![Polycom logo]

Polycom® RealPresence® Desktop for Mac® OS X

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# Contents

RealPresence Desktop Modes of Operation

You can use RealPresence Desktop in standalone mode or managed mode.

- Standalone mode provides direct access to the configuration and settings of RealPresence Desktop. It does not require registration to a Polycom provisioning server (such as Polycom Converged Management Application™ (CMA®) 4000/5000 or Polycom RealPresence Resource Manager). Standalone mode supports registration and calling with a H.323 gatekeeper and/or a SIP server. You must purchase a license and enter licensing information manually to use this application beyond the 30-day trial period.

- Managed mode provides the benefits of centralized management including centralized management of configuration, automatic distribution of runtime licenses, and access to a centralized directory server. In managed mode, you must register to a Polycom provisioning server (a Polycom Converged Management Application (CMA) 4000/5000 or Polycom RealPresence Resource Manager). The Polycom provisioning server configures RealPresence Desktop automatically. You do not need to purchase a RealPresence Desktop license when you are using the product in managed mode (licensing is controlled from the Polycom provisioning server).
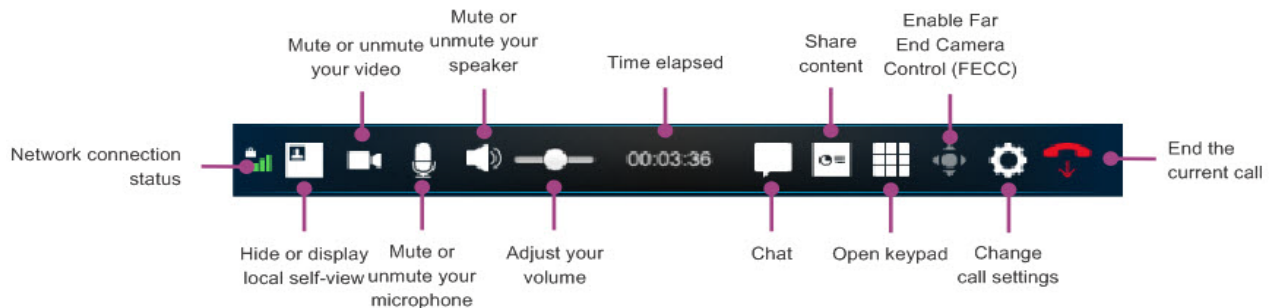
Configure RealPresence Desktop

The following figures show the RealPresence Desktop main window and in-call toolbar. See Use the In-call ToolBar for details.

RealPresence Desktop for Mac main window
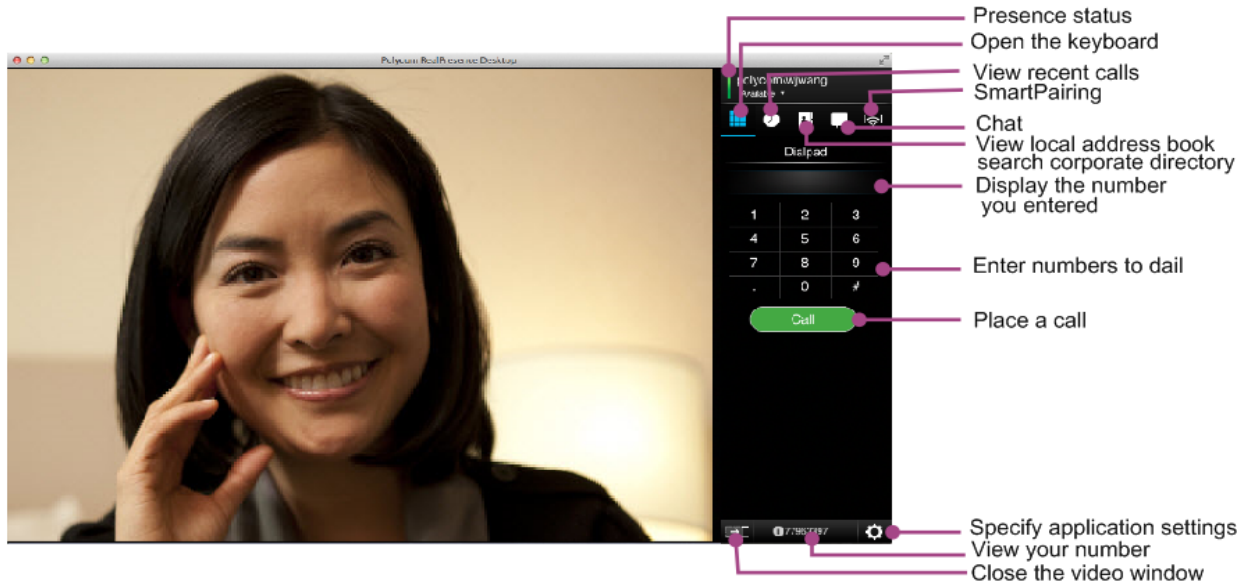
RealPresence Desktop for Mac in-call toolbar

Use Automatic Setup to Configure RealPresence Desktop

In managed mode, the Polycom provisioning server automatically configures most of the RealPresence Desktop options. You must use your company account to log into RealPresence Desktop.

To enable RealPresence Desktop to discover the provisioning server:

1   Select the **Enterprise Sign-In** page and click **Enter**.

2   Enter your e-mail address (usually your corporate e-mail address) on the **Sign In** page, and then click **Next**.

3   Enter your **User Name** and **Password**.

   If a server name does not appear in the **Server** field, the application cannot find a provisioning server. Contact your IT administrator for the information to enter into the Server field.

4   Click **Sign In**. RealPresence Desktop will discover the provisioning server automatically.

> **Note: Login tip**
> When the XMPP service stops working, if you sign into more than one RealPresence Desktop, the later RealPresence Desktop will fail to register H.323 because of a duplicate alias error.

To configure RealPresence Desktop (optional):

1   Click ⚙ **Settings** after you sign in.

2   Click **General** and then configure the following settings:

   ➢ **Display Name**   In the managed mode, displays your login name to the far end no matter what your display name is.

   ➢ **Automatically start when the system starts**   specifies whether to start RealPresence Desktop automatically when you start your computer.

   ➢ **Auto-answer incoming calls**   specifies whether to answer incoming calls automatically.

      ◆ **Audio mute auto-answered calls**   enables the system to answer calls without turning on the microphone.

      ◆ **Video mute auto-answered calls**   enables the system to answer calls without turning on the camera.

➢ **Dialing Preference** selects the preferred protocol used for making calls. When SIP is preferred, RealPresence Desktop will make SIP calls first. If the far end cannot be reached by SIP, RealPresence Desktop will change to use H.323 and vice versa.

You can add "**H.323**:" or "**SIP**:" (not case sensitive) in front of a dialing string to force RealPresence Desktop to make H.323 or SIP calls. They are not case sensitive.

If only H.323 or SIP is enabled on the server, Dialing Preference can not be set on RealPresence Desktop.

➢ Set RealPresence Desktop as the default program for the following links:

♦ Callto

♦ H.323

♦ SIP

These settings specify whether the RealPresence Desktop system should open automatically when you click these link types. Ensure the links are not used by other applications such as Lync, otherwise, restart RealPresence Desktop to register these links again to take effect.

3 Click **Call Rate** and select your preferred call speed (up to 1920 kbps). Following are the recommended call rates:

➢ For household users, select 384 kbps.

➢ For enterprise networks, choose 512 kbps.

The call rate impacts both incoming and outgoing calls. 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 lowest selectable call rate for RealPresence Desktop is 256 kbps. RealPresence Desktop can participate in 128 kbps calls, but only if the far end or the gatekeeper impose this rate.

4 On the **Call Rate** tab, chose one of the following items:

➢ **Never Use QoS** Disable QoS on RealPresence Desktop.

➢ **Let Provisioning Server Control QoS** Let RealPresence Desktop use the QoS value set on the provisioning server.

The QoS feature is to build the capability of RealPresence Desktop to mark transmitted media traffic with the appropriate QoS value, enhancing the potential of RealPresence Desktop to improve the video and audio user experience. The QoS feature is only available in managed mode.

5 To specify your audio devices, select **Device** from the menu, and then configure the following options:

➢ **Camera** Select a camera that you use for a call.

➢ **Microphone** Select a microphone that you use for a call.

➢ **Speaker** Select a speaker that you use for a call.

➢ **Enable Keyboard Noise Suppression** Select this check box to mask the keyboard and mouse noise.

➢ **USB Headset Acoustic Bubble** Polycom Acoustic Bubble™ to mask your background noise during a call.

> **Note: Microphone usage improvement**
> - Do not select **Build-in Input** in the Microphone drop-down list, otherwise people cannot hear you.
> - You can improve RealPresence Desktop audio quality by disable the Ambient noise reduction under System Preferences > Sound.

6 Click **SmartPairing** to enable or disable SmartPairing™.

   ➢ **Enable SmartPairing**   Select this check box to enable SmartPairing.

   ➢ **Auto Detection**   If **Auto Detection** is turned on, IP addresses of nearby Polycom HDX or RealPresence Group Series system that have been detected will be listed.

7 Click **Test Features** to configure the automatic face brightness adjustment feature. After you enable this feature, RealPresence Desktop automatically adjusts video brightness by detecting the lighting of your face.

> **Note: Video overexposure**
> In some light environments, your RealPresence Desktop video may be overexposed when you turn on this feature.

8 Enable or disable the Session Description Protocol (SDP) size adjustment feature. Enable this feature to shorten SDP size and avoid call failure caused by SDP size limitation for some users. Enter `#001#` from the Dialpad to enable or disable this feature.

> **Note: Content sharing, FECC, H.264 high profile, RFC 2833 for DTMF, and SVC cannot be used**
> When you enable this feature, content sharing, FECC, H.264 high profile, RFC 2833 for DTMF, and SVC cannot be used.

9 Click **OK** to save the settings.

Set up RealPresence Desktop Manually

In standalone mode, you need to import a license to activate RealPresence Desktop and configure the application manually. When you purchase RealPresence Desktop from an authorized reseller of Polycom, you will receive either a physical or electronic document. On the document, you will see a license number and directions for authorizing the license through Polycom Support web page. Following the authorization directions, you will be authorized to use RealPresence Desktop for as long as the service and support are in effect. RealPresence Desktop will operate identically to the way if it were provisioned with a CMA or RealPresence Resource Manager. However, in standalone mode, RealPresence Desktop does not provide provisioning, monitoring, or Active Directory Services. You may need to contact your IT administrator for the information during the setup procedure.

To configure RealPresence Desktop manually:

1 After you launch RealPresence Desktop, click **Enter** to sign on as an **Individual Account**.

2 Choose one of the following:

   ➢ Click **Trial** to use the RealPresence Desktop application as a trial,**.**

   ➢ Click **Activate** to activate the application. Then import your license, or enter your license and activation key.

3   Click ⚙ .

4   Click **General** and configure the following settings:

> ➤ **Display Name**   Enter the name to display to the far end during a call.

> ➤ **Automatically start when the system starts**   Starts RealPresence Desktop automatically when you start your computer.

> ➤ **Auto-answer incoming calls**   Answers incoming calls automatically.

>> ◆ **Audio mute auto-answered calls**   Answers calls without turning on the microphone.

>> ◆ **Video mute auto-answered calls**   Answers calls without turning on the camera.

> ➤ **Dialing Preference**   Select the preferred protocol used for making calls. When SIP is preferred, RealPresence Desktop will make SIP calls first. If the far end cannot be reached by SIP, RealPresence Desktop will change to use H.323 and vice versa.

>   You can add "**H.323**:" or "**SIP**:" in front of a dialing string to force RealPresence Desktop to make H.323 or SIP calls. They are not case sensitive.

>   If only H.323 or SIP is enabled on the server, Dialing Preference can not be set on RealPresence Desktop.

> ➤ Set RealPresence Desktop as the default program for the following links:

>> ◆ Callto

>> ◆ H.323

>> ◆ SIP

These settings specify whether the RealPresence Desktop system should open automatically when you click these link types. Ensure the links are not used by other applications such as Lync, otherwise, restart RealPresence Desktop to register these links again to take effect.

5   Click **Call Rate** and select your preferred call speed (up to 1920 kbps).

> ➤ For household users, select **384 kbps**.

> ➤ For enterprise network, choose **512 kbps**.

The call rate impacts both incoming and outgoing calls and 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.

6   If desired, enable H.323. Click **H.323** to configure the following options.

> ➤ **Enable H.323 Calls**   Enables or disables H.323 calls.

> ➤ **Gatekeeper Registration**   Enables or disables registering your system with a gatekeeper.

> ➤ **Gatekeeper Address**   Enter the IP address or FQDN of the gatekeeper.

> ➤ **H.323 Alias**   Enter the name to display to the far site during calls.

> ➤ **H.323 Extension**   Enter the name that gatekeepers use to identify this system. Your organization's dialing plan may define the names you can use for enterprise net.

7   If desired, enable SIP. Click **SIP** to configure the following options:

> ➤ **Enable SIP Calls**   Displays the configuration settings for SIP calls.

> ➤ **SIP Registration**   Enables or disables registering your system with a SIP server.

> ➤ **SIP Proxy Server**   Enter the IP address or FQDN of the SIP proxy server.

> ➤ **SIP 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 password for authentication with a registrar server.

> **Transport Protocol** Choose the protocol that the system uses for SIP signaling:

- ♦ TCP   Reliable transport
- ♦ UDP   Best-effort transport
- ♦ TLS   Encrypted transport

8 To specify your audio devices, select **Device** from the menu, and then configure the following options:

> **Camera**   Select a camera that you use during a call.

> **Microphone**   Select a microphone that you use during a call.

> **Speaker**   Select a speaker that you use during a call.

> **Enable Keyboard Noise Suppression**   Select this check box to mask the keyboard and mouse noise.

> **USB Headset Acoustic Bubble**   Polycom Acoustic Bubble™ to mask your background noise during a call.

Note: Microphone usage improvement
- Do not select **Build-in Input** in the Microphone drop-down list, otherwise people cannot hear you.
- You can improve RealPresence Desktop audio quality by disable the Ambient noise reduction under System Preferences > Sound.

9 Click **Network** to configure NAT.

> **Media Ports**   Specify the media transmission range to allocate to UDP ports. You can specify only the starting port. The valid value is from 0 to 65515; the end ports are populated automatically. Click the **Reset** button to set the ports to the default values, which are 3230 and 3250.

Note: Media port for SIP and H.323 calls
When you set the media port or H.323 TCP port in the range of 1- 1024, RealPresence Desktop cannot work normally for SIP and H.323 calls.

> **H.323 TCP Ports**   Specify the H.245 signal traffic range to allocate to TCP ports. You can specify only the starting port. The valid value is from 0 to 65515; the end ports are populated automatically. Click the **Reset** button to set the ports to the default values, which are 3230 and 3250.

> **Use NAT**   After you enable the NAT option, you must specify a public NAT address by doing one of the following:

- ♦ **Auto detect public (WAN) address**   Select this check box to enable RealPresence Desktop to detect a public address automatically.

- ♦ **Manually input public (WAN) address**   If you choose this option, you must type a public address in this field.

10 Click **SmartPairing** to enable or disable SmartPairing.

> **Enable SmartPairing**   Select this check box to enable SmartPairing.

> ➢ **Auto Detection**   If **Auto Detection** is turned on, IP addresses of nearby Polycom HDX or RealPresence Group Series systems that have been detected will be listed.

11 Click **Test Features** to configure the automatic face brightness adjustment feature. After you enable this feature, RealPresence Desktop automatically adjusts video brightness by detecting the lighting of your face.

> **Note: Video overexposure**
>
> In some light environments, your RealPresence Desktop video may be overexposed when you turn on this feature.

12 Enable or disable the SDP size adjustment feature. Enable this feature to shorten SDP size and avoid call failure caused by SDP size limitation for some users. Enter `#001#` from the Dialpad to enable or disable this feature.

> **Note: Content sharing, FECC, H.264 high profile, RFC 2833 for DTMF, and SVC cannot be used**
>
> When you enable this feature, content sharing, FECC, H.264 high profile, RFC 2833 for DTMF, and SVC cannot be used.

13 Click **OK** to save the settings.

Manage Calls

You can simply use the RealPresence Desktop application to make, answer, reject, or end calls.

> **Note: Intermittent voice in a call**
>
> When two people talk at the same time from different far ends in a meeting, their voices are intermittent.

To place a call by entering a number:

1 On the dialpad or your keyboard, enter the phone number.

You can use any of the following formats:

> ➢ 2555: SIP user name, E.164 extension for H.323
> ➢ stereo.polycom.com: FQDN name
> ➢ *user@domain.com*: *SIP_username@domain.com*
> ➢ 10.11.12.13##1234:signaling IP##conference ID for H.323
> ➢ 1234@10.11.12.13: *SIP user name@IP address*
> ➢ 10.11.12.13: IP address

2 Click **Call** to start the call.

To place a call from the corporate directory:

1 Click 　.
2 Enter the name or part of the name that you want to call, and then press **Enter**.
3 Click the contact name from the search list. The devices belonging to this contact will be listed. You can select to call any of the devices.

To answer a call

  » Click **Answer**.

Call a SIP User Directly

When the far end is registered with SIP only and the devices of the far end have the same SIP URI, you will see the **Call User** button when browsing the contact list or contact search list, as shown next. When you click the **Call User** button, all the devices with the same SIP URI will ring. To choose a SIP device to answer, you must set each SIP device to answer manually; otherwise, the first device in the URI list that is set to auto answer will answer the call each time.

When the far end is registered with SIP only, but all the devices on the far end have different SIP URIs, you will see the **Call User** button. After you click the **Call User** button, you can select from the list of devices to place your call.
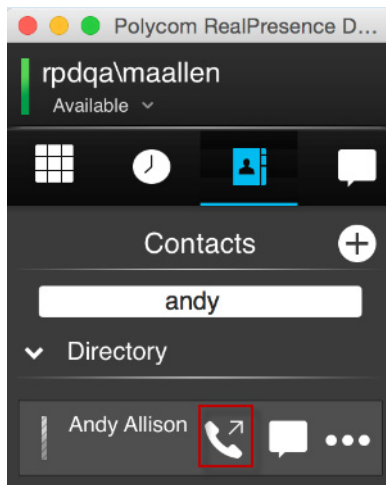
Use the In-call ToolBar

During a call, you will see the in-call toolbar on the bottom of the screen. See figure "RealPresence Desktop for Mac main window" for the in-call toolbar example picture. Use the in-call toolbar to access additional features of the RealPresence Desktop application (for example, to switch cameras or mute your audio).

In-call Toolbar

Icons	Description
	Network connection status
	Hide or display local self-view
	Encryption status
	Mute or unmute your video

In-call Toolbar

Icons	Description
	Mute or unmute your microphone
	Mute or unmute your speaker
	Adjust the volume
	Share content
	Show or hide the keypad
	Control the far-end camera
	Change call settings
	Maximize or restore the screen
	Hang up from a call
	Click the **Chat** tab to start a Chat session with another person.

To change device settings during a call:

» During a call, click   to switch your audio and video devices.

View Recent Calls

The RealPresence Desktop application stores details about the most recent calls placed and received.

To view information about recent calls:

1 Click   .
2 Click the call that you want to review.

Change the Video Layout

You can change the video layout in a call hosted by the Polycom RMX® system.

To change the video layout:

1 Connect to the Polycom RMX virtual meeting room.
2 Click   .

3 To display the layout options, click the asterisk (*) two times.

4 Select the number that corresponds to the layout that you want to use.

5 To return to the call, click ▦.

Manage Contacts

The RealPresence Desktop 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.

To add a new contact manually to your local favorite address book:

1 Click ▦, and then click ⊕.

2 Enter the contact's **Last Name** and/or **First Name.**

3 (Optional) Enter identifying information about the contact:

➢ Last Name

➢ First Name

➢ Title

➢ Department

➢ Location

➢ Phone

➢ E-mail

4 Click **Add a device**.

5 Enter the **Device Name** and select the device from the **Device Type** drop-down list.

6 Complete at least one of the following fields:

➢ **IP Address**　IP address of the contact's endpoint.

➢ **H.323 Alias**　Number that gatekeepers use to identify this system. Your organization's dialing plan may define the numbers you can use.

The IP Address and H.323 Extension fields are independent fields. When you want to use an IP address and an H.323 extension together, you can enter the whole address in the IP Address field (for example, 74.118.238.100##1000).

➢ **H.323 Name**　Name that gatekeepers use to identify this system. Your organization's dialing plan may define the names you can use.

➢ **SIP URI**　SIP URI of the system.

7 Click **Save** twice. This contact will be added to your Favorites list.

To add a contact from a corporate directory to your local address book:

1 Click ▦.

2 Enter the contact name or part of that name, and then press **Enter.**

3 From the search results, select the contact name.

4 Click **Save to Favorites**.

To search for a contact:

1 Click 🔳 .

2 Enter the contact name or part of the name that you want to call, and then press **Enter**. Only the people and endpoints that can be called from RealPresence Desktop are returned.

After you enter a part of a key word for LDAP or local search, all the mapping results will be returned and listed after a short time.

After you enter a key word and start the operation, you can also cancel this operation by modifying the key word, re-entering a new key word, or clicking ⊗ besides the key word.

3 Click the contact name. You can select from the list of the devices belonging to this contact to place your call.

To delete a contact:

1 Click 🔳 .

2 Select the contact that you want to delete.

3 Click **Delete**.

To view organization hierarchy:

1 Click 🔳 .

2 Click the **Organization** tab t**o** see the hierarchy of your organization.

This feature is available only in managed mode and only if you have permission to view the address on the server.

Share Content

You can share content during a call or on a paired Polycom HDX or RealPresence Group Series system. See Enable and Use SmartPairing for details on sharing content on a paired device.

To share content during a call:

1 Click 🔳 .

2 Choose one of the following

➢ To share your desktop, select an option under **Share Monitor**.

➢ To share a running application, select an option under **Share Application**.

To stop sharing content from Monitor 1 or an application:

» Click **Stop**.

Maximize and Restore Your View

To toggle between maximizing and restoring the video and content windows:

» Double-click within the window area.

Enable and Use SmartPairing

You can pair your device with a Polycom HDX or RealPresence Group Series system and then do one of the following:

- **Share your monitor or application with the paired system** You can share your monitor or application with paired Polycom HDX or RealPresence Group Series systems.
- **Use your device as the paired system's remote controller** You can control the paired Polycom HDX or RealPresence Group Series system (for example, place a call, adjust the call volume or end the call) using your RealPresence Desktop application.

> **Note: Enable SmartPairing on paired device**
> You need to enable the SmartPairing feature and Telnet on the paired HDX or RealPresence Group Series systems for this feature to operate.

Before using this feature, you first need to enable SmartPairing on your RealPresence Desktop.

To enable SmartPairing:

1 Click ⚙ **Settings**.

2 Click **SmartPairing**.

3 Select the **Enable SmartPairing** check box.

If **Auto Detection** is turned on, IP addresses of nearby Polycom HDX or RealPresence Group Series systems that have been detected will be listed.

> **Note: Mac noise reduction may impact auto detection.**
> Do not use Mac noise reduction on its internal microphone because it may cause echo in a call or impact SmartPairing auto detection. To disable Mac noise reduction, go to Mac System Settings > Sound > Input, uncheck **Use ambient noise reduction**.

To share your content with the Polycom HDX or RealPresence Group Series System:

1 Click 📶 **SmartPairing**.

2 Click **Share Content**.

3 Do one of the following:

➢ Select a device from the **System Detected** list.

➢ Enter a device address in the **Room system IP** field.

4 Click **Pair**.

5 Choose one of the following

> ➢ To share your desktop, select an option under **Share Monitor**.
> ➢ To share a running application, select an option under **Share Application**.

To stop sharing content:

> » Click **Stop Sharing**.

To control calls on the Paired Polycom HDX or RealPresence Group Series System:

1 From the menu bar at the top right of the application, click

2 Click the **Room Control** button.

3 Do one of the following:

> ➢ Select a device from the detected system list.
> ➢ Specify a device address in the **Room System IP** field.

4 Click **Pair**. The following figure shows an example interface of paired HDX system.

SmartPairing
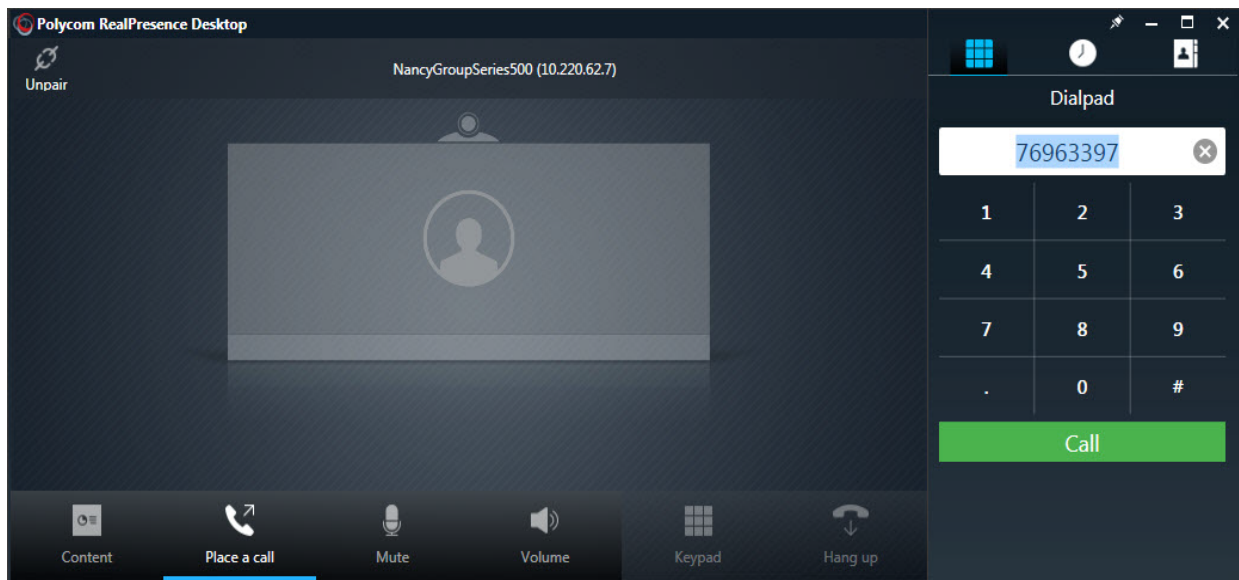
5 Use the following options to control calls on the paired device.

> ➢ **Content** Click this button to share your content with the paired device. You can select either a monitor or an application to share.
> ➢ **Place a call** Click this button and enter a desired number on the right soft keypad to place a call on the paired device.
> ➢ **Mute** Mute or unmute the call.
> ➢ **Volume** Adjust the call volume.

> ➢ **DTMF**   Open the DTMF keypad to enter a password.

  You can also enter a DTMF password using your keyboard without showing the DTMF keypad during a call.

  This feature works only when the RealPresence Desktop DTMF keypad is not shown. When you open the DTMF keypad, you can use the keypad only to enter the password.

> ➢ **Hang up**   End the call form the paired device.

6 Click the **Unpair** button to end the control.

Use Instant Messaging and Presence

After you log on to the RealPresence Desktop and register to CMA successfully, you can view your name and set your presence status. After you add other people to your contacts and they accept your invitation, you will also view other people's status. The following statuses are available:

● **Available**   You are online.

● **Busy**   You are busy and do not want to be disturbed. When your status is **Busy**, you can still get messages, but you will not be informed of received messages until you activate RealPresence Desktop.

● **Away**   You have signed in and you have been away from your computer for a certain time.

● **Offline**   You cannot set your status to **Offline.** If a person does not log into RealPresence Desktop, his or her status appears as **Offline.**

● **Unknown**   RealPresence Desktop cannot find any information of your contact from your company's server. Before you add a contact, the status of this contact is unknown.

  If you find yourself from theRealPresence Desktop address book, the status of your endpoints is unknown. Other people who have added you to their contacts can see your correct status.

> **Note: Limitations on this feature**
> * The instant messaging and presence feature is compatible with devices running the CMA Desktop application.
> * The instant messaging and presence feature works properly on RealPresence Resource Manager 8.0 or higher and CMA 6.2.5 or higher.
> * The instant messaging and presence feature is available only in managed mode.
> * Only Polycom Video Border Proxy™ (VBP®) ST series and RealPresence Access Director™ support firewall NAT.
> * The instant messaging and presence feature can be enabled or disabled together.

Use Chat to Send an Instant Message

You can chat with anyone on your contacts list. RealPresence Desktop enables you use both chat and video at the same time.

To send an instant message:

1 From the top menu, click ▢ .

2 Click ⊕ to select or search a contact and type your message.

3. Click **Send Message** or press **ENTER** to send your message. If the presence status of the contact is **Unknown**, you can also send messages. The person will receive the messages only after signing in RealPresence Desktop.

When you chat with a person in your contacts list, RealPresence Desktop enables you use video call at the same time. You can click the **Call** button to make calls directly to the person whom you are chatting with.

To send an instant message during a video call:

1. Click ▢ from the in-call toolbar.
2. Click ⊕ to select or search a contact and type your message.
3. Click **Send Message** or press **ENTER** to send your message.

Set Presence-Related Parameters on RealPresence Resource Manager

The administrator can set the following parameters on RealPresence Resource Manager:

- **Allow IM/Chat**   Allow the IM feature on RealPresence Desktop. The default value is true.
- **Auto Accept Invitation**   Allow people to add you to their contact lists without your verification. The default value is false.
- **Allow IM Storage**   Allow RealPresence Desktop to save your instant messages on your local computer. The default value is true.

To set the value of these parameters:

1. Log into RealPresence Resource Manager.
2. Go to the **Provisioning Profiles** page. You can open this page by choosing **ENDPOINT > Dynamic Management >Provisioning Profiles** from the top menu.
3. Select **Default Admin Config Provisioning Profile** from the **Profile Name** column.
4. Click **Edit Default** from the **ACTIONS** panel on the left. You will see the **Edit Profile** dialog.
5. Click **Software Endpoint Settings** on the left. You will see the above parameters.
6. Click **OK** to save the changes.

Import and Export User Profile

This feature is available in both managed mode and standalone mode. RealPresence Desktop supports the same file formats as Polycom CMA Desktop and Telepresence m100 supports. With this feature, you can

import user data of RealPresence Desktop, Polycom CMA Desktop, or Telepresence m100. You also can export the user data to another RealPresence Desktop system.

Note: User data import and export

- The user data configured on CMA Desktop and Telepresence m100 that also works on RealPresence Desktop can be imported (for example, auto-answered incoming calls, specified sign-in server, SIP registration settings).
- Some CMA Desktop and Telepresence m100 user data cannot be imported to RealPresence Desktop. For example, group in local contact, auto sign in, chat state, presence auto accept invitation, and configured on CMA Desktop cannot be imported.
- For RealPresence Desktop, LDAP contacts saved in the local contacts and local contacts can be imported and exported. Test features are also exported and imported.
- Dialing preferences cannot be imported and exported.

To export user profile:

1   Log into RealPresence Desktop.

2   Click **RealPresence Desktop** on the top left menu of Mac.

3   Click **Export User Profile** as shown in the next figure.
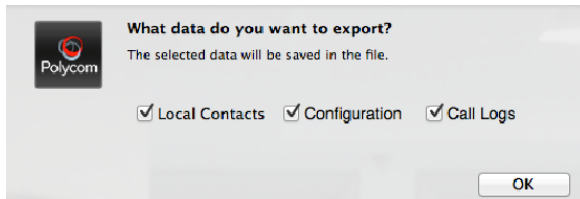
4   Specify the file name and save the file.

5   Select the user data that you want to export.

6   Click **OK** to export the data.

To import user profile:

1   Log into RealPresence Desktop.

2   Click **RealPresence Desktop** on the top left menu of Mac.

3   Click **Import User Profile**.

4   Select the file containing user data. The file can be a file exported from RealPresence Desktop, Polycom CMA Desktop, or Telepresence m100 from another PC.

5   Select the user data that you want to import from the file.

6   Click **OK** to import the data. After the data is imported successfully, RealPresence Desktop will restart to apply the changes.

Troubleshooting

This section describes the problems you may encounter and offers possible solutions.

View Log Files to Track Problems

Viewing the log file is helpful in determining the causes and solutions of problems. Before you open log files, you must exit RealPresence Desktop. You can find the log files from the following location:

- Mac: /Users/usename/Library/Application Support/Polycom RealPresence Desktop

To collect and e-mail the log file:

1 Click **Help** on the application's title bar.
2 Click **Send Log**.

To exit RealPresence Desktop:

1 Click **Polycom RealPresence Desktop** on the application's title bar.
2 Select an option from the menu.
   - ➢ Select **Hide RealPresenceDesktop** to keep the application running in the system tray.
   - ➢ Select **Quit RealPresenceDesktop** to shut down the application.

SmartPairing Detection Issues

You may come across the following problems when using SmartPairing:

- If no device can be detected, check the following:
  - ➢ Ensure that SmartPairing and Telnet are enabled on the Group Series and HDX system.
  - ➢ ensure that **Ambient noise reduction** is disabled under **System Preferences > Sound.**
- When there are several HDX or RealPresence Group Series systems nearby that are all configured to support ultrasound-based auto detection, your RealPresence Desktop application may fail to detect them all, or may return the incorrect IP addresses. In this case, you need to enter the IP address manually.
- If you set the ultrasound as manual mode and set a password for remote access on HDX, RealPresence Desktop cannot pair with this HDX.

RealPresence Desktop Fails with H.323 Registration

If RealPresence Desktop fails with H.323 registration, you will see an alert on the bottom right of the GUI. The following operation may cause H.323 registration failure.

- When you sign into different RealPresence Desktop using the same user account, the second RealPresence Desktop that you sign into will fail with H.323 registration due to the duplicated alias.

  You need to wait for 30 seconds to sign in the second RealPresence Desktop.

- When the XMPP service stops working, you need to use different user IDs to sign in different RealPresence Desktop. It you use the same user ID to sign into more than one RealPresence Desktop, the second RealPresence Desktop will fail to register H.323 with the duplicate alias error.