



USER GUIDE

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# **Polycom<sup>®</sup> RealPresence<sup>®</sup> Mobile for Apple<sup>®</sup> iPhone**



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# Polycom<sup>®</sup> RealPresence<sup>®</sup> Mobile Modes of Operation

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Polycom<sup>®</sup> RealPresence<sup>®</sup> 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<sup>®</sup> RealPresence<sup>®</sup> 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

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## 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](#)
- [Connection Status Information](#)

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 **Go** when using RealPresence Mobile in managed mode.
- Select **Sign in with your cloud login** when you are in a Cloud service environment.

## Related Links

[Extended Login When Auto Network Switching Is Enabled](#) on page 25


[Registration Problem](#) on page 25

[Cannot Sign into the Provisioning Server](#) on page 24

## 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 **Sign In**.

## Get Started with RealPresence Mobile in Cloud Service Mode

Once the Cloud service is enabled by your provisioning service, the **Sign in with your cloud login** 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.

**Procedure**

- » Select  and then select **Status**.

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

## Connection Status Information

The following connection information may be available.

Fields	Description
My Number	Numbers the far end can use to call you. Depending on your dialing plan, the far end may call you with any of your numbers, including your IP address. Ask your IT administrator for more information.
Provisioning	Provisioning server address.
H.323	H.323 gatekeeper.
SIP	SIP configuration information.
Network	IP address the far end can use to call you.



# Configuring Application Settings

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## 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

- » 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 **Personal > 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 8

## 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 **Personal > 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 7

## 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 23

## 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.

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**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<sup>®</sup> NoiseBlock<sup>™</sup>

You can enable Polycom<sup>®</sup> NoiseBlock<sup>™</sup> 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

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## 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

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## Topics:

- [Call by Entering a Number](#)
- [Call from the Corporate Directory](#)
- [Call from Local Address Book](#)
- [Joining Meeting Using Apple Siri](#)
- [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](#)

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.

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**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.


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## 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.

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**Note:** Ongoing Corporate Directory Search Cannot Be Canceled


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

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

## Joining Meeting Using Apple Siri

You can launch the application using Apple Siri and join meetings.

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**Note:** To use this feature, your device iOS version needs to be 10.0 or higher.

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## Join a Meeting Using Siri

You can launch the RealPresence Mobile application and join meetings using Apple Siri commands.

Before using Siri commands to launch the Polycom RealPresence Mobile application, make sure you have enabled **Remember Password** option during your last sign-in to the provisioning server.

To use the command “use RealPresence to call my meeting” to join a meeting on your calendar, the following requirements need to be satisfied also:

- The Polycom RealPresence Mobile application is not running currently.
- You have only one calendar meeting appointment available in the current time slot.
- The meeting appointment includes a valid VMR.

You can speak the Siri command only in English.

### Procedure

1. Launch Apple Siri application.
2. Say one of the following Siri commands:

Siri Commands	Description
“use RealPresence to call <a VMR number>”	Launches the Polycom RealPresence Mobile to dial the specified VMR number.
“use RealPresence to call my meeting”	Launches the Polycom RealPresence Mobile to dial the VMR number included in your calendar meeting appointment.

## Answer a Call

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

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

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### Procedure

- » Select **Answer**.

## Reject an Incoming Call

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

### Procedure

- » Select **Decline**.

## 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.

### Switch Between Local and Far-End Video

You can switch between the far-end and local video views.






### Procedure

- » On your video window, swipe left or right to switch your video views.

### Switch Between Front and Rear Camera

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



### Procedure

1. On your video window, swipe left right to switch to local self-view.  
 appears in local self-view.
  2. Select  to switch to your rear camera.  
The icon changes to  to indicate that you are using the rear camera.
  3. 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.

## Call Icons


The following table explains call icons.

Icons	Description
	Incoming calls
	Outgoing calls
	Missed calls
	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**.

# Managing Contacts

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## Topics:

- [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.

## Add Contact to Local Address Book

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

### Procedure

1. Select , and then tap **Local**. 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
<b>Display Name</b>	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.

Fields	Description
<b>Title</b>	Contact's job title.
<b>Phone</b>	Contact's phone number.
<b>Email</b>	Contact's email address.
<b>Location</b>	Contact's location.
<b>H.323 Extension</b>	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.
<b>H.323 Name</b>	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.
<b>SIP URI</b>	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 tap **Directory**.
2. Enter part or all of name of the contact to search.
3. Select the contact name from the search results.
4. Select the device name of the contact.
5. Select  next to the contact, then select .

## Edit a Contact in Your Local Address Book


You can edit contact information after you create it.

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

---

### Procedure


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

# Sharing Content

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You can view content sent by others in the call, but you cannot share content with others.



# Troubleshooting

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## Topics:

- [Force the RealPresence Mobile Application to Close](#)
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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 9

## 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.

## 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.

## Cannot Sign into the Provisioning Server

If you cannot sign into the provisioning server, check the following:

- Make sure the account information is correct.
- The DNS server may be unable to resolve your domain name. Contact your network administrator for help.
- Check your network connection.

**Related Links**

[Extended Login When Auto Network Switching Is Enabled](#) on page 25

[Getting Started with RealPresence Mobile](#) on page 4

[Registration Problem](#) on page 25

## 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**

[Extended Login When Auto Network Switching Is Enabled](#) on page 25

[Getting Started with RealPresence Mobile](#) on page 4

[Cannot Sign into the Provisioning Server](#) on page 24

## Extended Login When Auto Network Switching Is Enabled

While in a Polycom Concierge environment, if you have turned on the auto network switching feature of your smartphone, you may experience extended login time as the network attempts to establish a stable connection. You can prevent this limitation by disabling the auto network switching feature on your smartphone.

**Related Links**

[Getting Started with RealPresence Mobile](#) on page 4

[Registration Problem](#) on page 25

[Cannot Sign into the Provisioning Server](#) on page 24