



SOLUTION GUIDE

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Polycom[®] Interoperability with BlueJeans



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Get Help

Topics:

- [Polycom and Partner Resources](#)
- [The Polycom Community](#)
- [Audience, Purpose, and Required Skills](#)

For more information about installing, configuring, and administering Polycom products, refer to **Documents and Downloads** at [Polycom Support](#).

Polycom and Partner Resources

In addition to this guide, the following documentation further describes Polycom endpoints and BlueJeans video conferencing. The Release Notes, in particular, may include known issues or limitations related to BlueJeans interoperability with Polycom endpoints.

- *Polycom RealPresence Group Series Administrator Guide*
- *Polycom RealPresence Group Series Setup Sheet*
- *Polycom RealPresence Group Series Release Notes*
- *Polycom RealPresence Debut Administrator Guide*
- *Polycom RealPresence Debut Setup Sheet*
- *Polycom RealPresence Debut Release Notes*
- *Polycom RealPresence Group Series with BlueJeans Relay User Guide*
- *Quick Tips for Polycom RealPresence Debut with BlueJeans Relay*
- *Polycom UC Software for Polycom Trio Solution Administrator Guide*
- *Polycom Trio Setup Sheet*
- *Polycom Trio Release Notes*
- [BlueJeans Support](#)
- [BlueJeans Relay documentation](#)

The Polycom Community

The [Polycom Community](#) gives you access to the latest developer and support information. Participate in discussion forums to share ideas and solve problems with your colleagues. To register with the Polycom Community, simply create a Polycom online account. When logged in, you can access Polycom support personnel and participate in developer and support forums to find the latest information on hardware, software, and partner solutions topics.

Audience, Purpose, and Required Skills

This guide is designed to assist an IT administrator configure Polycom endpoints to join BlueJeans meetings. This guide is written for a technical audience. You are expected to understand basic networking and video-conferencing concepts.

Introducing Polycom Interoperability with BlueJeans

Topics:

- [Features and Capabilities](#)
- [Products Tested with this Release](#)

Polycom extends the interoperability of Polycom Trio™ 8800, Polycom Trio™ 8500, Polycom RealPresence® Group Series 300/310/500/700 systems, and RealPresence Debut™, making these solutions work with BlueJeans.

Features and Capabilities

When configured for BlueJeans, your Polycom endpoints can seamlessly join and start BlueJeans meetings.

In a BlueJeans environment, your Polycom endpoint can:

- Click-to-join BlueJeans meetings directly from the endpoint's calendar.
- Join or start BlueJeans meetings from the endpoint's speed dial.
- Share high-quality content with other BlueJeans meeting participants.

Products Tested with this Release

Polycom products are tested extensively with a wide range of products. You can view a list of the products that have been tested for compatibility with this release.

Polycom strives to support any system that is standards-compliant and investigates reports of Polycom systems that are not interoperable with other vendor systems. Note that the following list is not a complete inventory of compatible equipment, but the products that have been tested with this release.

Note: Polycom recommends that you upgrade all of your Polycom systems with the latest software versions. Any compatibility issues may already have been addressed by software updates. Refer to Polycom Service Policies at http://support.polycom.com/content/support/service_policies.html to see the Current Polycom Interoperability Matrix.

Products Tested with this Release

Product	Tested Versions
Polycom RealPresence Debut	1.3 and higher
Polycom RealPresence Group Series	6.1.4 and higher
Polycom® Pano™	1.0.1

Product	Tested Versions
Polycom® Pano™ App	1.0.1
BlueJeans App	1.32.27
BlueJeans Microsoft Outlook Add-in	4.1.730
BlueJeans Relay Touch	2.13
Polycom Trio Solution	5.5.3
BlueJeans Relay Listener	2.13.0

Supported Peripherals

The following peripherals are supported:

Supported Peripherals

Product	Tested Versions (if applicable)
Polycom® EagleEye™ Acoustic, EagleEye III, EagleEye II, EagleEye 1080, EagleEye View, EagleEye HD, and EagleEye IV cameras	
Polycom® EagleEye™ Director	2.2
Polycom® EagleEye™ Producer	1.2
Polycom RealPresence Group Microphone Array	

Solution Limitations

The following product limitations are present in the current release.

RealPresence Debut

RealPresence Debut software version 1.3.1 is supported with H.323 network signaling only. Other protocols are not supported with BlueJeans.

Integrating Your Polycom Endpoints with BlueJeans

Topics:

- [Verify Your Network Firewall Configuration](#)
- [Configuring Your RealPresence Group Series Settings](#)
- [Configuring Your RealPresence Debut Settings](#)
- [Configuring Your Polycom Trio Settings](#)

Verify Your Network Firewall Configuration

You need to verify that your firewall configuration allows the BlueJeans Relay to provision some Polycom endpoint settings and lets your endpoints communicate with the BlueJeans conferencing service. Consult your network administrator to confirm that your network is configured for BlueJeans meetings.

For information on network requirements, refer to the BlueJeans documentation on [port usage](#) and [firewalls](#).

Configuring Your RealPresence Group Series Settings

You need to configure the following RealPresence Group Series system settings so your endpoint works with BlueJeans:

- System time
- SIP settings
- H.323 settings
- Static IP address (optional)
- Network dialing options
- Preferred call speeds
- Remote control
- Speed dial

Set the Date and Time

You need to configure the system's time settings so that BlueJeans meetings on the calendar display properly.

Procedure

1. In the system web interface, go to **Admin Settings > General Settings > Date and Time > System Time**.
2. Configure the following settings and select **Save**:

Setting	Description
Date Format	Specifies how the date is displayed in the interface. Note: This is a web-only setting.
Time Format	Specifies how the time is displayed in the interface.
Auto Adjust for Daylight Saving Time	Specifies the daylight saving time setting. When you enable this setting, the system clock automatically changes for daylight saving time. Note: This is a web-only setting.
Time Zone	Specifies the time difference between GMT (Greenwich Mean Time) and your location.
Time Server	Specifies whether the connection to a time server is automatic or manual for system time settings. You can also select Off to enter the date and time yourself.

Configure SIP Settings

You can configure the SIP settings on your system.

Note: Polycom recommends using SIP, but H.323 also is supported. If you want to enable both communication protocols or have questions about these settings, contact your system administrator.

Procedure

1. In the system web interface, go to **Admin Settings > Network > IP Network > SIP**.
2. Select the **Enable SIP** checkbox.
3. Set **SIP Server Configuration** to **Specify**.
4. Set **Transport Protocol** to **TLS**.
5. Set **BFCP transport preference** to **Prefer UDP**.
6. Set **Registrar Server Type** to **Unknown**.
7. Select **Save**.

Configure H.323 Settings

You can configure the H.323 settings on your system.

Note: Polycom recommends using SIP, but H.323 also is supported. If you want to enable both communication protocols or have questions about these settings, contact your system administrator.

Procedure

1. In the system web interface, go to **Admin Settings > Network > IP Network > H.323**
2. Select the **Enable IP H.323** checkbox.
3. Set **Use Gatekeeper** to **Off**.
4. Select **Save**.

Configure Static IP Address (Optional)

To ensure that the BlueJeans Relay remains constantly in service, enable the BlueJeans Listener Service to always be connected to Polycom endpoints.

To enable this connectivity, the endpoint's IP address must remain constant. Polycom recommends that you update DHCP leases with a reservation based upon the endpoint's MAC address. If this is not possible, use a static IP address as a workaround.

Procedure

1. In the system web interface, go to **Admin Settings > Network > LAN Properties**.
2. Select **IP Address (IPv4)** or **IP Address (IPv6)**, depending on what you need.
3. Set **IP Address** to **Enter IP Address Manually**.
4. Enter the appropriate information to assign a static IP address to your system and select **Save**.

Configure Dialing Options

Dialing preferences help you manage the network bandwidth used for calls and establish an AVC call configuration on RealPresence Group Series systems.

You need to configure your system with the correct dialing options for BlueJeans meetings.

Procedure

1. In the system web interface, go to **Admin Settings > Network > Dialing Preference > Dialing Options**.
2. Set **Scalable Video Conferencing Preference (H.264)** to **AVC Only**.
3. Select the **Enable H.239** checkbox.
4. Set the **Video Dialing Order** to your preference (**SIP** is recommended).
5. Select **Save**.

Set Preferred Call Speeds

You need to configure your system's preferred call speeds for BlueJeans.

Procedure

1. In the system web interface, go to **Admin Settings > Network > Dialing Preference > Preferred Speeds**.
2. Set **Preferred Speed for Placed Calls** to **1024** or **1472**.

3. Set **Maximum Speed for Received Calls** to **1472**.
4. Select **Save**.

Configure Remote Control Behavior

If you want to use a remote to control your BlueJeans meetings, it must be configured to use DTMF tones.

Procedure

1. In the system web interface, go to **Admin Settings > General Settings > System Settings > Remote Control, Keypad, and Power**.
2. Select the **Keypad Audio Confirmation** checkbox.
3. Set **Numeric Keypad Function While In a Call** to **Tones**.
4. Select **Save**.

Setting Up Speed Dial

You use speed dialing to quickly call an IP address designated as a Favorite. Speed Dial contacts are displayed on the RealPresence Group Series system's local interface and on a paired RealPresence Touch device. Speed dial entries do not appear when the RealPresence Group Series system is paired with a Polycom Touch Control.

Create Favorite Contacts

To set up your speed dial with BlueJeans-specific entries, you need to first create favorite contacts.

The following instructions describe how to create favorites for joining and starting BlueJeans meetings with your room system.

Procedure

1. In the system web interface, go to **Manage Favorites**.
2. Select **Create New Favorite**.
3. Create a favorite for joining any BlueJeans meeting:
 - a. In the **First Name** field, enter the name you want for joining any meeting (e.g., *Join a BlueJeans Meeting*).
 - b. In the **SIP Address** field, enter **bjn.vc**.
 - c. Select **Save**.

You have created a favorite for joining any meeting.
4. Create a favorite for starting a specific BlueJeans meeting:
 - a. In the **First Name** field, enter the name you want for starting a specific meeting (e.g., *Start a BlueJeans Meeting*).
 - b. In the **SIP Address** field, enter a dial string using one of the following formats:
 - `<meetingID>@bjn.vc` Dial string includes your BlueJeans meeting ID.

- `<meetingID.passcode>@bjn.vc` Dial string includes your BlueJeans meeting ID and moderator or participant passcode (depending on how your BlueJeans meetings are set up).

c. Select **Save**.

You have created a favorite for starting a specific meeting.

Create Speed Dial Entries

After you create the favorite contacts for BlueJeans, you can add those to your system's Speed Dial tab.

Procedure

1. In the system web interface, go to **Admin Settings > General Settings > Home Screen Settings > Speed Dial**.
2. Select the **Enable Speed Dial** checkbox.
3. Select **Choose Favorites**.
4. Search for the favorite contacts you created for BlueJeans and select **Add** for each one.

You should see the speed dial entries for BlueJeans meetings in the system's **Speed Dial** tab.

Configure BlueJeans Relay for RealPresence Group Series Systems

To integrate with your BlueJeans calendar service, use the BlueJeans Relay admin web portal to configure Polycom endpoints.

Gather the following information for each endpoint and have it available when using the BlueJeans Relay.

- **User Name:** Use to provision the system. Enter `admin`.
- **Administrator Password:** Use to configure the system.
- **IP Address**
- **Email Address:** Assigned to the endpoint for calendar scheduling (when it is a room resource).

Note: To learn how to enable endpoints to receive meeting invitations and join a meeting directly from its calendar display, refer to the [BlueJeans Relay documentation](#).

Configuring Your RealPresence Debut Settings

You need to configure the following RealPresence Debut system settings so your endpoint works with BlueJeans:

- SIP or H.323 settings
- Static IP address (optional)
- System time
- Call settings
- Mode of operation
- Speed dial

Configure SIP Settings

You can configure your system to use SIP if you prefer that communication protocol.

Note: Polycom recommends using SIP, but H.323 also is supported.

Procedure

1. In the system web interface, go to **Server Settings > Call Server**.
2. Set **Communication Protocol** to **SIP**.
3. Set **Transport Protocol** to **TLS**.
4. Set **Enable SIP Registration** to **Disable**.
5. Select **Submit**.

Configure H.323 Settings

You can configure your system to use H.323 if you prefer that communication protocol.

Note: Polycom recommends using SIP, but H.323 also is supported.

Procedure

1. In the system web interface, go to **Server Settings > Call Server**.
2. Set **Communication Protocol** to **H.323**.
3. Set **Enable H.323 Registration** to **Disable**.
4. Select **Submit**.

Configure Static IP Address (Optional)

To ensure that the BlueJeans Relay remains constantly in service, enable the BlueJeans Listener Service to always be connected to Polycom endpoints.

To enable this connectivity, the endpoint's IP address must remain constant. Polycom recommends that you update DHCP leases with a reservation based upon the endpoint's MAC address. If this is not possible, use a static IP address as a workaround.

Procedure

1. Go to the network setting page by doing one of the following:
 - In the system web interface, go to **System Settings > Network Setting**.
 - In the local interface, go to **Settings > Networks**.
2. Set **DHCP Mode** to **Static IP**.
3. Enter the appropriate information to assign a static IP address to your system and select **Submit**.

Set the Date and Time

You can set the date and time of the RealPresence Debut system in the web interface.

You need to configure the system's time settings so that BlueJeans meetings on the calendar display properly.

Procedure

1. In the web interface, go to **Server Settings > Provisioning** and select **Disable** to disable Provisioning Mode.
2. In the web interface, go to **System Settings > Date and Time**.
3. Select the time zone from the **Time Zone** drop down menu.
4. Choose one of the following options from the **Time Server** dropdown menu:
 - Select **Manual** and enter the address in the **Time Server Address** field.
 - Select **Auto**.
5. Choose the **Date Format** and the **Time Format**.
6. Select **Submit**.

Configure Call Settings

Your system must be configured with call rates optimal for BlueJeans meetings.

Procedure

1. In the web interface, go to **System Settings > Call Settings**.
2. Set the **Call Rate** to **1024Kbps** or **1536Kbps**.
3. Set **Encryption Mode** to **On**.
4. Select **Submit**.

Configure Mode of Operation

Your system needs to be in Enterprise mode for BlueJeans meetings.

Procedure

1. In the system web interface, go to **Admin Settings > Mode Switch**.
2. Select **Enterprise**, then select **Submit**.

Create a Speed Dial Entry for Joining Any Meeting

You can set up your speed dial for joining any BlueJeans meeting.

Procedure

1. In the system web interface, go to **Contacts**.
2. Select **+** to open the **Add Contact** dialog.

3. In the **Name** field, enter the name you want for joining any meeting (e.g., *Join a BlueJeans Meeting*).
4. In the **Number** field, enter **bjn.vc**.
5. Select **Save**.

You have created a contact (i.e., speed dial entry) for joining any meeting.

Create a Speed Dial Entry for Starting a Specific Meeting

You can set up your speed dial for joining a specific BlueJeans meeting.

Procedure

1. Create a contact for starting a specific BlueJeans meeting:
2. Select **+** to open the **Add Contact** dialog.
3. In the **Name** field, enter the name you want for starting a specific meeting (e.g., *Start a BlueJeans Meeting*).
4. In the **Number** field, enter a dial string using one of the following formats:
 - `<meetingID>@bjn.vc` Dial string includes your BlueJeans meeting ID.
 - `<meetingID.passcode>@bjn.vc` Dial string includes your BlueJeans meeting ID and moderator or participant passcode (depending on how your BlueJeans meetings are set up).
5. Select **Save**.

You have created a contact (i.e., speed dial entry) for starting a specific meeting.

Configure BlueJeans Relay for RealPresence Debut

To integrate with your BlueJeans calendar service, use the BlueJeans Relay admin web portal to configure Polycom endpoints.

Gather the following information for each endpoint and have it available when using the BlueJeans Relay.

- **User Password:** Use to configure the system. Enter `admin`.
- **Administrator Password:** Use to configure the system.
- **IP Address**
- **Email Address:** Assigned to the endpoint for calendar scheduling (when it is a room resource).

Note: To learn how to enable endpoints to receive meeting invitations and join a meeting directly from its calendar display, refer to the [BlueJeans Relay documentation](#).

Configuring Your Polycom Trio Settings

Before you select a configuration to create a Trio endpoint, you must determine if you meet the requirements for Trio interoperability. Next you will configure Polycom Trio settings.

Requirements for Polycom Trio Interoperability

You must meet the following hardware and software requirements before you can use the Polycom Trio as a BlueJeans endpoint.

- **Hardware:** A Polycom Trio 8800 or Polycom Trio 8500 to support voice. To add video, a Polycom Trio Visual+ accessory with compatible camera is required.
- **Software version:** 5.5.3 or higher
- **BlueJeans account:** Access to an account with BlueJeans Relay
- **Account for Trio calendaring:** Exchange On-Premises, Exchange Online, or a Google account
- **BlueJeans Plug-in:** Download a [calendar plug-in](#)

Enable the REST API

You must enable the REST API so that your endpoint can interoperate with the BlueJeans Relay.

Before you enable the REST API, you must change the administrator password of your endpoint. After the password is changed, you can enable the REST API.

Note: The configuration file for the REST API is available at [Polycom Support](#).

Procedure

1. Use one of the following methods to change the administrator password from the default value:
 - a. From the Polycom Trio web interface, log in to the Polycom Trio as an administrator using the HTTPS protocol. The default password is 456.
In the **Settings** menu, select **Change Password**.
Select the **Admin** tab and update the password.
Select **Save**.
 - b. In the Polycom Trio touch interface, go to **Settings > Advanced** and enter the admin password. The default password is 456.
Select **Administrative Settings > Change Admin Password**.
Enter a new admin password.
 - c. Add the following configuration to change the admin password.

```
device.set="1"
device.auth.localAdminPassword.set="1"
device.auth.localAdminPassword="[password]"
```

2. Use method a or b to enable REST API on the Polycom Trio; this is an important step for BlueJeans Relay interoperability.
 - a. In the Polycom Trio web interface, select **Settings > Applications**.
At **REST API**, select **Enable**.
Select **Save**.
 - b. If your Polycom Trio is configured from a provisioning system, you can enable the REST API and set this parameter using that system as follows.
Set the parameter `apps.restapi.enabled="1"`.

Related Links

[Configure BlueJeans Relay for Polycom Trio](#) on page 21

System Date and Time

Ensure that the system date and time are correctly configured.

For more information about this setting, refer to the *Polycom Trio Solution Administrator Guide* at [Polycom Support](#).

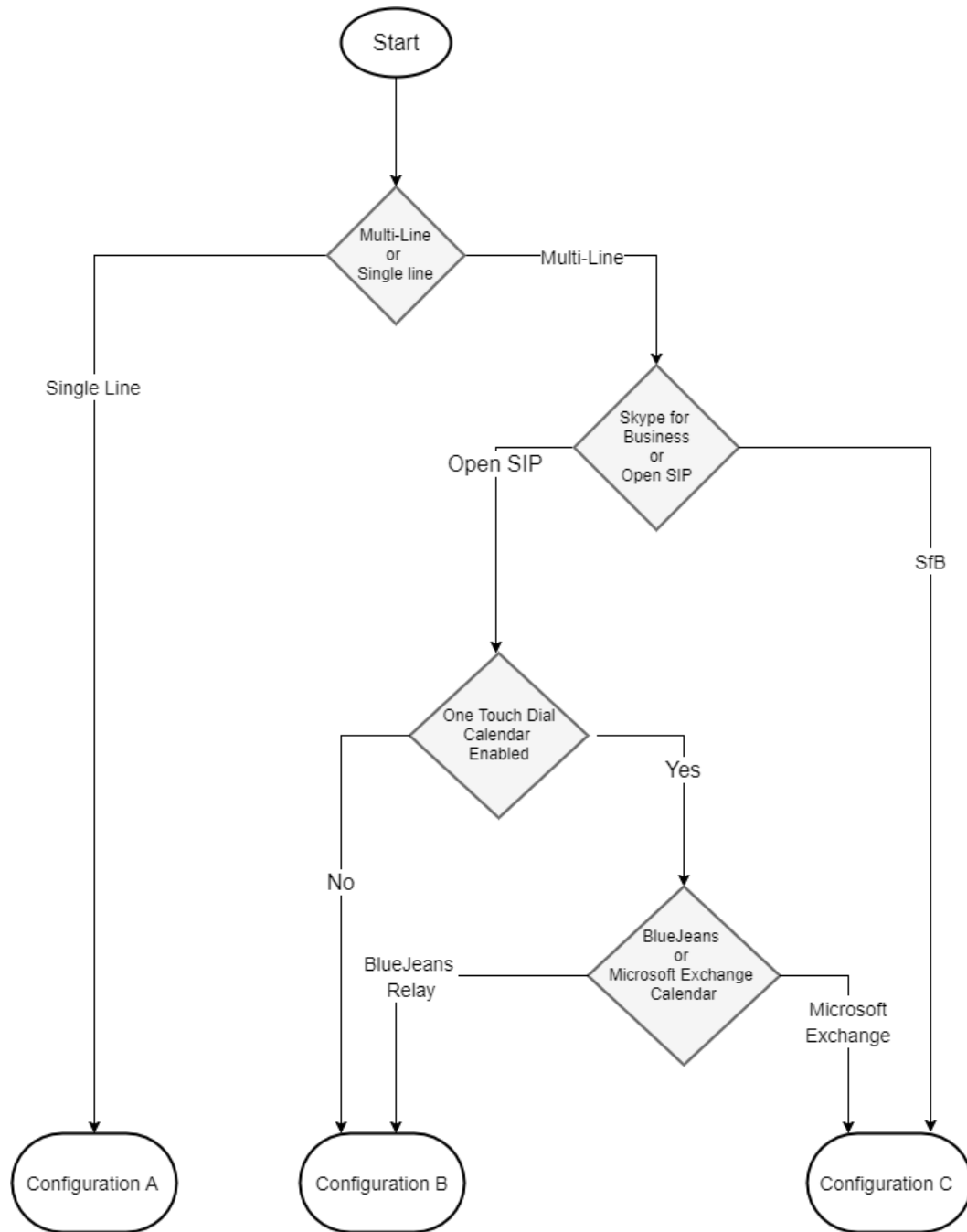
Static IP Address

To ensure that the BlueJeans Relay remains constantly in service, enable the BlueJeans Listener Service to always be connected to Polycom endpoints.

To enable this connectivity, the endpoint's IP address must remain constant. Polycom recommends that you update DHCP leases with a reservation based upon the endpoint's MAC address. If this is not possible, use a static IP address as a workaround.

Selecting a Trio Endpoint Configuration

You must set up the Polycom Trio to work with BlueJeans Relay using one of three different configuration methods. To make the decision for your environment, use the flowchart below.



Related Links

[Set Up Configuration A: Single Line with Ad Hoc and One-Touch Join for Meetings](#) on page 18

[Set Up Configuration B: Multi Line Open SIP that Supports Ad Hoc and One-Touch Join of Meetings](#) on page 18

[Set Up Configuration C: Multi Line Skype for Business or Open SIP and Exchange](#) on page 19

Set Up Configuration A: Single Line with Ad Hoc and One-Touch Join for Meetings

This configuration, as is, supports ad hoc dialing into BlueJeans meetings. To use one-touch dial to join scheduled meetings, refer to the “Configure BlueJeans Relay for Polycom Trio” link below this topic. The BlueJeans Relay system installs the correct Exchange calendar configuration to Polycom Trio.

Note: The configuration file for configuration A is available at [Polycom Support](#).

Note: You can customize the parameter `reg.1.address` to a unique address/name for Polycom Trio.

Procedure

1. Configure the Polycom Trio configuration with the following settings.

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<PHONE_CONFIG>
<ALL
apps.restapi.enabled="1"
call.autoOffHook.1.contact="meeting@sip.bjn.vc"
call.autoOffHook.1.enabled="1"
call.teluri.showPrompt="0"
reg.1.address="Trio.BlueJeans"
nat.keepalive.interval="20"
reg.1.label="BlueJeans"
reg.1.server.1.address="sip.bjn.vc"
reg.1.server.1.register="0"
reg.1.server.1.transport="TLS"
reg.1.server.1.port="5061"
reg.1.srtp.offer="1"
reg.1.outboundProxy.address="sip.bjn.vc"
reg.1.outboundProxy.transport="TLS"
reg.1.outboundProxy.port="5061"
/>
</PHONE_CONFIG>
```

Related Links

[Selecting a Trio Endpoint Configuration](#) on page 16

[Configure BlueJeans Relay for Polycom Trio](#) on page 21

Set Up Configuration B: Multi Line Open SIP that Supports Ad Hoc and One-Touch Join of Meetings

This configuration, as is, supports ad hoc dialing into BlueJeans Meetings from line 2 or greater. To use one-touch dial to join scheduled meetings, refer to the “Configure BlueJeans Relay for Polycom Trio” link below this topic. The BlueJeans Relay system installs the correct Exchange calendar configuration to Polycom Trio.

Note: The configuration file for configuration B is available at [Polycom Support](#).

Note: You can customize the parameter `reg.2.address` to a unique address/name for Polycom Trio.

Procedure

1. Add the following code to the configuration.

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<PHONE_CONFIG>
<ALL
apps.restapi.enabled="1"
call.autoOffHook.2.contact="meeting@sip.bjn.vc"
call.autoOffHook.2.enabled="1"
call.teluri.showPrompt="0"
nat.keepalive.interval="20"
reg.limit="2"
reg.2.address="Trio.BlueJeans"
reg.2.label="BlueJeans"
reg.2.server.1.address="sip.bjn.vc"
reg.2.server.1.register="0"
reg.2.server.1.transport="TLS"
reg.2.server.1.port="5061"
reg.2.srtp.offer="1"
reg.2.outboundProxy.address="sip.bjn.vc"
reg.2.outboundProxy.transport="TLS"
reg.2.outboundProxy.port="5061"
dialplan.applyToDirectoryDial="1"
dialplan.digitmap.lineSwitching.enable="1"
dialplan.2.applyToDirectoryDial="1"
dialplan.2.digitmap="sip\:x.\@sip\.bjn\.vc|sip\:x.\.x.\@sip\.bjn\.vc|
x.\@sip\.bjn\.vc|x.\.x.\@sip\.bjn\.vc"
/>
</PHONE_CONFIG>
```

Related Links

[Selecting a Trio Endpoint Configuration](#) on page 16

[Configure BlueJeans Relay for Polycom Trio](#) on page 21

Set Up Configuration C: Multi Line Skype for Business or Open SIP and Exchange

In this configuration, the Polycom Trio operates as a multi line device with a Skype for Business or Open SIP account on line 1, BlueJeans on line 2 (or greater), and calendar scheduling from Exchange. After you configure line 1 on the multi line Polycom Trio, enter the additional values below so that one-touch dial into BlueJeans meetings works correctly.

The following configuration information applies to Exchange and speed dial.

- To use the Exchange calendar, you must revise the BlueJeans meeting invitation. BlueJeans customer service can make this revision.
- To allow speed dialing to a BlueJeans meeting, you must enable the Local Contacts Directory feature by setting `feature.directory.enabled="1"`. In the Skype for Business profile, this feature is disabled by default.

Note: The configuration files for configuration C and for the Exchange calendar are available at [Polycom Support](#).

Note: You can customize the parameter `reg.2.address` to a unique address/name for Polycom Trio.

Procedure

1. Add the following code to the configuration.

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<Bluejeans>
<ALL
apps.restapi.enabled="1"
call.autoOffHook.2.contact="meeting@bjn.vc"
call.autoOffHook.2.enabled="1"
call.teluri.showPrompt="0"
feature.directory.enabled="1"
feature.exchangeCalendar.enabled="1"
exchange.meeting.parseEmailsAsSipUris="1"
exchange.meeting.parseOption="All"
exchange.meeting.parseAllowedSipUriDomains="bjn.vc"
nat.keepalive.interval="20"
dialplan.applyToDirectoryDial="1"
dialplan.digitmap.lineSwitching.enable="1"
dialplan.2.applyToDirectoryDial="1"
dialplan.2.digitmap="sip:x.x.@bjn.vc|sip:x.@bjn.vc|x.x.@bjn
.vc|x.@bjn.vc"
reg.limit="2"
reg.2.address="Trio.BlueJeans"
reg.2.label="BlueJeans"
reg.2.server.1.address="bjn.vc"
reg.2.server.1.register="0"
reg.2.server.1.transport="TLS"
reg.2.server.1.port="5061"
reg.2.srtp.offer="1"
reg.2.outboundProxy.address="bjn.vc"
reg.2.outboundProxy.transport="TLS"
reg.2.outboundProxy.port="5061"/>
</Bluejeans>
```

2. If the Microsoft Exchange calendar feature is not already configured, add the following configuration with valid parameter values.

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<EXCHANGE>
<ALL
device.set="1"
device.loginAltCred.user.set="1"
device.loginAltCred.user="[Trio user]"
device.loginAltCred.password.set="1"
device.loginAltCred.password="[Trio Password]"
device.loginAltCred.domain.set="1"
device.loginAltCred.domain="[Trio Domain]"
feature.exchangeCalendar.enabled="1"
exchange.server.url="[Exchange Server URL]"
/>
</Exchange>
```

3. **Required:** Contact BlueJeans to revise the BlueJeans meeting invitation.

Related Links

[Selecting a Trio Endpoint Configuration](#) on page 16

[Configure BlueJeans Relay for Polycom Trio](#) on page 21

Edit the BlueJeans Meeting Invitation

If you are using Exchange calendar to enable one-touch dial, contact BlueJeans to revise your invitation.

Procedure

1. Ask BlueJeans to revise your meeting invitation so that it appears in the following format.

Meeting Invitation Example

Meeting ID: 277 986 536

Room System

Dial: [277986536@bjn.vc](tel:277986536@bjn.vc) or 199.48.152.152

Meeting ID: 277 986 536

Passcode: 6505

Configure BlueJeans Relay for Polycom Trio

To integrate with your BlueJeans calendar service, use the BlueJeans Relay admin web portal to configure Polycom endpoints.

Gather the following information for each endpoint and have it available when using the BlueJeans Relay.

- **Administrator User Name:** Use to configure the system. Enter `Polycom`.
- **Administrator Password:** Use to configure the system. Enter the new administrator password you created when you enabled the REST API.
- **IP Address**
- **Email Address:** Assigned to the endpoint for calendar scheduling (when it is a room resource).

Note: To learn how to enable endpoints to receive meeting invitations and to join a meeting directly from its calendar display, refer to the BlueJeans Relay documentation at the link below.

The following procedure must be completed in addition to the configuration information provided by BlueJeans. For details, refer to [BlueJeans Relay documentation](#).

Procedure

1. In your web browser, enter the IP address for the BlueJeans Relay.
2. Select **Endpoints** and select an endpoint name in the list.
3. Under **Endpoint Control**, select **show advanced properties**.
4. At **Signaling Protocol**, ensure that **SIP** is enabled and that **Address Style** is **Hostname**.
5. To use one-touch dial, enable scheduling and then enable **Push Meetings to Endpoint**.

Related Links

[Set Up Configuration A: Single Line with Ad Hoc and One-Touch Join for Meetings](#) on page 18

[Set Up Configuration B: Multi Line Open SIP that Supports Ad Hoc and One-Touch Join of Meetings](#) on page 18

[Set Up Configuration C: Multi Line Skype for Business or Open SIP and Exchange](#) on page 19

[Enable the REST API](#) on page 15

Making Test Calls

Topics:

- [Making Test Calls with Your RealPresence Group Series](#)
- [Making Test Calls with Your RealPresence Debut](#)
- [Making Test Calls with Your Polycom Trio](#)

To troubleshoot any issues, Polycom recommends that you do test calls to test your configuration.

Making Test Calls with Your RealPresence Group Series

After completing the provisioning process with the BlueJeans Relay for Polycom, you should create and join a BlueJeans meeting to verify that your endpoint is correctly configured.

Start a Meeting

If your administrator has enabled Speed Dial and added contacts, you can call those contacts from the Speed Dial screen.

With Speed Dial, you can initiate a call with the meeting ID assigned to the meeting room.

Procedure

1. Navigate to **Speed Dial** on the Home screen.
2. Select the speed dial entry configured for starting a meeting.
The speed dial entry should automatically include the meeting ID (and moderator passcode, depending on how the entry is configured), so you do not have to dial anything manually.

Join a Scheduled Meeting

You can join a scheduled BlueJeans meeting from the RealPresence Group Series system Calendar when your endpoint is listed as the meeting location.

Make sure your endpoint is provisioned with the calendar service configured on the BlueJeans Relay.

Procedure

1. Using your calendar service, set up a test meeting with your endpoint as the location.
2. From the Home screen, navigate to the test meeting you created and select **Join**.


Making Test Calls with Your RealPresence Debut

After completing the provisioning process with the BlueJeans Relay for Polycom, you should create and join a BlueJeans meeting to verify that your endpoint is correctly configured.

Start a Meeting

You can use a favorite on your RealPresence Debut system to start a call with the meeting ID assigned to the meeting room.

Procedure


1. From the Home screen, select .
2. Navigate to **Contacts > Favorites** and select the speed dial entry you configured for starting a meeting.

Join a Scheduled Meeting

You can join a scheduled BlueJeans meeting from the RealPresence Debut system Calendar when your endpoint is listed as the meeting location.

Make sure your endpoint is provisioned with the calendar service configured on the BlueJeans Relay.

Procedure

1. Using your calendar service, set up a test meeting with your endpoint as the location.
2. From the Home screen, select .

The system connects directly to the scheduled meeting.

Making Test Calls with Your Polycom Trio

After completing the provisioning process with the BlueJeans Relay for Polycom, create and join a BlueJeans meeting to verify that your Polycom Trio is correctly configured.

Join an Ad Hoc Meeting

You can join an ad hoc meeting through the BlueJeans meeting lobby.

Procedure

1. On the Polycom Trio, select the line with the **BlueJeans** label.
The Polycom Trio connects to the BlueJeans meeting queue and a BlueJeans network image appears.
2. Enter the meeting ID.

Join a Meeting from the Calendar

You can use one-touch join from the calendar or from meeting details to enter a scheduled meeting.

Procedure

1. In the Polycom Trio, do one of the following.
 - On the Polycom Trio, tap **Join**.
 - On the Polycom Trio, select **Calendar** and select a meeting to **Join**.