

## Polycom RealPresence Mobile v2.3

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# Customer Frequently Asked Questions

### **Purpose.**

This document describes Polycom RealPresence Mobile v2.3 features and answers many common product questions.

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 2.3?**

RealPresence Mobile version 2.3 introduces CloudAXIS interoperability. Organizations that have the RealPresence Platform including CloudAXIS Suite are able to host video sessions through universal access bringing together Skype, Facebook, Google Talk and standards-based mobile, desktop, room and immersive theaters. The experience gets even better when using RealPresence Mobile. Mobile users can now receive a meeting invite, touch the hyperlink and enter the hosted call within seconds. If the participant has not installed RealPresence Mobile they will automatically be invited to do so through simple on-screen instructions. As an added benefit the RealPresence Mobile will be enabled with Professional features during the hosted CloudAXIS session.

#### Release Highlights

- CloudAXIS Interoperability
  - Enter hosted calls with a simple touch
  - Runs in professional mode for those unmanaged users
  - Supports Professional features during the hosted CloudAXIS session

### **How will these new capabilities benefit me?**

Any organization that has installed the RealPresence Platform including the CloudAXIS Suite can add value to their B2B and B2C communications by offering the quality of experience only found on RealPresence Mobile. There are no additional license fees for RealPresence Mobile beyond the registration to the RealPresence Platform.

### **How is RealPresence Mobile different from RealPresence CloudAXIS?**

RealPresence CloudAXIS is a browser-based video collaboration app that is specifically built for the B2B and B2C customer. The web session hosts consumer and standards-based video endpoints using MCU resources only. The RealPresence Mobile operates in pt-to-pt or multipoint calls to other standards-based video endpoints and bridges.

### **How would a RealPresence Mobile app user enter a CloudAXIS hosted call?**

The user can enter a call by selecting a hyperlink invite. The link can be received within an email or through instant message. Once in the call the RealPresence Mobile app can share audio, video and content with the other participants.

**Can RealPresence Mobile host a CloudAXIS session?**

Not at this time.

**Does the solution support mobile browsers, for instance using Skype on a tablet running Safari?**

Mobile support for iOS and Android will be supported at GA through RealPresence Mobile. Users can get URL on Skype, GTalk, etc., or click on a URL sent via email. Clicking on the URL takes the user to the RealPresence CloudAXIS web portal, which allows the user to launch RealPresence Mobile if installed.

**Are there limitations to using RealPresence Mobile in the CloudAXIS hosted session? If so what are they?**

RealPresence Mobile does not support XMPP presence at this time and so the mobile app would not be included in the CloudAXIS directory. During the session the RealPresence Mobile app is enabled with all professional features but Far End Camera Control.

**Are there limitations to the types of mobile devices I can use in the call?**

RealPresence Mobile supports call participation from all supported devices.

**Are there additional license fees to add a RealPresence Mobile user to the CloudAXIS hosted call?**

No. The RealPresence Mobile app will run with no additional cost to the end user. The cost is only associated to the CloudAXIS host account.

**Where can I find out more about CloudAXIS?**

The most up-to-date material can be found on the [Polycom.com](http://Polycom.com) pages.

**Recent update - v2.2**

RealPresence Mobile has been delivering great new functions, device support and scale since Oct 2011. With version 2.2 our award-winning app makes dramatic step towards feature parity between the leading mobile operating systems. Android users can now enjoy conference room control right from their personal tablet with industry-first, Polycom SmartPairing™. Users of Android-powered devices are now empowered with new quality upgrades with SVC video coding technologies. Tablet users can now send Content to all meeting participants. Polycom enables even more support for the BYOD environment with support for the new iPhone 5 and iPad mini. Now, more than ever organizations are free to let users bring their device of choice into the workplace with minimal impact to the network operations.

**How will these new capabilities benefit me?**

Customers can immediately utilize the **FREE** SmartPairing™ wireless control of the HDX and RealPresence Group Series right from their Android-powered tablet while running in the Basic *OR* Professional modes. Larger organizations that have plans to move into mixed **NEW** SVC/AVC calling can seamlessly transition at their own pace with new MCU software on the RealPresence Universal Video Collaboration suite. Companies of any size can now begin to leverage the same consistent user interface from mobile to desktop to room systems for ease-of-use; minimize training requirements and IT resource drain. Medium to large organizations now have even greater control on mobile device access and pre-configuration through RealPresence Resource Manger.

**What is Polycom SmartPairing™?**

Polycom SmartPairing™ allows the tablet user to control the room system much like a remote control does today. Users are able to place calls, change volume, mute microphones, send DTMF tones, end calls and even transfer active mobile calls from their tablet to the room system with a simple gesture. This **NEW, FREE** feature is available when running in the Basic or Professional Modes.



### How does SmartPairing™ work?

SmartPairing™ is an industry-first technology that links the tablet to the room system through ultrasonic sound waves. This connection allows the two devices to ‘speak’ with each other passing commands for room system control.

**Manual Mode** - In the manual mode the tablet user will enter the IP address of the system they would like to control. Once connected, the user can control the system from the comfort of their chair. Each time the user would like to connect to a particular system they simply touch the SmartPairing icon on their tablet and they will be shown the system name of all previously connected rooms. If the system has a security password set then it will prompt the user to enter that password.

**Automatic Mode** - In automatic mode the tablet will automatically prompt the user with an on-screen invite to connect each time the device is within the physical room. This invite is much like a normal WiFi signal notice found on any wireless device.

### How does the tablet transfer the call to the HDX or RealPresence Group Series using SmartPairing™?

When in the same room as the HDX or RealPresence Group (manual or automatically paired) the user may transfer an active call from the tablet to the room system. The user will see a small blue icon onscreen. By touching the icon and dragging it to the top of the screen the active call on the tablet will provide a choice of systems previously paired to move the call.

### What are the requirements for the conference room systems to be able to use SmartPairing™?

Polycom HDX series must be at version 3.1.1 and above. RealPresence Group System must be at version 4.0.2 and above.

### Is there a cost on the app to support SmartPairing™?

No. The function is free when running in Basic or Professional modes. Room system software updates to support enhanced versions of SmartPairing™ may have chargeable upgrades.

### Where can I find out more about the SmartPairing™ feature?

SmartPairing™ details can be found in RealPresence Room System, Mobile and HDX user guides on Polycom support.

### How will SVC support on the RealPresence Mobile app help my organization?

RealPresence Platform enhancements provide breakthrough interoperability and scalability advancements including support for open, standards-based Scalable Video Coding (SVC) technology, which triples HD video capacity and includes interoperability with AVC for forward/backward compatibility.

- SVC support provides 3X HD video capacity, delivering affordable scalability that is critical when expanding for BYOD (mobility and desktop users)
- Software upgrades for RealPresence Virtualization Manager (DMA), RealPresence Resource Manager, and RealPresence Collaboration Servers (RMX) enable SVC across the platform while supporting new and upgraded devices for on the go, home and work office, and conference room environments.

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### **Are there requirements for SVC support on the RealPresence Mobile app?**

Yes, the mobile user will be able to use SVC benefits when connected into multipoint calls over the RMX 800 Series MCU.

### **Does SVC support require user intervention to turn on/off the feature?**

No. The SVC protocol is a function of the bridge and does not require any setup or technological knowledge on the part of the end user.

### **How can I send standards-based Content from the tablet during a video call?**

There are several ways to add .pdf content to your meeting. You can add .pdf material by accessing it through a web source, email, your tablet storage drive, or online storage services. While in a call users can simply touch the Content icon located on the in-call toolbar. Users can select one of many .pdf files from the storage list and the Content will be sent to all meeting participants. Users may also zoom the Content by using the pinch method for increased view-ability. For further information about sending Content you may review the application help guide found on the Polycom support page.

### **What user interface changes are being made? How will the change benefit the mobile user?**

RealPresence Mobile version 2.3 has made a dramatic step towards feature parity between iOS and Android operating systems. Polycom's strategy is to align ALL endpoint and management interfaces throughout 2013 and beyond. The alignment will allow the user and admin to move from product or environment with ease. Workers will be more productive and use video collaboration more.

### **What devices are supported in RealPresence Mobile 2.3?**

The Apple iPad 2, Apple iPad with Retina Display, Apple iPad mini, Apple iPhone 4S, Apple iPhone 5, Motorola XOOM 10.1, DROID XYBOARD by Motorola 10.1, the Samsung Galaxy 10.1, Samsung Galaxy Tab 2 7", Samsung Galaxy Tab 2 10.1", Samsung Galaxy Tab Note 10.1", HTC One S, HTC One X smartphones, Samsung Galaxy Note, SII, SIII smartphones, and Asus Transformer tab TF300. *Due to sales volume and market penetration we have removed support for the HTC Jetstream tablet. SmartPairing is not available on the Motorola XOOM or Galaxy 10.1.*

## **General Information**

### **How does RealPresence Mobile work?**

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.

### **What network types are supported?**

Calls can use WiFi, 3G, and 4G (based on device capabilities) for the network connection, and H.323 and SIP signaling for the call signaling protocols. In professional mode, RealPresence Mobile also supports multipoint calls across immersive, conference room, desktop and tablet systems, content sharing and other rich features.

### **Can the application work without a cellular service provider contract?**

Yes. You can take full advantage of the app's capabilities while your tablet or smartphone is connected in a WiFi coverage area.

### **My device has dual WiFi and 3G/4G networks – will they both be supported?**



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Yes, both networks are supported for calling. Based on the connection you may find WiFi supports a better call experience.

### **Can I use the app to call friends and family that are not on my enterprise network?**

No. The RealPresence Mobile is an enterprise communications app and is secured to the employees authorized on your company video network.

### **What is the difference between 'Basic' and 'Professional' modes?**

The RealPresence Mobile app runs in both Basic and Professional modes. The purpose of these two methods is to allow basic IP dialing and an easy transition to a feature-rich user experience for the enterprise user. The app is self-aware of connections to the RealPresence Platform and will automatically turn on all available professional features with no setup from the end user. **Please note:** Polycom SmartPairing™ can be used FREE of charge to act as a remote control for Polycom room systems

### **How is 'Basic mode' used?**

"Basic mode" allows the user to enter an IP address of the remote system they would like to call. An example address would look like "192.168.1.101" or "user@host.com"

### **Why would I use basic IP dialing?**

Most customers will use basic IP dialing as a way to test the app and to better understand how mobile video communications can benefit their organization. Basic IP Dialing can be done by simply connecting the tablet to the same network and dialing either another tablet or a standards-based room system.

### **How is 'Professional' mode used?**

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.

### **What are the features are enabled in Professional Mode?**

The 'Pro' features include:

- Active Directory
- Client provisioning
- AES encryption
- Content send (.pdf on tablets)
- Far end camera control (tablets)
- SIP Firewall Traversal
- Dial-plan inclusion

### **Is there a different app that is downloaded when using RealPresence Mobile in Professional Mode vs. Basic Mode?**

No, Professional Mode is automatically activated when RealPresence Mobile is connected to the Polycom CMA or RealPresence Resource Manager.



## FREQUENTLY ASKED QUESTIONS

### What are 'Basic' vs. 'Pro' features?

| Basic Mode               |      |        |   |
|--------------------------|------|--------|---|
| Feature                  | iPad | iPhone | Motorola XOOM, DROID XYBOARD/Samsung Galaxy Note, SII, SIII, Tab, Tab 2 /HTC One S, X, ASUS Transformer Tab |
| SmartPairing             | Yes  | No     | Yes (all listed except XOOM and Galaxy Tab)   |
| H.323 GK Registration    | Yes  | Yes    | Yes   |
| SIP Registration         | Yes  | Yes    | Yes   |
| H.323 Dialing            | Yes  | Yes    | Yes   |
| SIP Dialing              | Yes  | Yes    | Yes   |
| H.460 Firewall Traversal | Yes  | Yes    | Yes   |
| SVC Support              | Yes  | Yes    | Yes   |

NOTE: While participating in a CloudAXIS hosted call the basic mode user is enabled with the ability to send Content, a Professional feature at no charge.

| Professional Mode (enabled through RealPresence Platform) |      |        |   |
|---|------|--------|---|
| Feature   | iPad | iPhone | Motorola XOOM, DROID XYBOARD/Samsung Galaxy Note, SII, SIII, Tab, Tab 2 /HTC One S, X, ASUS Transformer Tab |
| Far End Camera Control                                    | Yes  | No     | No  |
| Active Directory Services                                 | Yes  | Yes    | Yes   |
| Provisioning  | Yes  | Yes    | Yes   |
| E.164 Dialing   | Yes  | Yes    | Yes   |
| H.239/BFCP Content Receive                                | Yes  | Yes    | Yes   |
| H.239/BFCP Content Send                                   | Yes  | No     | Yes   |
| User Authentication                                       | Yes  | Yes    | Yes   |
| Encryption (SIP and H.323)                                | Yes  | Yes    | Yes   |

## FREQUENTLY ASKED QUESTIONS

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NOTE: For greater levels of detail please review the product release notes found on [support.polycom.com](http://support.polycom.com).

### **Are there other components required to deploy and enable the professional features?**

The RealPresence Platform can be customized to fit the needs of most any customer environment. By installing various components the organization can benefit from user management, multipoint calling, centralized call signaling, and firewall traversal.

**Video Resource Manager** (CMA 4000/5000, RealPresence Resource Manager) – Polycom management software provisions and manages Polycom RealPresence Mobile for Microsoft Directory Services, call speeds, and call signaling preferences. As an option the CMA/RealPresence Resource Manager can be used as the Gatekeeper. The purpose of a Gatekeeper is to provide extension dialing like a telephone. Please note that each device registered to the CMA/RealPresence Resource Manager will occupy a license. For example: An end user that has one CMA Desktop and one RealPresence Mobile instance will consume two licenses on the CMA server. Each required mobile license is purchased for the CMA/RealPresence Resource Manager server.

**Universal Video Collaboration** (RMX Series) - RMX provides the additional multipoint calling capability required for the increased number of users with multiple devices. Now, you are no longer restricted to the conference room or office for meetings but can meet anywhere using a range of tablet devices. The exponential growth of devices on the network will drive higher use of multipoint resources.

**Virtualization Manager** (DMA 7000) – The DMA provides a fully redundant call-signaling platform that supports H.323 and SIP call signaling as well as Gateway services to bridge the two signaling types.

**Secure Access** (RealPresence Access Director, VBP Series ST/E, AcmePacket) – Polycom's standards-based, SIP/H.323 secure access for the remote worker, vendor, B2B customers and more is satisfied through several flexible traversal solutions providing secure access into the corporate video network even when the remote user is NAT's or behind a firewall.

**NEW RealPresence CloudAXIS Suite** - (the B2B and B2C component of the RealPresence Platform) is a software extension of the Polycom® RealPresence® Platform that enables universal access to enterprise-grade video collaboration to any business (B2B) or consumer (B2C) at the highest quality, interoperability, reliability, and security

### **How does the RealPresence Mobile now scale to 10,000 devices and what are the requirements?**

Polycom RealPresence Mobile will act as a simple device registration on the Polycom RealPresence Resource Manager occupying a license as with previous releases. When provisioned by the RealPresence Resource Manager the RealPresence Mobile will automatically be enabled with Professional features.

### **What is the support model for the app?**

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: <http://community.polycom.com>

### **When and where is the app available?**

Version 2.3 is a free download and available now on the [Apple App Store](#) and [Google Play Marketplace](#)





## FREQUENTLY ASKED QUESTIONS

### **Why is Polycom restricting the deployment to the Apple App Store and Google Play Marketplace?**

The iTunes App Store and Google Play Marketplace provide the best delivery method for our customers, making it extremely easy for them to find and download the app, just as they're used to doing with many other types of apps.

### **What is the difference between RealPresence Mobile app and consumer video apps?**

The Polycom RealPresence Mobile app is unique in that it is open standards-based and interoperable with over 2 million standards-based video systems currently deployed around the world. Other differentiators include a range of enterprise-class features such as standards-based far end camera control, Content sharing, centralized provisioning, management, media encryption, and firewall traversal – to name a few. Unlike consumer software options, the RealPresence Mobile securely authorizes users into the network for video communications through user authentication of network credentials.

### **Can I call Skype or similar non-enterprise-grade applications?**

When participating in a CloudAXIS hosted call you can have high-quality audio, video and content.

### **What audio, video, and content protocols does RealPresence Mobile use?**

H.264, G.722, Siren LPR, AEC, H.239 Content, BFCP Content, and Video LPR. For a complete list of supported protocols please review the product data sheet located at the following link:

Android:

[http://www.polycom.com/global/documents/products/telepresence\\_video/datasheets/mobile-for-android-datasheet.pdf](http://www.polycom.com/global/documents/products/telepresence_video/datasheets/mobile-for-android-datasheet.pdf)

iOS:

[http://www.polycom.com/global/documents/products/telepresence\\_video/datasheets/realpresence-mobile-for-ios-datasheet.pdf](http://www.polycom.com/global/documents/products/telepresence_video/datasheets/realpresence-mobile-for-ios-datasheet.pdf)

### **How can I use the app from outside the walls of my enterprise?**

The 'Professional' functions of the RealPresence Mobile allow users to call securely through their enterprise firewalls. The firewall traversal does require a Polycom RealPresence Access Director, VBP ST, AcmePacket or a VPN installed at the enterprise. Please consult your IT admin for more information.

### **Can I participate in multiparty calls? What is required?**

Yes. The Polycom RMX Series can host hundreds of individual users on various types of endpoints. Making a video call on the RMX is as easy as making a voice call. Please see your IT administrator for more information.

### **Can I participate in multiparty calls hosted on an embedded MCU?**

Yes. All supported room systems that have an embedded MCU capability can host the mobile app in the call.

### **Can the RealPresence Mobile act as a bridge to host a multipoint call?**

No, the mobile client can participate in a multiparty call but cannot host one.

### **Is there a user guide or help file I can read?**

Yes, Polycom provides Release Notes and Help files on the product support page at: <http://support.polycom.com/PolycomService/support/us/support/video/index.html>

### **How is far end camera control used?**



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Far end camera control utilizes the industry standard to remotely control a PTZ, Pan, Tilt, and Zoom-capable camera. Once in a call, the iPad or Android tablet presents the far end camera control icon on the toolbar. After the icon is selected the user is able to touch the tablet screen and pinch-to-zoom, pan and tilt with an intuitive user interface.

### **What languages are supported?**

RealPresence Mobile v2.2 for iOS supports: Traditional Chinese, Simplified Chinese, Korean, French, German, Russian, Japanese, and International Spanish. Global IT managers can now easily deploy and manage their customers regardless of their location in their local language.

