



Poly RealPresence Mobile for Apple iOS

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What's New in This Release

Poly RealPresence Mobile 3.11.6 includes all the features of the previous releases and adds support for iOS 15.

Release History

This following table lists the release history of Poly RealPresence Mobile application.

Release History

| Release | Release Date | Features |
|---------|----------------|---|
| 3.11.6 | November 2021 | Support for iOS 15 Bug fixes |
| 3.11.5 | August 2021 | Bug fixes |
| 3.11.4 | May 2021 | Bug fixes |
| 3.11.3 | March 2021 | Bug fixes |
| 3.11.2 | December 2020 | Support for using the H.323 ID or endpoint name as the site name Bug fixes |
| 3.11.1 | November 2021 | Support for iOS 13 Bug fixes |
| 3.11 | December 2019 | Support for auto rotation on Apple iPhone devices Bug fixes |
| 3.10.1 | May 2019 | New option for sharing customer information with Poly |
| 3.10 | April 2019 | Support for clicking the URL of a new format that contains the user token to join a meeting Supports new devices Defect fixes |
| 3.9.1 | September 2018 | Supports new devices Defect fixes |
| 3.9 | January 2018 | Dropped support for automatic detection of Poly SmartPairing New device and OS support |
| 3.8 | September 2017 | Support for receiving 1080p content Disable Remember Password feature Dropped support for Poly Concierge Startup Option Settings on Apple iPad Use Apple Siri to launch RealPresence Mobile on Apple iPhone |
| 3.7 | December 2016 | Audio enhancement Video enhancements UI enhancements CallTo feature support New device support New OS Support |

| Release | Release Date | Features |
|---------|--------------|---|
| 3.5.1 | April 2016 | Constant Bitrate (CBR) adopted for video codecs Bug fixes and feature enhancements |
| 3.5 | January 2016 | Poly Concierge Solution support for Apple iPhones TLSv2 support SmartPairing support for Poly RealPresence Debut products New devices support |
| 3.4.1 | July 2015 | Support for Cloud Services |
| 3.4 | June 2015 | Profile Photo and Virtual Business Card Feature Mid-string Search of Favorites Support for Poly NoiseBlock In-call Toolbar User Interface Enhancement Support for 64-bit iOS Platform |
| 3.3 | January 2015 | Support for BroadSoft Device Management as Provisioning Server User Interface Improvements Standalone mode provides more features. See Capabilities for a complete list of feature capabilities. Support for high video resolution (720p) on powerful mobile devices such as iPad Air and iPad Mini 2, for AVC point to point calls, AVC multi-points calls, and SVC point to point calls. Support for the SDP Size Adjustment Feature Devices Support Changes <ul style="list-style-type: none"> • Drop support for iOS 6 • Add support for iOS 8 • Add support for iPad Air 2 and iPad Mini 3 • Add support for iPhone 6 and iPhone 6 Plus |
| 3.2.1 | July 2014 | The Roster display button is not shown in CloudAXIS 1.5 and earlier versions. Fixed an OpenSSL security vulnerability (CVE-2014-0224). Fixed two issues. See Resolved Issues for details. |
| 3.2 | June 2014 | Support for CloudAXIS HTTPs tunneling Support for roster display in a CloudAXIS meeting Support for log collector Support for Czech Support for iPad Air and iPad Mini with Retina display |

Security Updates

Please refer to the [Poly Security Center](#) for information about known and resolved security vulnerabilities.

Hardware and Software Requirements

The following hardware requirements were determined based on test scenarios. Your system's actual performance may vary based on software or hardware configurations.

| Items | Description |
|-----------------------------|---|
| Apple | iPhone and iPad devices that support iOS13, iOS 14, or iOS 15 |
| iOS Requirements | iOS13, iOS 14, or iOS 15 |
| Network Requirements | Wireless Local Area Network (WLAN), 802.11 a/b/g/n. 3G or 4G network |
| Optional Peripheral Devices | 3.5 mm headset Stereo Bluetooth headset |

Poly RealPresence Resource Manager System

The RealPresence Mobile application can register to the Poly RealPresence Resource Manager server. Some management features have limitations relative to other Poly endpoints. For example, software updates of RealPresence Mobile are not supported and the QoS monitoring is limited.

Products Tested with This Release

The Poly RealPresence Mobile application is tested with other products. The following list isn't a complete inventory of compatible equipment. It indicates the products that have been tested for compatibility with this release.



Poly recommends that you upgrade your Poly devices with the latest software versions, as compatibility issues may already have been addressed by software updates. See the [Current Poly Interoperability Matrix](#) to match product and software versions.

Products Tested with This Release

| Type | Product | Tested Versions |
|--|--|-----------------|
| Gatekeeper, Gateways, External MCU, Bridges, Call Managers | PolyDistributed Media Application (DMA) 7000 | 10.2.0.0-424554 |
| | Poly RealPresence Resource Manager | 10.9.0-253372 |
| | Poly RealPresence Collaboration Server 800s, Virtual Edition | 8.9.1.3900 |
| Apple Mobile Devices | iPhone 12 | 15.1 |
| | iPhone 11 Pro Max | 14.4.2 |
| | iPad Air (4th gen) | 14.4.2 15.1 |
| Apple | MacBook Pro 2020 M1 13" | 12.0.1 |

| Type | Product | Tested Versions |
|----------------|-----------------------------|--------------------|
| Samsung Galaxy | Tab s6 lite | Android 11 |
| | Tab s5e | Android 9 |
| | s9 | Android 10 |
| Motorola | Moto g7 | Android 10 |
| Dell | Precision 5540 | 10 Enterprise 1908 |
| Poly Endpoints | Poly RealPresence Group 300 | 6.2.2.7-660023 |
| | Poly HDX 6000 | 3.1.14-56008 |
| | Poly RealPresence Desktop | 3.11.3 |
| | Poly RealPresence Mobile | 3.11.6_427814 |
| | Poly Studio X30 | 3.7.1-354025 |

Install and Uninstall RealPresence Mobile

This section explains how to install and uninstall RealPresence Mobile.





The RealPresence Mobile user interface supports the following languages: English, International Spanish, French, German, Korean, Japanese, Russian, Portuguese, Czech, Simplified Chinese, and Traditional Chinese.

To install the RealPresence Mobile application:

- 1 Go to the Apple Store, search for **Polycom** or **video conferencing** to find the RealPresence Mobile application.
- 2 Tap **Free** and then **INSTALL APP**.

To uninstall the RealPresence Mobile application:

- 1 Go to the device's application list.
- 2 Tap and hold **Video**  until it begins to jiggle.
- 3 Tap **Delete**  and then tap **Delete**. Your user data is deleted when you uninstall this application.

System Constraints and Limitations

The following sections provide information on constraints and limitations when using Poly RealPresence Mobile application.

Capabilities

The following video capabilities are supported for RealPresence Mobile.

| Call Rate | Video Capability |
|----------------------------------|------------------|
| 1 Mbps | 720p |
| 512 kbps 384 kbps 256 kbps | 480x270 |
| 128 kbps | 240x135 |
| 64 kbps | Audio only |

Protocols

The following table lists the protocols supported in this version of the RealPresence Mobile application.

| Protocol | Description |
|---------------------------------|-----------------------------|
| DNS | Domain Name System |
| H.235 | Security and Encryption |
| H.239 | Token Management |
| H.323 | Signaling |
| H.460 | Firewall/NAT Traversal |
| LDAP, H.350 | Directory Services |
| NTLMv2 | Authentication |
| Poly Lost Packet Recovery (LPR) | Lost Packet Recovery |
| SIP | Session Initiation Protocol |

Resolutions

The following table lists the resolutions supported in this version of the RealPresence Mobile application.

| Resolution and Frame Rate | Source |
|------------------------------|------------------------------------|
| Up to 720p, 15 fps | People video sent from camera |
| Up to 720p, 30 fps | People video received from far end |
| Up to 1080p, 15 fps | Content received from far end |
| Up to XGA (1024x768) / 5 fps | Content showing from the ipad |



Actual transmitted video resolution is determined by several factors, such as camera capability, computer performance, network conditions, the far-end system's capabilities, and whether content is being received.

HD/720p 30 fps is the maximum video receiving capability. The actual resolution is based on the negotiation with the far end.

Algorithms

The following table lists the algorithms supported in this version of the RealPresence Mobile application.

| Algorithm Type | Description |
|----------------|--|
| Audio | G.722.1 Annex C G.711u G.711a Siren LPR Acoustic Echo Cancellation (AEC) Automatic Gain Control (AGC) Scalable Audio Coding (SAC) |
| Video | Poly Lost Packet Recovery (LPR) H.264 SVC H.264 AVC H.264 high profile H.263 and H.263+ (for content only) Note: H.261 is not supported. |
| Encryption | AES-128 media encryption TLS for SIP calls |

Inbound and Outbound Ports

The following table lists the inbound and outbound ports supported in this version of the RealPresence Mobile application.

| Port | Function |
|--------------------|---|
| 1720 (TCP) | H.323 Call Signaling (H.225) |
| 1719 (UDP) | H.323 Registration, Admission, and Status (RAS) |
| 3230 - 3250 (TCP) | H.323 Call Control (H.245) |
| 3230 - 3250 (UDP) | Media (RTP/RTCP) |
| 3238 (UDP and TCP) | BFCP |
| 5060 (UPD and TCP) | SIP |

| Port | Function |
|--------------------|---|
| 443 (TCP) | Provisioning, Monitoring, Help Files, HTTPS |
| 389 (TCP) | LDAP |
| 5060 (UDP and TCP) | SIP |
| 5061 (TCP) | SIP TLS signaling |
| 1720 (TCP) | H.323 Signaling (H.225) |
| 1719 (UDP) | H.323 Registration, Admission, and Status (RAS) |
| 3230 - 3250 (TCP) | H.323 Control (H.245) |
| 3230 - 3250 (UDP) | Media (RTP/RTCP) |
| 3238 (UDP and TCP) | BFCP |

Resolved Issues

The following table lists the resolved issues in this release.

| Issue # | Description |
|-----------|---|
| EN-211027 | You can't place calls if RealPresence Mobile runs in background for over 5 minutes. The error message is "Unknown error". |
| EN-212335 | (iPhone only) If you lock then unlock your iPhone while RealPresence Mobile is running, the application crashes if you then attempt to end it. |
| EN-206018 | After upgraded to 3.11.4, RealPresence Mobile has no audio for calls with 256 Kbps line rate. |
| EN-212326 | (iPhone only) You can't place calls using RealPresence Mobile if you lock then unlock your iPhone. |
| EN-207836 | When you attempt to log in RealPresence Mobile with an Active Directory user account and the password is incorrect, the application shows an inaccurate "Invalid server address" error message. |
| EN-213745 | After upgrading your iOS device to iOS 15, RealPresence Mobile doesn't have audio output if you mute then unmute the speaker. |
| EN-213840 | After upgrading your iOS device to iOS 15, RealPresence Mobile volume control doesn't work. |
| EN-214282 | After upgrading your iOS device to iOS 15, you're muted by default. RealPresence Mobile volume control and speaker don't work. |
| EN-205583 | (iPad only) If you double click on your local or far-end view, it doesn't show in full screen as expected. |
| EN-210495 | RealPresence Mobile 3.11.4 can't register to SIP servers over a CISCO VPN. |

Known Issues

The following table lists all known issues and suggested workarounds for Poly RealPresence Mobile application.



These release notes do not provide a complete listing of all known issues that are included in the software. Issues not expected to significantly impact customers with standard voice or video conferencing environments may not be included. In addition, the information in these release notes is provided as-is at the time of release and is subject to change without notice.

Known Issues

| Issue ID | Description | Workaround |
|-----------|---|---|
| EN-63350 | Sometimes, RealPresence Mobile on the iPhone X/iPhone 8 Plus can't receive and transmit audio after you plug and unplug the earphone. | None. |
| EN-65381 | When the system volume of the iPhone X is set to the minimum, if you end the call and reconnect the call, and then adjust the volume to the maximum, the volume is still too low. | Do the following: <ol style="list-style-type: none"> 1 Set system volume as the maximum. 2 End the call and reconnect. The volume will be changed to loud. |
| EN-118161 | If you use the new format URL to join a meeting and your RealPresence Mobile on iPhone XS Max or iPhone XS fails to register to RealPresence Resource Manager, you may see that RealPresence Mobile displays abnormally. | None. |
| EN-120565 | You can't view the call statistics for the first time you select the Call Statistics icon. | Select the icon again. |
| EN-125869 | Rarely, after you select the new format URL that contains the user token to join a meeting, you can't hear others and others can't hear you. | Do one of the following: <ul style="list-style-type: none"> • Swipe up the Home bar or click the Home button to leave your RealPresence Mobile app, then open it again. • Drop the call and select the URL to rejoin the meeting. |
| EN-129145 | When SMB 2.0 is enabled on both of RealPresence Resource Manager and the Active Directory server, RealPresence Mobile may fail to connect to RealPresence Resource Manager if <code>SmbServerNameHardeningLevel</code> is not set to 0 on the Active Directory server. | Set <code>SmbServerNameHardeningLevel</code> to 0. |
| EN-162035 | During the enterprise user sign-in process, the application doesn't validate the IP format entered in the Server field. | None. |
| EN-163071 | There are two broken links in the License Agreement page (accessed from the About menu option). | None. |
| EN-200769 | Some devices can't find the RealPresence Mobile phone application in the Google Play Store or can't install it. The error message is: Your device is not compatible with this version . The impacted devices include (but not limited to): Samsung Galaxy S21+ 5G, Samsung 21 Ultra 5g, Galaxy Note20, and Note20 5G models. | Download the RealPresence Mobile application from the Poly Online Support Center. |

Known Issues

| Issue ID | Description | Workaround |
|------------|--|---|
| SWEP-8960 | You can't share pictures or PDF files from the Dropbox application in SVC calls. | None. This is the designed behavior. |
| SWEP-9369 | If you switch to another application when you're dialing a number, the RealPresence Mobile application crashes. | Avoid switching to another application while placing a call. Wait until the call completes to open other applications. |
| SWEP-10435 | You can't share live streaming video from YouTube. The far ends always see a black content screen. | None. This isn't a Poly problem. The RealPresence Mobile application uses Apple API to capture content screenshots. However, this API doesn't support live streaming content. |
| EN-206374 | If you turn on or turn off the camera during a meeting, the call disconnects. | None. |
| EN-209299 | (iPad only) Far-site images from Poly HDX devices are compressed horizontally on your iPad screen. | None. |
| EN-209903 | If you configure your RealPresence Mobile account using an email address matching that of your LDAP domain, RealPresence Mobile crashes. | None. |

Interoperability Issues

You may encounter the following issues when using RealPresence Mobile with other products or on specific operating systems.

Interoperability Issues Related to Operation System or Devices

| Description | Solution |
|--|---|
| RealPresence Mobile doesn't fit into the screen of iPad Pro 11" A1980. | None |
| On some iPads with poor CPU performance, when RealPresence Mobile sends PDF content, the video may freeze on far ends every three seconds. | None |
| Audio may stop in the first few seconds when plugging in an earphone in a call on iPhone 6. | None This is a device issue. |
| If you create a Continuous Presence (CP) only conference call on Poly RealPresence Collaboration Server (RMX) 4000/2000 system and Poly RealPresence Collaboration Server 800s version 8.1 with default content settings (Content Settings: HiResGraphics and Content Protocol: H.264 HD), the RealPresence Mobile application can't send or receive content if call rate is set as 384 kbps or below. | <ul style="list-style-type: none"> Change the RealPresence Collaboration Server (RMX) Content Settings to Graphics, and Content Protocol to H.263 & H.264 Auto Selection. Set the call rate on RealPresence Mobile to above 384 kbps. |

Interoperability Issues Related to Operation System or Devices

| Description | Solution |
|--|--|
| Poly VSX Visual Concert can't display 1024x576 content sent by RealPresence Mobile, whether or not they call each other directly. | Double-click the content to show the content in full screen, then RealPresence Mobile will send 1024x768 content, and the Poly VSX Visual Concert can display correctly. |
| RealPresence Mobile may consume more than one license on RealPresence Resource Manager if you install and uninstall RealPresence Mobile several times. | Configure the reclaim period on RealPresence Resource Manager to a small value (for example five minutes). |
| RealPresence Mobile supports only using English user names and password to sign in Poly CMA server and RealPresence Resource Manager, or to register to a gatekeeper or an SIP server. | Use an English user name and password. |
| In a motion mode conference, RealPresence Mobile receives video with a long delay because the video is 60 fps. | Set a conference with sharpness mode on MCU. |
| RealPresence Mobile in internet may fail to call Telepresence m100 in intranet. | Let Telepresence m100 call RealPresence Mobile. |
| You may hear a short audio glitch on RealPresence Mobile when dialing in an SIP AVC encrypted conference created on the RealPresence Collaboration Server (RMX) 4000 with NGB. | None |

Enterprise Scalable Video Coding (SVC) Solution

| Limitation Type | Description | Solution |
|--|--|---|
| Limitations Related to Operation System or Devices | On some iPads with poor CPU performance, when RealPresence Mobile sends PDF content, the video may freeze on far ends every three seconds. | None |
| | Audio may stop in the first few seconds when plugging in an earphone in a call on iPhone 6. | None This is a device issue. |
| Limitations Related to Other Poly Products | If you create a Continuous Presence (CP) only conference call on Poly RealPresence Collaboration Server (RMX) 4000/2000 system and Poly RealPresence Collaboration Server 800s version 8.1 with default content settings (Content Settings: HiResGraphics and Content Protocol: H.264 HD), the RealPresence Mobile application can't send or receive content if call rate is set as 384 kbps or below. | <ul style="list-style-type: none"> Change the RealPresence Collaboration Server (RMX) Content Settings to Graphics, and Content Protocol to H.263 & H.264 Auto Selection. Set the call rate on RealPresence Mobile to above 384 kbps. |
| | Poly VSX Visual Concert can't display 1024x576 content sent by RealPresence Mobile, whether or not they call each other directly. | Double-click the content to show the content in full screen, then RealPresence Mobile will send 1024x768 content, and the Poly VSX Visual Concert can display correctly. |
| | RealPresence Mobile may consume more than one license on RealPresence Resource Manager if you install and uninstall RealPresence Mobile several times. | Configure the reclaim period on RealPresence Resource Manager to a small value (for example five minutes). |
| | RealPresence Mobile supports only using English user names and password to sign in Poly CMA server and RealPresence Resource Manager, or to register to a gatekeeper or an SIP server. | Use English user name and password. |
| | In a motion mode conference, RealPresence Mobile receives video with a long delay because the video is 60 fps. | Set a conference with sharpness mode on MCU. |
| | RealPresence Mobile in internet may fail to call Telepresence m100 in intranet. | Let Telepresence m100 call RealPresence Mobile. |
| | You may hear a short audio glitch on RealPresence Mobile when dialing in an SIP AVC encrypted conference created on the RealPresence Collaboration Server (RMX) 4000 with NGB. | None |

The Enterprise Scalable Video Coding (SVC) solution is an alternative to the AVC mode that has traditionally

been supported. Differences between the two modes are listed in the following table.

| SVC Mode | AVC Mode |
|---|---|
| Each participant in the conference call is received by the client as a separate video stream. | The composite video image is determined by the bridge based on administrator configuration. |
| A Caller ID is indicated by text in the appropriate window, on display throughout the call. | Caller ID information is displayed intermittently. |
| Double-clicking or tapping on a participant's video, content video, or local preview expands that video to full screen. Double-clicking or tapping again reverts the display to the composite image. Pinch controls enable you to zoom in and out on a participant's video or content video. | Layout may typically be controlled by dialing ** and then selecting a format. |


The SVC solution provides the following features:

- For video send and receive, support up to 720p on high performance devices under 1 Mbps call rate.
- For video send, support 7.5/15 fps
- For video receive, support 7.5/15/30 fps
- Support auto layouts of 1x1, 1+1 through 1+5
The maximum layout of 1+5 comprises four remote participants plus one content-sharing frame, and one local preview frame
- Support for AVC content
- Support for Scalable Audio Coding (SAC) with at least two quality layers
- Ability to mix up to three different audio streams from the MCU
- Ability to combine up to four different SVC video streams (call rate at 512kbps and above) from the MCUs
- Support for SVC dial-out from RealPresence DMA

Using SVC conference calls has following limitations:

- Does not support recording
- Does not support Far-end Camera Control (FECC)
- In a SIP call, when networks using UDP experience 10 percent packet loss, the screen layout on received devices can be incorrect
- Does not support H.323 call
- In a poor network connection, sometimes a participant disconnects automatically from an SVC call. This can result in a frozen video stream of the participant. The RealPresence RMX system will clear the frozen stream in 30 minutes
- Do not use 128 kbps if you share content in a SVC call, otherwise people's video will freeze while sending or receiving content

Access Media Statistics

To access media statistics, click **Statistics** . The following table shows the meaning of each value.

| Value | Description |
|-------------------------------|---|
| Call Type | SIP or H.323 call type. |
| Call Encryption | Indicates whether your call is encrypted. |
| Far Site Name | Name of the far site. |
| Far Site System | Type of video conferencing system at the far end and the software version. |
| Call Speed | Negotiated speed (bandwidth) for the call, which is usually the combined video and audio speeds in the call. |
| Video Protocol | ITU-C video algorithm and annexes used in the current call. The video protocol used depends on the capabilities of the system at the far end as well as on your system's configuration. |
| Video Format | Picture size currently in use. |
| Audio Protocol | Audio algorithm and annexes used in the current call. The audio protocol used depends on the capabilities of the system at the far end as well as on your system's configuration. |
| Audio Rate | Bandwidth specified for the audio portion of the call. The proportion of the audio rate to the video rate depends on the protocol used. |
| Video Rate | Bandwidth specified for the video portion of the call. The proportion of the video rate to the audio rate depends on the protocol used. |
| Video Rate Used | Actual bandwidth being used for the video portion of the call. This is a real-time measurement, which normally fluctuates. |
| Video Frame Rate | Rate your system uses to update the picture seen at the far end. The system can send up to 15 fps. If the camera picks up large, continuous, or frequent motions, the software takes longer to assemble the data into video frames, and the frame rate drops. Changes in lighting also reduce the frame rate. |
| Video Packets Loss Percentage | Total video packet loss as a percentage of the total number of video packets transmitted by your system and those transmitted by the far end. |
| Video Jitter | Percentage of variation in the video transmission rate. |
| Audio Packet Lost | Number of audio data packets lost during the call, including transmitted packets and incoming packets. Packet loss indicates congestion or other problems on the network. |
| Audio Packets Loss Percentage | Total audio packet loss as a percentage of the total number of audio packets transmitted by your system and those transmitted by the far end. |
| Audio Jitter | Percentage of variation in the audio transmission rate. |
| Content Protocol | Format used for the recording, compression, and distribution of the content. |
| Content Format | Display resolution of the content. |
| Content Rate | Rate your system uses in content transmission. |

| Value | Description |
|---------------------------------|---|
| Content Rate Used | Actual bandwidth being used for the content transmission. |
| Content Frame Rate | Rate your system uses in content frame transmission. |
| Content Packets Lost | Number of content data packets lost during the call, including transmitted packets and incoming packets. Packet loss indicates congestion or other problems on the network. |
| Content Packets Loss Percentage | Total audio packet loss as a percentage of the total number of content packets transmitted by your system and those transmitted by the far end. |

Prepare Your Device for Mutual Transport Layer Security

You can establish secure communications using Mutual Transport Layer Security (MTLS) with provisioning servers such as Poly RealPresence DMA or RealPresence Resource Manager systems.

To establish MTLS connections, the client and server need to hold certificates issued from the same Certificate Authority (CA) and the root certificate of this CA.

To import certificates into your iPad, you need to generate a Certificate Request (CSR) first by using a computer that has installed the OpenSSL tool. This is an iOS limitation.

The following example uses Mac as the example.

To generate and import your certificate:

- 1 Open the Terminal from your Mac computer.
- 2 Generate the private key *client.key*. For example:

```
Mike-MacBook-Pro:~ root# openssl genrsa -out client.key 1024
```
- 3 Generate the certificate request *client.csr*. For example:

```
Mike-MacBook-Pro:~ root# openssl req -new -key client.key -out client.csr
```
- 4 You are about to be asked to enter information that will be incorporated into your certificate request. Enter the Distinguished Name (DN) information that will be incorporated into your certificate request. You can leave some of the fields blank.

```
For som-----
Country Name (2 letter code) [GB]:cn          ---CSR info.
State or Province Name (full name) [Berkshire]:bj ---CSR info.
Locality Name (eg, city) [Newbury]:bj        ---CSR info.
Organization Name (eg, company) [My Company Ltd]:plcm ---CSR info.
Organizational Unit Name (eg, section) []:caqa ---CSR info.
Common Name (eg, your name or your server's hostname) []:caqa ---CSR info.
E-mail Address []:pp@pp.com ---CSR info.
```
- 5 Enter the following extra attributes to be sent with your certificate request. Write down the challenge password. You will need it later in the procedure.

```
A challenge password []:1234          -----see [Notel]
```


An optional company name []:poly

6 Submit the certificate request to your CA:

- a** View the content of the file *client.csr* using the following command, then select and copy its content (from ---BEGIN CERTIFICATE REQUEST to END CERTIFICATE REQUEST---):

```
Mike-MacBook-Pro:~ root# cat client.csr
```

- b** Go to your CA's web interface <http://<CA's IP address>/certsrv/>, and click **Request a certificate**.
- c** Click **Advanced certificate request**.
- d** Click **Submit a certificate request by using a base-64-encoded CMC or PKCS #10 file, or submit a renewal request by using a base-64-encoded PKCS #7 file**.
- e** Paste the content of the file *client.csr* to the **Saved Request** text field, and click **Submit**.
- f** Click **Base 64 encoded** and click **Download certificate**.

The file is saved as *certnew.cer* by default in the folder **Downloads**.

7 Move the generated **certnew.cer** file to your current directory.

8 Convert the file *ccertnew.cer* to a .p12 file by using the OpenSSL tool. For example:

```
Mike-MacBook-Pro:~ root#openssl pkcs12 -export -in certnew.cer -inkey
client.key -out client.p12 -name testp12
```

```
Enter Export Password:
```

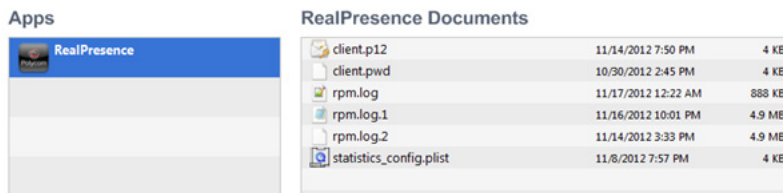
```
Verifying - Enter Export Password:
```

The export password should be the same as the challenge password you set in Step [3](#).

9 Encrypt the challenge password you set in Step [3](#):

- a** Go to [Convert Strings](#).
- b** Enter the challenge password in the text field, and click **Base64 Encode!**.
- c** Copy the encoded text from the following text field, and save it as a .pwd file, for example, *client.pwd*.

10 Add both *client.p12* and *client.pwd* to your iPad using iTunes.



To import the root certificate of your CA into your iPad:

- Go to your CA's web address <http://<MCA's IP address>/certsrv/>, click **Download a CA certificate, certificate chain, or CRL**.
- Select **Base 64**, and click **Download CA Certificate**.
- Send the certificate to your iPad as an email attachment.
- On your iPad, open the attached certificate from your email, and then click **Install**.

- 5 When prompted to install the profile, tap **Install Now**, and then tap **Done**.

The certificate is now installed on your iPad. You can find it from your iPad **Settings > General > Profile > Configuration Profiles**.



To establish MTLS connection with servers such as Poly RealPresence DMA or RealPresence Resource Manager systems, these systems should also hold the CA root certificate and the system's certificates.

Get Help

For more information about installing, configuring, and administering Poly products or services, go to the Poly site, click Support, and choose the option best suited to your needs.

Related Poly and Partner Resources

See the following sites for information related to this product.

- The [Poly Online Support Center](#) is the entry point to online product, service, and solution support information including Licensing & Product Registration, Self-Service, Account Management, Product-Related Legal Notices, and Documents & Software downloads.
- The [Poly Document Library](#) provides support documentation for active products, services, and solutions. The documentation displays in responsive HTML5 format so that you can easily access and view installation, configuration, or administration content from any online device.
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