name is required. However, you must enter at least one of following before you can call this contact:
 - H.323 Extension
 - H.323 Name
 - SIP URI
4. select **Save**

Contact Information




The following table describes the contact information fields.

Fields	Description
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.
Email	Contact's email address.
Location	Contact's location.
H.323 Extension	Enter the number that gatekeepers use to identify this system. Your organization's dialing plan may define the numbers you can use for enterprise net.
H.323 Name	Enter the name to display to the far site during calls. Your organization's dialing plan may define the names you can use for enterprise net.
SIP URI	SIP URI of the system.

Add Contacts from the Corporate Directory to Your Local Address Book

You can add contacts from your corporate directory to local address book to access them quickly.

Procedure


1. Select  and then select **Directory**.
2. Select **Directory**.
3. Enter part or all of name of the contact to search.
4. Select the contact name from the search results.
5. Select the device name of the contact.
6. Select , then select . Then select **Add**.

Edit a Contact in Your Local Address Book

You can edit contact information after you create it.

Note: If you re-add a contact from your corporate directory to your local address book, your edits will be lost.


Procedure

1. Select , then select **Local**.
2. Select the contact number you want to edit.
3. Select **Edit**.
4. Edit the contact information.
5. select **Save**

Search for a Contact

When you search in your corporate address book or local address book, only the people and endpoints that can be called from are returned. You can enter a part of a key word to do the search.


Procedure

1. Select , then select **Local**.
2. Enter part or all of name of the contact to search.

Delete a Contact

You can delete contacts from your local address book.

Procedure

1. Select , then select **Local**.
2. Select the contact that you want to delete.
3. Select **Edit > Delete Contact > Delete**.

Sharing Content

Topics:

- [Share Content During a Call](#)
- [Sharing Content and Adding Annotations](#)
- [Whiteboard and Blackboard Tools](#)

You can send content to others in the call. You can save desired files to share in either local device, or use Dropbox.

Related Links

[Using Polycom SmartPairing](#) on page 27

[Share Your Monitor or Application with the Paired System](#) on page 27

[Sharing Content and Adding Annotations](#) on page 25

[Whiteboard and Blackboard Tools](#) on page 26

Share Content During a Call

You can share content to your far end during a call.

Procedure

1. Optional: Select **Connect to Room > Share Content**.
2. 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.
3. Select **Stop Sharing** to stop sharing when you are done.
4. Select **Back** to end the connection to the paired device.

Related Links

[I Cannot Find the Content Button](#) on page 33

[Configure Call Rate](#) on page 11

Sharing Content and Adding Annotations

Using the whiteboard feature, you can draw on your iPad screen with your finger or a stylus. After you select **Share Content** in a call, you can add annotations on your shared content using the whiteboard

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 content (such as pictures, PDFs, whiteboard, or blackboard) or share annotations to a paired Polycom HDX or RealPresence Group Series system.

Related Links







[Share Your Monitor or Application with the Paired System](#) on page 27

[Whiteboard and Blackboard Tools](#) on page 26

[Sharing Content](#) on page 25

Whiteboard and Blackboard Tools

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

Icons	Description
	Pen Choose a pen type and line thickness.
	Color palette Select a color to apply to your pen.
	Eraser 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.

Related Links

[Share Your Monitor or Application with the Paired System](#) on page 27

[Sharing Content and Adding Annotations](#) on page 25

[Sharing Content](#) on page 25

Using Polycom[®] SmartPairing[™]

Topics:

- [Share Your Monitor or Application with the Paired System](#)
- [Call from Polycom HDX or RealPresence Group Series System](#)
- [Delete a Paired Device from Recent Connections List](#)
- [Transfer Call to Paired Polycom HDX or RealPresence Group Series System](#)
- [Use Your Device as the Paired System's Remote Controller](#)

You can pair your device with a Polycom HDX or RealPresence Group Series system using Polycom[®] SmartPairing[™] to perform the following tasks:

- **Share your monitor or application with the paired system** You can share your monitor or application with paired Polycom HDX or RealPresence Group Series systems.
- **Use your device as the paired system's remote controller** You can control the paired Polycom HDX or RealPresence Group Series system (for example, place a call, adjust the call volume or end the call) using your application.

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

Related Links

[Sharing Content](#) on page 25

Share Your Monitor or Application with the Paired System

You can share your monitor or application with paired Polycom HDX or RealPresence Group Series systems.

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.

Procedure

1. Select **Connect to Room** and then select **Share Content**.
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 passcode if needed.
4. 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.
5. Select **Stop Sharing** to stop sharing when you are done.
 6. Select **Back** to end the connection to the paired device.

Related Links

[Sharing Content and Adding Annotations](#) on page 25

[Whiteboard and Blackboard Tools](#) on page 26


[Sharing Content](#) on page 25

Call from Polycom HDX or RealPresence Group Series System

You can use the RealPresence Mobile as a remote control to place calls from Polycom HDX or RealPresence Group Series System.

To delete a paired device from the **Recent Connections** list, wipe the item and tap **Delete**.

Procedure

1. From the top menu, select **Connect to Room** and then select **Room Control**.
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 passcode, if requested. After paired with the desired device, select .
4. Enter a number from the soft keyboard on the right.
5. Select **Call**.


Delete a Paired Device from Recent Connections List

You can delete a paired device from recent connection list.



Procedure



- » Swipe the item and select **Delete**.

Transfer Call to Paired Polycom HDX or RealPresence Group Series System

You can transfer call to paired Polycom HDX or RealPresence Group Series System with the Swap Call icon . 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.

Procedure

1. During a call, select  on the bottom of the screen. The  moves to the middle of the screen.

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.

Use Your Device as the Paired System's Remote Controller

You can control the paired Polycom HDX or RealPresence Group Series system (for example, place a call, adjust the call volume or end the call) using your RealPresence Mobile application.

Procedure

1. Use the in-call toolbar to control calls on the paired Polycom HDX or RealPresence Group Series system.
2. Use the following options to control calls on the paired device.
 - **Content** Share your content with the paired device. You can select either a monitor or an application to share.
 - **Place a call** Enter a desired number on the dialpad to place a call on the paired device.
 - **Mute** Mute or unmute the call.
 - **Volume** Adjust the call volume.
 - **DTMF** Open the DTMF keypad to enter a passcode.
 - **Hang up** End the call from the paired device.

You can also enter a DTMF passcode using your keyboard without showing the DTMF keypad during a call.

3. Select the **Unpair** button to end the control.

Troubleshooting

Topics:

- [Force the RealPresence Mobile Application to Close](#)
- [Poor Video Quality](#)
- [Video Unavailable](#)
- [Audio Only in SVC Call](#)
- [Noisy Far-End Audio](#)
- [Cannot See Far-End Content](#)
- [Unable to Place a Call](#)
- [Send the Log Report](#)
- [Directory Search Cannot Stop](#)
- [SmartPairing Detection Issues](#)
- [Cannot Sign into the Provisioning Server](#)
- [Registration Problem](#)
- [I Cannot Find the Content Button](#)

If you're having problems, try the troubleshooting tips below first.

Force the RealPresence Mobile Application to Close

If the RealPresence Mobile doesn't respond, you can force stop it if necessary.

Procedure

- » Double-tap the **Home** button, and swipe the RealPresence Mobile up to close this application.

Poor Video Quality

Try the call again using a lower call rate.

You can also set up a private wireless network with a private key for the RealPresence Mobile application:

1. From the Applications list, select **Settings > WLAN**.
2. Choose your private wireless network.
3. Enter your user name and password, and select **Join**.

Related Links

[Configure Call Rate](#) on page 11

Video Unavailable

If you don't have video during the call, ensure that you are connected to a mobile network and registered to a provisioning server. Then try the call again.

Audio Only in SVC Call

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.

Noisy Far-End Audio

If the audio is noisy in calls from one device to another., check whether the two devices are near to each other. If yes, ask one of them to mute the audio.

Cannot See Far-End Content

If you 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

If you cannot place calls, check the following:

- Check whether your WLAN connection is lost. If so, turn off the WLAN, and then turn it on again.
- Wait three 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.

Send the Log Report

Viewing the log file is helpful in determining the causes and solutions of problems. You can send the log file to your email address to view later.

Note: You need to configure the default email account on your device used to send logs.

Procedure

- » Select **Diagnostics > Send the log report.**

Related Links

[Getting Started with RealPresence Mobile](#) on page 5

[Registration Problem](#) on page 32

[Cannot Sign into the Provisioning Server](#) on page 32

Directory Search Cannot Stop

If you switch networks during directory search, the search may not stop. To stop the search, you need to force close RRealPresence Mobile.

SmartPairing Detection Issues

If no device can be detected, ensure that SmartPairing and Telnet are enabled on the Polycom RealPresence Group Series or 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.

Cannot Sign into the Provisioning Server

If you cannot sign into the provisioning server, check 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.

Related Links

[Getting Started with RealPresence Mobile](#) on page 5

[Registration Problem](#) on page 32

[Send the Log Report](#) on page 31

Registration Problem

If you have registration problems, check the following

- Check whether your WLAN connection is lost. If so, turn off the WLAN, and then turn it on again.
- Wait three minutes or longer, and then turn off the gatekeeper or SIP registration. 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 (if applicable) and then try again.
- If the registration fails when you are signed into a provisioning server, sign out and then sign in again.

Related Links

[Getting Started with RealPresence Mobile](#) on page 5

[Cannot Sign into the Provisioning Server](#) on page 32

[Send the Log Report](#) on page 31

I Cannot Find the Content Button

Your call rate is too low to support content sending or receiving. Disconnect, increase your call rate in **Settings**, and re-dial.

Your conference hosting server, the Polycom® RealPresence® Collaboration Server, sets the minimum call rate for each content video type. Contact your system administrator for more information.

Related Links

[Share Content During a Call](#) on page 25

[Configure Call Rate](#) on page 11