



RealPresence Mobile v3.0 - Customer FAQ

Purpose

This document describes Polycom® RealPresence® Mobile v3.0 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 3.0?

RealPresence Mobile version 3.0 introduces support for: additional Content formats, AVC/SVC enhancements, new devices, and other feature improvements.

How will these new capabilities benefit me?

Any organization that has a need to capture and share information visually from a mobile tablet will be delighted with the new Content format support. Imagine being an insurance adjuster that is responding to a claim and you need to share still images to experts in the headquarters office. The adjuster can move around the scene, capture images, get settled-in and reference images stored locally while in a video call. Consider a salesperson on a video call with a customer where they need to share a presentation stored on Dropbox.

Release Highlights

- **New Content format support**
 - **JPEG, PNG, HTML**
 - **Microsoft Office files**
 - **Word**
 - **PowerPoint**
 - **Excel**
 - **Stored locally or on Dropbox**
- **New devices from Sony, Samsung and LG**
- **H.264 AVC High Profile**

Enterprises that have deployed the full RealPresence Platform can quickly realize the benefits associated with H.264 High Profile saving approximately 50% bandwidth yet maintaining the levels of quality normally reserved for conference room environments. Organizations that have adopted SVC technologies can continue to leverage TCO savings but also give users new feature capabilities such as video window control to focus on specific content while in multi-point sessions.

New device support from leading mobile device manufacturers Sony, Samsung, and LG add to the list of more than a dozen tablets and smartphones providing solutions to the ever-growing popular BYOD trends. Any organization can leverage personal devices in the workforce giving the user preference while maintaining security of data and video.



Vertical markets such as healthcare, elderly care, judicial can benefit from features such as auto answer, auto mute. This powerful new function allows a hands free solution to environments where the user is

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unable or not permitted to interact with the screen yet still needs to see and hear a remote participant such as a doctor, nurse, attorney, judge.

Polycom RealPresence Mobile allows customers to start with any sized deployment and grow to thousands easily 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 10,000 managed users. 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, 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:

CMA4000/5000 and Polycom RealPresence Resource Manager – CMA/RealPresence Resource Manager (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 CMA Series or RealPresence Resource Manager 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 IP address, SIP URI (john.doe@specific_company.com)

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?

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 (tablets)
- Far end camera control (tablets)
- SIP Firewall Traversal
- Dial-plan inclusion

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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.

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

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

Professional Mode (enabled through RealPresence Platform)			
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: 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.

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NOTE: For greater levels of detail please review the product release notes found on support.polycom.com.

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

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: [\(Link\)](#)

iOS: [\(Link\)](#)

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?



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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: [\(Link\)](#)

How is far end camera control used?

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 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 v3.0 for iPad supports: English, 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.

