



USER GUIDE

3.9.0 | January 2018 | 3725-69926-009A

---

# **Polycom<sup>®</sup> RealPresence<sup>®</sup> Mobile for Android<sup>®</sup> Phone**



Copyright© 2018, Polycom, Inc. All rights reserved. No part of this document may be reproduced, translated into another language or format, or transmitted in any form or by any means, electronic or mechanical, for any purpose, without the express written permission of Polycom, Inc.

6001 America Center Drive San Jose, CA 95002 USA

**Trademarks** Polycom®, the Polycom logo and the names and marks associated with Polycom products are trademarks and/or service marks of Polycom, Inc. and are registered and/or common law marks in the United States and various other countries.



All other trademarks are property of their respective owners. No portion hereof may be reproduced or transmitted in any form or by any means, for any purpose other than the recipient's personal use, without the express written permission of Polycom.

**Disclaimer** While Polycom uses reasonable efforts to include accurate and up-to-date information in this document, Polycom makes no warranties or representations as to its accuracy. Polycom assumes no liability or responsibility for any typographical or other errors or omissions in the content of this document.

**Limitation of Liability** Polycom and/or its respective suppliers make no representations about the suitability of the information contained in this document for any purpose. Information is provided "as is" without warranty of any kind and is subject to change without notice. The entire risk arising out of its use remains with the recipient. In no event shall Polycom and/or its respective suppliers be liable for any direct, consequential, incidental, special, punitive or other damages whatsoever (including without limitation, damages for loss of business profits, business interruption, or loss of business information), even if Polycom has been advised of the possibility of such damages.

**End User License Agreement** BY USING THIS PRODUCT, YOU ARE AGREEING TO THE TERMS OF THE END USER LICENSE AGREEMENT (EULA) . IF YOU DO NOT AGREE TO THE TERMS OF THE EULA, DO NOT USE THE PRODUCT, AND YOU MAY RETURN IT IN THE ORIGINAL PACKAGING TO THE SELLER FROM WHOM YOU PURCHASED THE PRODUCT.

**Patent Information** The accompanying product may be protected by one or more U.S. and foreign patents and/or pending patent applications held by Polycom, Inc.

**Open Source Software Used in this Product** This product may contain open source software. You may receive the open source software from Polycom up to three (3) years after the distribution date of the applicable product or software at a charge not greater than the cost to Polycom of shipping or distributing the software to you. To receive software information, as well as the open source software code used in this product, contact Polycom by email at [OpenSourceVideo@polycom.com](mailto:OpenSourceVideo@polycom.com) (for video products) or [OpenSourceVoice@polycom.com](mailto:OpenSourceVoice@polycom.com) (for voice products).

**Customer Feedback** We are striving to improve our documentation quality and we appreciate your feedback. Email your opinions and comments to [DocumentationFeedback@polycom.com](mailto:DocumentationFeedback@polycom.com).

**Polycom Support** Visit the [Polycom Support Center](#) for End User License Agreements, software downloads, product documents, product licenses, troubleshooting tips, service requests, and more.

# Contents

---

<b>Polycom® RealPresence® Mobile Modes of Operation.....</b>	<b>3</b>
<b>Getting Started with RealPresence Mobile.....</b>	<b>4</b>
Get Started with RealPresence Mobile in Standalone Mode.....	4
Get Started with RealPresence Mobile in Managed Mode.....	5
Get Started with RealPresence Mobile in Cloud Service Mode.....	5
Sign Out from the Provisioning Server.....	5
Check Your Connection Status.....	5
Connection Status Information.....	6
<b>Configuring Application Settings.....</b>	<b>7</b>
Enable or Disable SDP Size Adjustment.....	7
Configure Profile Information.....	7
Configure Profile Photo.....	8
Virtual Business Card.....	8
Set Virtual Business Card.....	8
Configure Display Name.....	9
Keep Alive in Sleep Mode.....	9
Show Status Notification.....	9
Start RealPresence Mobile Automatically When Your System Powers up.....	9
Answer Incoming Calls Automatically.....	10
Configure Call Rate.....	10
Configure H.323 Settings (Standalone Mode Only).....	10
Configure SIP Settings (Standalone Mode Only).....	11
Enable Polycom® NoiseBlock™ .....	11
Portrait Mode in a Call.....	12
<b>Provisioning with a BroadSoft Device Management Server.....</b>	<b>13</b>
Set Up BroadSoft Device Management Server to Provision RealPresence Mobile.....	13
<b>Call Management.....</b>	<b>15</b>
Call by Entering a Number.....	15
Call from the Corporate Directory.....	16
Call from Local Address Book.....	16
Answer a Call.....	16
Reject an Incoming Call.....	17

End a Call.....	17
Control Meeting Using the In-call Toolbar.....	17
View Network Call Statistics.....	17
Switch Between Local and Far-End Video.....	17
Switch Between Front and Rear Camera.....	17
Pause or Start Your Video.....	18
Mute or Unmute Your Microphone.....	18
Adjust Your Speaker Volume.....	18
Call Icons.....	18
View Recent Calls.....	19
Call from Recent Calls List.....	19
Clear Recent Calls List.....	19
<b>Managing Contacts.....</b>	<b>20</b>
Add Contact to Local Address Book.....	20
Contact Information.....	20
Add Contacts from the Corporate Directory to Your Local Address Book.....	21
Edit a Contact in Your Local Address Book.....	21
Search for a Contact.....	22
Delete a Contact.....	22
<b>Sharing Content.....</b>	<b>23</b>
<b>Troubleshooting.....</b>	<b>24</b>
Force the RealPresence Mobile Application to Close.....	24
Poor Video Quality.....	24
Video Unavailable.....	24
Noisy Far-End Audio.....	25
Cannot See Far-End Content.....	25
Unable to Place a Call.....	25
Cannot Sign into the Provisioning Server.....	25
Registration Problem.....	25
Extended Login When Auto Network Switching Is Enabled.....	26
<b>Encryption Information.....</b>	<b>27</b>

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

---

Polycom<sup>®</sup> RealPresence<sup>®</sup> Mobile application has three modes of operation:

- In standalone mode, 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 .
- In managed mode, registers with a Polycom provisioning server like a RealPresence Resource Manager system. The Polycom provisioning server configures automatically. It also provides access to a centralized directory server. In managed mode, the Polycom provisioning server manages licensing of , so you do not need to purchase an individual license.
- In Cloud service mode, a Service Provider system configures 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](#)
- [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 **Sign In** when using RealPresence Mobile in managed mode.
- Select **RealPresence Cloud** when you are in a Cloud service environment.

## Related Links

[Extended Login When Auto Network Switching Is Enabled](#) on page 26

[Registration Problem](#) on page 25

[Cannot Sign into the Provisioning Server](#) on page 25

## 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, 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 . 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 **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.

**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

---

## Topics:

- [Enable or Disable SDP Size Adjustment](#)
- [Configure Profile Information](#)
- [Configure Profile Photo](#)
- [Virtual Business Card](#)
- [Configure Display Name](#)
- [Keep Alive in Sleep Mode](#)
- [Show Status Notification](#)
- [Start RealPresence Mobile Automatically When Your System Powers up](#)
- [Answer Incoming Calls Automatically](#)
- [Configure Call Rate](#)
- [Configure H.323 Settings \(Standalone Mode Only\)](#)
- [Configure SIP Settings \(Standalone Mode Only\)](#)
- [Enable Polycom NoiseBlock](#)
- [Portrait Mode in a Call](#)

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 **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 **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

## Configure Display Name

You can configure your name to display to the far end when they receive your calls.

However, in managed mode, your login name is displayed to the far end, not your display name.

### Procedure

1. Select .
2. Go to **Settings > General Settings > Display Name** and enter a name.

## Keep Alive in Sleep Mode

The feature enables the system to detect incoming calls while asleep.

---

**Note:** Keeping this application alive in sleep mode increases battery consumption.

---

### Procedure

1. Select .
2. Select **Settings > General Settings > Keep Alive in Sleep Mode**.

## Show Status Notification

You can specify whether to show network status on the lower-right corner of your screen.

### Procedure

1. Select .
2. Select **Settings > General Settings > Show Status Notification**.

### Related Links

[Registration Problem](#) on page 25

## Start RealPresence Mobile Automatically When Your System Powers up

You can choose to start RealPresence Mobile automatically when you start your device.

### Procedure

1. Select .
2. Select **Settings > General Settings > Auto Start**.

## 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 **Settings > General Settings > Auto-answer incoming calls**.
3. To enable the system to answer calls without turning on the microphone, select **Mute audio for auto-answered calls**.
4. To enable the system to answer calls without turning on the camera, select **Mute video for auto-answered calls**.

## 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 **Settings > Network Settings > WLAN Call Rate** and select an option.
  - To select the call rate to use for calls on a 3G or 4G network, select **Settings > Network Settings > 3G/4G Call Rate** and select an option.

### Related Links

[Poor Video Quality](#) on page 24

## 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 **Settings > H.323 Settings > Enable H.323 Calls**.
3. To register your system to a gatekeeper, select **Gatekeeper Registration** and configure the gatekeeper:
  - **Select Gatekeeper** 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 **Settings > 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.
  - **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 **Settings > General Settings > NoiseBlock**.

## Portrait Mode in a Call

When you rotate your tablets 90 or 180 degrees during a call, RealPresence Mobile will adjust the video accordingly and also send the adjusted content to far-end systems.

This feature is available when you enable auto rotation on your device.

---

**Note:** If the far end displays the video in landscape mode, then only the center portion of the portrait mode display will be visible to the far end. For example, RealPresence Mobile will cut off the top and bottom portions to ensure that the video can be properly displayed in landscape mode.

---

# 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:

- [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](#)

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.

---

## 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 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.

## 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 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

Icons	Description
	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, tap and hold on the desired entry, and then select **Delete**.

# Managing Contacts

---

## 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 .
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 .

## 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.

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 .
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 number, then select .

## 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 .
2. Select the contact number you want to edit.
3. Select .

4. Edit the contact information.
5. Select .

## 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 .
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 .
2. Select the contact that you want to delete.
3. Select  and then select **Yes**.

# Sharing Content

---

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

# Troubleshooting

---

## Topics:

- [Force the RealPresence Mobile Application to Close](#)
- [Poor Video Quality](#)
- [Video Unavailable](#)
- [Noisy Far-End Audio](#)
- [Cannot See Far-End Content](#)
- [Unable to Place a Call](#)
- [Cannot Sign into the Provisioning Server](#)
- [Registration Problem](#)
- [Extended Login When Auto Network Switching Is Enabled](#)

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

- » From **Settings** > **Apps**, select , and then select **Force Stop**.

## 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 10

## 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.

## 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.

## 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

[Extended Login When Auto Network Switching Is Enabled](#) on page 26

[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

[Show Status Notification](#) on page 9

[Extended Login When Auto Network Switching Is Enabled](#) on page 26

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

[Cannot Sign into the Provisioning Server](#) on page 25

## 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 25

# Encryption Information

This table lists Polycom® RealPresence® Mobile features and functionalities that are encrypted, including the protocol used and cipher suites supported.

Application	Encryption Function	Description	Protocol Used
H.323 Media Encryption	Authentication Integrity	End-to-end encryption of H.323 videoconferencing media (audio, video) between product and far-end conference peer	RTP per H.235.1/H.235.6
SIP Media Encryption	Authentication Integrity	End to end encryption of SIP videoconferencing media (audio, video) between product and far-end conference peer	SRTP per RFCs 3711, 4568, 6188
SIP Authentication	Authentication	Provides authentication of the product's SIP user agent credentials to the SIP Proxy/Registrar	Digest (RFC 2617) NTLMv2
LDAP Directory Client	Authentication Integrity Confidentiality	Allows product to retrieve enterprise directory entries from a Microsoft Active Directory-compatible server over an encrypted TLS channel	TLS 1.2, 1.1, 1.0
SIP Signaling Channel Client	Authentication Integrity Confidentiality	Allows product to register to a SIP registrar/proxy server to access videoconferencing call services over an encrypted TLS channel	TLS 1.2,1.1,1.0
RPRM Management Client	Authentication Integrity Confidentiality	Allows product to register with the Polycom RealPresence Resource Manager management server to obtain product provisioning and monitoring services over an encrypted TLS channel	TLS 1.0, 1.1, 1.2
XMPP Client	Authentication Integrity Confidentiality	Allows product to post its current presence state to a configured XMPP server and obtain presence information for other users/devices from the XMPP server, using an encrypted TLS channel  Note: XMPP chat service is not supported by the product.	TLS 1.0,1.1,1.2