



SOLUTION GUIDE

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Polycom[®] Interoperability with Zoom



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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 available documentation that describes the Polycom video endpoints as well as Zoom video conferencing includes:

- *Polycom RealPresence Group Series Administrator Guide*
- *Polycom RealPresence Group Series Setup Sheet*
- *Polycom RealPresence Debut Administrator Guide*
- *Polycom RealPresence Debut Setup Sheet*
- *Polycom RealPresence Group Series with Zoom Connector for Polycom*
- *Quick Tips for Polycom RealPresence Debut with Zoom Connector for Polycom*
- The [Zoom Video Conferencing Help Center](#)
- The *Zoom Connector for Polycom Administrator Guide* <https://support.zoom.us/hc/en-us/articles/115001940943>

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 deploy Polycom endpoints to be able to automatically provisioned by Zoom and to join Zoom meetings. This guide is written for a technical audience. You will be expected to understand basic networking and video conferencing concepts.

Introducing Interoperability with Zoom

Topics:

- [Features and Capabilities](#)

Polycom extends the interoperability capabilities of (310, 500, and 700 series) and RealPresence™ Debut™ by making these collaboration solutions work seamlessly with Zoom.

When you provision your Polycom endpoints to work with Zoom, your endpoints are automatically provisioned with configuration they need to join Zoom meetings.

Features and Capabilities

When provisioned for Zoom, your Polycom® RealPresence® Group Series and Polycom® RealPresence Debut™ video endpoints can seamlessly join Zoom meetings.

When within a Zoom environment, your Polycom endpoint can:

- Be automatically provisioned with the needed configurations to join Zoom meetings.
- Click-to-join Zoom meeting directly from the endpoint's calendar screen.
- Share high-quality content with other Zoom meeting participants.

Integrating your Polycom Endpoints with Zoom

Topics:

- [Task Overview for Integrating Your Endpoints with Zoom](#)

Task Overview for Integrating Your Endpoints with Zoom

Integrating your Polycom endpoints with Zoom involves the following steps.

Procedure

1. [Verify your Firewall Configuration](#) on page 4.
2. Set up your endpoint and power it on.
3. Gather the required endpoint information for use with the Zoom Connector for Polycom.
[Gather Required Endpoint Information](#) on page 4
4. Provision the endpoint by following the instructions in the Zoom Connector for Polycom document.
[Integrate your Endpoints with Zoom](#) on page 5
5. Conduct a test call to verify your endpoint configuration.
[Making Test Calls](#) on page 5

Verify your Firewall Configuration

You need to verify that your firewall configuration will allow the Zoom Connector for Polycom to provision endpoints as well as allow your endpoints to reach the Zoom conferencing service. Consult with your network administrator to ensure that your network is already configured for Zoom calls.

For more information about Zoom network requirements, see [Zoom Video Conferencing Help Center](#).

Gather Required Endpoint Information

Use the respective setup sheet for full instructions on how to set up your endpoint.

You'll need to gather the following information for each endpoint and have this information available when using the Zoom Connector for Polycom.

Procedure

1. Power on the endpoint.
2. When it is finished booting up, gather the following information:
 - Endpoint name.
 - Serial Number.
 - Endpoint password if provisioning an existing device.

- IP address for the endpoint
 - E-mail address to assigned to the endpoint when it is a room resource.
3. Ensure you have the e-mail address that will be assigned to the endpoint when it is a room resource.

Integrate your Endpoints with Zoom

Be sure you have all the required endpoint information in hand before setting up the Zoom Connector for Polycom software.

You will need to set up the Zoom Connector for Polycom and register your Polycom endpoints so they can be provisioned. For complete documentation on using the Zoom Connector for Polycom, see the Zoom documentation located here: <https://support.zoom.us/hc/en-us/articles/115001940943>

Procedure

1. Associate the Zoom Connector for Polycom with your network
2. Install the Zoom Connector for Polycom software.
3. Provision the Polycom system and with the Zoom configuration.

Making Test Calls

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

Start a Meet Now Meeting on a RealPresence Group Series System

Using a speed dial on the RealPresence Group Series Speed Dial tab, you can start a Meet Now meeting.

When you select the Meet Now speed dial on the Home screen, the system connects directly to the meeting room on Zoom.


Procedure

1. Navigate to the **Speed Dial** tab on the Home screen.
2. Select **Meet Now**.

Start a Meet Now Meeting with a RealPresence Debut System

You can use a favorite on the RealPresence Debut system to start a Meet Now Zoom meeting using the meeting ID assigned to the meeting room.

Procedure

1. From the Home screen, select 
2. Navigate to **Contacts > Favorites** and select **Meet Now**.

Verifying your Endpoint Configurations

Topics:

- [Verifying Your Polycom RealPresence Group Series Settings](#)
- [Verifying your RealPresence Debut System Configuration](#)

If you are not able to make test calls successfully, you should verify that the equipment is installed and set up correctly. Your endpoint settings depending on what is provisioned by Zoom. You can verify that your Polycom endpoint has been properly provisioned by double-checking the settings. The following list is not conclusive, but may help you troubleshoot or work with your Zoom support representative if you are having issues.

The following sections document only the settings that are automatically provisioned by Zoom. If you want detailed information about configuring your Polycom endpoints, please see the respective documentation.

Verifying Your Polycom[®] RealPresence[®] Group Series Settings

If you are not able to make test calls successfully, you should verify that the equipment is installed and set up correctly. Your endpoint settings depending on what is provisioned by Zoom. You can verify that your Polycom endpoint has been properly provisioned by double-checking the settings. The following list is not conclusive, but may help you troubleshoot or work with your Zoom support representative if you are having issues.

- Configured to use the Zoom calendar.
- Configured to use speed dial for specific Zoom entries.
- Configured with the correct SVC dialing options
- Configured with preferred dialing speeds.
- Configure the remote control to enter DTMF tones.

Verify that the Remote Control is Set to Use DTMF

When your system is configured for a Zoom environment, you need to configure the remote so that DTMF tones is the default.

Procedure

1. In the system web interface for the Polycom[®] RealPresence[®] Group Series , go to **Admin Settings > System Settings > Remote Control, Keypad, and Power**.
2. In the **Numeric Keypad Functions** field, verify that **Tones** is selected.

Verify Calendar Settings

Your system should be provisioned with the address of the Zoom meeting calendar service. This enables the endpoint to receive meeting invitations and join a meeting directly from its calendar display. Verify that your system is configured for the correct calendaring service.

Procedure

1. In the system web interface, go to **Admin Settings > Servers > Calendaring Service**.
2. Verify the following settings:
 - a) Ensure the Calendaring Service is enabled.
 - b) Ensure the **Microsoft Exchange Server** field contains the Zoom calendar service address.

Verify that Speed Dial Entries are Present

When your Polycom® RealPresence® Group Series system is provisioned for use with the Zoom, it may be configured with speed dial entries that assist in quickly joining Zoom meetings. You can verify that these speed dial entries have been configured.

Procedure

1. In the system web interface, go to **Admin Settings > General Settings > Home Screen Settings > Speed Dial**.
2. Click **Choose Favorites**.
3. Verify that your system has Zoom-specific speed dial entries.

Verify Your Network Dialing Options

When your Polycom® RealPresence® Group Series is provisioned, it includes the correct dialing options Zoom meetings. You can verify these.

Procedure

1. In the system web interface, go to **Admin Settings > Network > Dialing Preference > Dialing Options**.
2. Ensure the required call settings are configured:
 - **Scalable Video Conferencing Preference (H.264)** is set to **AVC Only**
 - The **Enable H.239** check box is marked.
 - **Video Dialing Order** is at administrator's discretion.

▼ Dialing Options

Scalable Video Coding Preference (H.264): AVC Only

Enable H.239:

Enable Audio-Only Calls:

TIP:

Call Type Order: Video

Video Dialing Order: SIP

Audio Dialing Order Preference 1 : SIP

Audio Dialing Order Preference 2 : H.323

Save

Verify the Preferred Call Speed

Procedure

1. In the system web interface, go to **Admin Settings > Network > Dialing Preference > Preferred Speeds**.
2. Verify that the **Preferred Speed** is set to either 1024 or 1920.
3. Verify that the **Maximum Speed** is set to 1920.

Verifying your RealPresence Debut™ System Configuration

If you are not able to make test calls successfully, you should verify that the equipment is installed and set up correctly. You can verify that your endpoint has been properly provisioned by double-checking the settings. Your endpoint settings depending on what is provisioned by Zoom. The following list is not conclusive, but may help you troubleshoot or work with your Zoom support representative if you are having issues.

You can verify the following settings:

- The **Calendar** is enabled.
- Your **Call Settings** are configured correctly.
- The **Call Server** is set and SIP registration is off.

Verify the Calendar Settings

Your system should be provisioned with the address of the Zoom meeting calendar service. This enables the endpoint to receive meeting invitations and join a meeting directly from its calendar display. Verify that your system is configured for the correct calendaring service.

Procedure

1. Log in to the web interface of the RealPresence Debut.
2. Verify the following settings:
 - a) Ensure the **Calendaring Service** is enabled.
 - b) Ensure the **Microsoft Exchange Server** field contains the Zoom calendar service address.

Verify Call Settings

When your RealPresence Debut is provisioned, it is provisioned with optimal call rates for Zoom meetings. You can verify these settings and update if necessary.

Procedure

1. In the web interface, go to **System Settings > Call Settings**.
2. Verify that the **Call Rate** is set to 1024Kbps.

Verify Call Server Settings

You can verify that the call server settings for your RealPresence Debut system are configured correctly.

Procedure

1. In the system web interface, go to **Server Settings > Call Server**.
2. Ensure **SIP** is selected for the **Communication Protocol**.
3. Ensure **TLS** is selected for the **Transport Protocol**.

Verify Speed Dial Entries (Contacts)

When your RealPresence Debut system is provisioned, it is provisioned with three speed dial contacts that are used to join Zoom meetings. You can verify that this have been added correctly and update if necessary.

Procedure

1. In the RealPresence Debut web interface, go to **Contacts**.
2. Verify that the following contacts are listed:

Zoom Contacts

Contact Name
Meet Now
Join Zoom Meeting