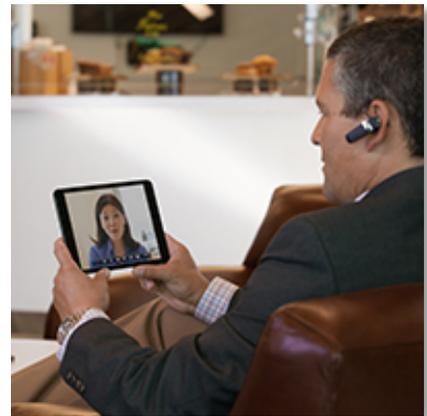# Polycom® RealPresence® Mobile v3.1

Frequently Asked Questions

Purpose

This document describes Polycom® RealPresence® Mobile v3.1 features and answers many common product questions. In addition, we will cover the common benefits of registering the RealPresence Mobile with the Polycom RealPresence Resource Manager for professional features, provisioning, licensing and management.

Value and benefit

Polycom RealPresence Mobile is a software app designed to enable video calling between mobile devices and other standards-based, video-enabled environments. Beyond simple video conferencing, when powered by the Polycom® RealPresence® Platform, mobile users are able to search corporate directories, share content, traverse secure firewalls, use multipoint calling, recording and streaming while maintaining encrypted connections, in a reliable and resilient manner.

What's new in version 3.1?

RealPresence Mobile version 3.1 adds new device support, portrait mode call display (Android), expands Polycom SmartPairing™ functionality, and adds Whiteboard and Content annotation (iPad).

Value-Add with RealPresence Platform

Release Highlights
- **New Android device support**
- **Portrait mode calling**
- **SmartPairing Enhancements**
  - **Content send**
  - **Whiteboard**
  - **Annotation**

Polycom RealPresence Mobile allows customers to start with any sized deployment and grow to thousands of users based on business needs. Because the app runs as an independent video client or a fully managed application it can be deployed starting with just a few individual users and grow up to 50,000 managed devices. The simple mobile app can be downloaded, installed and running within minutes providing end users with nearly instant visual connectivity with other mobile users, desktops, typical conference rooms and immersive telepresence environments.

While running in the independent or "basic mode" the app presents the end user with an easy-to-use, fully functional and standards-based H.323/SIP software client.

When registering the RealPresence Mobile to the Polycom Converged Management Application or the RealPresence Resource Manager, both the IT admin and end user quickly realize the added benefits of full app management, "Professional Mode". As with any standard business app, IT managers require certain

levels of app control. RealPresence Mobile can be provisioned, managed and monitored by the management application and offers the IT admin a single interface that can be accessed from anywhere.

Thus, by registering the RealPresence Mobile application to a licensed CMA Server or RealPresence Resource Manager, a key component of the RealPresence Platform, advanced features including; Content transmit, Whiteboard, annotation, FECC, Microsoft Active Directory Services, client provisioning, firewall traversal, and dial-plan connectivity to desktop and immersive video room systems are enabled.

Specifically, the platform provides:

Polycom RealPresence Resource Manager and CMA4000/5000 – RealPresence Resource Manager/CMA Series (the Video Resource Management component of the RealPresence Platform) provisions and manages RealPresence Mobile. Please note that each device registered to the CMA/RealPresence Resource Manager occupies a license.

RMX 4000 – RMX (the Universal Video Collaboration component of the RealPresence Platform) provides the additional multipoint calling capability required for the increased number of users with multiple devices.

DMA 7000 – DMA (the Virtualization component of the RealPresence Platform) provides a fully redundant call-signaling platform that supports both H.323 and SIP call signaling as well as gateway services to bridge the two platforms.

RealPresence Access Director and VBP Series ST - (the Universal Access and Security component of the RealPresence Platform) gives remote users secure access into the corporate video network even when the remote user is configured with a NAT or is behind a firewall. The RealPresence Access Director supports both H.323 and SIP in very high scale.

Further Differences between the Stand-Alone and Managed Mode operation: When the RealPresence Resource Manager or CMA Series manages RealPresence Mobile, users are part of a video ecosystem that promotes ease-of-use and calling devices such as other desktops, mobile, video conferencing systems, and immersive rooms. Users dial by extension, IP address, SIP URI (*john.doe@specific_company.com*)

Release-Specific FAQ's

Q: What are the newly supported devices for the Android OS?
A: Samsung Galaxy Tab 10.1" LTE SC-01D tablet, Samsung Galaxy Note II GT-N7100 smartphone, HTC One 801e smartphone. A complete list of supported devices can be found on the product data sheets found on *www.polycom.com* (link below).

Q: Will other devices not listed on the data sheet work with RealPresence Mobile?
A: Many unlisted devices will work with the app. Polycom cannot guarantee full operation due to the high number of devices and the rapid frequency that they are brought to market.

Q: Does Polycom plan to make RealPresence Mobile work with Microsoft Surface Tablets?
A: Polycom Product Management is continually monitoring the mobile device market for the opportunity to support new devices and operating systems. At this time the Microsoft Surface Tablet has not reached a level in which, we are able to support.

Q: How will the portrait mode work on the Android devices?
A: In a call the user may rotate the device to a portrait (vertical) orientation. The video windows will adjust their aspect ratio so the call participants are centered within the available screen. Each device rotation will result in adjustment of the video to best fit the screen size/orientation.

Q: Is there a plan to support iOS devices (iPad/iPhone) running in portrait mode?
A: Polycom is continually developing new capabilities for its offerings. At this time we do not have a committed date to release portrait mode support but please check back with the product support page.

Q: What is Polycom SmartPairing?
A: Polycom SmartPairing is a patent-pending technology that connects tablets and PC's (see RealPresence Desktop v3.1 FAQ) to room systems through ultrasonic sound. Once enabled on both the room system and the tablet/PC the room system transmits a sound that only the tablet/PC can hear through the monitor speakers or room sound system.

Q: Why would I want to use the SmartPairing function?
A: SmartPairing can be used to control the room system much like a simple remote control. Users can sit in the comfort of their chair and operate the basic functions like searching the directory, placing calls, muting the system and more. Now, iPad users have the added ability to send a whiteboard/blackboard to the room system and even annotate supported file types stored on the device or in a Dropbox® account.

Q: What if the room system is shut off? Is there a way to wake the room system from the tablet?
A: If the room system is off or the sound is near zero the ultrasonic sound will not reach the tablet/PC and the function will not work. This operation is much like if you are out of range of a WiFi signal. The signal must be strong enough to reach the tablet/PC in order to connect.

Q: What is required to enable SmartPairing?
A: You must first turn on the feature in the tablet. Select the "gear" icon in the lower right corner of the app, and then enable "Polycom SmartPairing" in the menu section. On the HDX room system, the administrator must enable the feature though Telnet. On the RealPresence Group system the admin must enable the feature in the web admin user interface. For more information on enabling the feature please consult with the HDX Series or RealPresence Group Series Administration Guides *(Helpful links found below)*.

Q: What's the difference between the manual and automatic paring modes?
A: Manual pairing requires the device user to enter the room system IP address during the initial connection. All subsequent connections can be completed through a speed-dial-like list of connected systems. Automatic pairing allows the tablet to 'listen' for the ultrasonic sound and prompt the user to connect – much like when users enter a WiFi zone.

Q: Is the connection between the tablet and the room system secure?
A: Yes, the wireless connection restricted to work only within the room so it is safe and secure. Once, the tablet leaves the room and can no longer 'hear' the room systems ultra-sonic sound the connection is terminated.

Q: Is there any sort of password authentication?
A: Yes, if the room system has a password configured then the tablet will be prompted to enter that password before control is authorized.

Q: How does the whiteboard/blackboard work on the iPad?
A: The whiteboard/blackboard captures finger strokes on the tablet and sends them to as a standards-based Content stream to the room system when paired or to call participants when in a video call. The screens can be captured on the app as "photos" by pressing the home key and the power button at the same time.

Q: Can I annotate over other types of Content?

A: Yes, the annotation feature will allow users to mark on top of any file format e.g. Microsoft®
documents, pictures and more.

Generic Use FAQ's

Q: How does RealPresence Mobile work?
A: The app is a software video client capable of placing video calls to other standards-based H.323/SIP
based endpoints and clients such as the Polycom RealPresence Room Series, RealPresence Desktop for
Windows, HDX Series and CMA Desktop. The application functions in a Basic mode and Professional
modes.

Q: What is the difference between "Basic" and "Professional" mode?
A: The purpose of Basic Mode is to allow users to experience video conferencing from their tablet or
smartphone, primarily on a WiFi connection to other mobile users or room systems. Professional Mode
provides additional functionality such as encrypted media, user authentication, Microsoft® Directory
Services, Content transmit and other great features. The Professional Mode is automatically enabled
when the RealPresence Resource Manager provisions the app. For more information please consult your
IT administrator.

Q: How can I use Basic Mode to test the app.?
A: While on the same wireless network you may dial the IP address of virtually any standards-based end
point such as Polycom HDX Series. An example of the IP address would look like "192.168.1.101" or
user@host.com.

Q: How is 'Professional' mode used?
A: Professional mode is automatically enabled when the application is connected to the RealPresence
Platform. The RealPresence Platform enables secure client access, application provisioning, standards-
based content sharing, AES media encryption, firewall traversal, multipoint, recording and streaming, and
far end (remote) camera control.

**Q: Is there a different app that is downloaded when using RealPresence Mobile in Professional
Mode vs. Basic Mode?**
A: No, Professional Mode is automatically activated when RealPresence Mobile is connected to the
Polycom CMA or RealPresence Resource Manager.

Basic Mode			
Feature	iPad	iPhone	Supported Android tablets and smartphones
SmartPairing	✓	✗	✓ (all listed supported tablets)
H.323 GK Registration	✓	✓	✓
SIP Registration	✓	✓	✓
H.323 Dialing	✓	✓	✓
SIP Dialing	✓	✓	✓

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H.460 Firewall Traversal	✓	✓	✓
SVC Support	✓	✓	✓

Professional Mode			
Feature	iPad	iPhone	Supported Android tablets and smartphones
Far End Camera Control	✓	✗	✗
Active Directory Services	✓	✓	✓
Provisioning	✓	✓	✓
E.164 Dialing	✓	✓	✓
H.239/BFCP Content Receive	✓	✓	✓
H.239/BFCP Content Send	✓	✗	✓
User Authentication	✓	✓	✓
Encryption (SIP and H.323)	✓	✓	✓
H.239/BFCP Content Send using PDF, JPEG, PNG, HTML, PPT, DOC, XLS. (iPad only)	✓	✗	✗

NOTE: Connection with the RealPresence Resource Manager is the minimum requirement to enable Professional Mode operation. For a more inclusive review of features please review the product release notes found on the Polycom Support Page.

Q: What is the support model for the app?
A: When connected to the Polycom CMA or RealPresence Resource Manager the RealPresence Mobile occupies a seat license as with any other endpoint. This seat license authorizes customers for support under their agreement. If users are not connected to the management platform then they are entitled to unlimited support on the Community Support Forum.

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Helpful links

Product Support Page -
http://support.polycom.com/PolycomService/support/us/support/video/index.html

- RealPresence Desktop software and guides

- RealPresence Mobile Android software and guides

- RealPresence Mobile iOS guides

- RealPresence Resource Manager (SmartPairing setup)

- RealPresence Group Series (SmartPairing setup)

- HDX Series (SmartPairing setup)

Product Data Sheet

http://www.polycom.com/products-services/hd-telepresence-video-conferencing/realpresence-mobile.html

Polycom User Forum

http://community.polycom.com/polycom/?category.id=Support_Community

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