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). It 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.

Figure: RealPresence Desktop for Windows main window
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Figure: RealPresence Desktop for Windows in-call toolbar

Use Automatic Setup to Configure RealPresence Desktop

In managed mode, you can configure the options listed in the following procedure To configure RealPresence Desktop (optional). The Polycom provisioning server configures other RealPresence Desktop options automatically. You need to 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 you select the Sign in using network login credentials check box, RealPresence Desktop will use your Window login credentials to sign in.
   - 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 in the Server field.
4. Click Sign In. RealPresence Desktop will discover the provisioning server automatically.

To configure RealPresence Desktop (optional):

1. Click Settings after you sign in.
2. Click General and 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** Allows the system to answer calls without turning on the microphone.
   - **Video mute auto-answered calls** Allows the system to answer calls without turning on the camera.