How To Connect Across Platforms (Zoom and Polycom)

This is guide to using telehealth / videochat services when one person is using Polycom and the other person is using Zoom. When Polycom Platform Users receive an invitation sent from Zoom Platform Users, you have an easy option to interoperate in addition to clicking on the first browser string (labeled *1) for launching Zoom.

Further down in the invitation is the IP address string for **H.323/SIP room system** for launching from any other standards-based video system platform like Polycom (labeled *2). So, for a Polycom RealPresence Desktop PC, CODEC or mobile location **you enter the IP address in the dial window** and click Join. You are then greeted by Zoom and asked to enter the Meeting ID. You can enter the Meeting ID with the keypad in the application keyboard. You join just like a Zoom endpoint.

Example of a Zoom Invitation in Polycom:

Hi there,

Wyoming Telehealth is inviting you to a scheduled Zoom meeting.

*1) Join from PC, Mac, Linux, iOS or Android: https://zoom.us/j/123456789

Or iPhone one-tap (US Toll): +16465588656,123456789# or +14086380968,,123456789#

Or Telephone:

Dial: +1 646 558 8656 (US Toll) or +1 408 638 0968 (US Toll)

Meeting ID: 407 104 917

International numbers available: https://zoom.us/zoomconference?m=JYzaY-1CItJA9ataCBp7tPW7bVNpAbH-

*2) Or an H.323/SIP room system:

H.323:

162.255.37.11 (US West)

162.255.36.11 (US East)

221.122.88.195 (China)

115.114.131.7 (India)

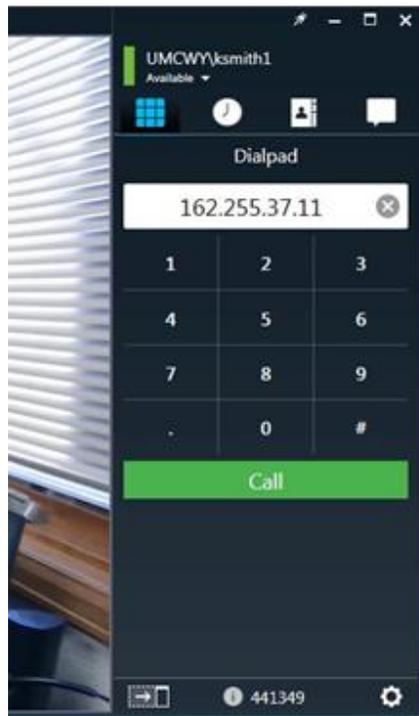213.19.144.110 (EMEA)

202.177.207.158 (Australia)

209.9.211.110 (Hong Kong)
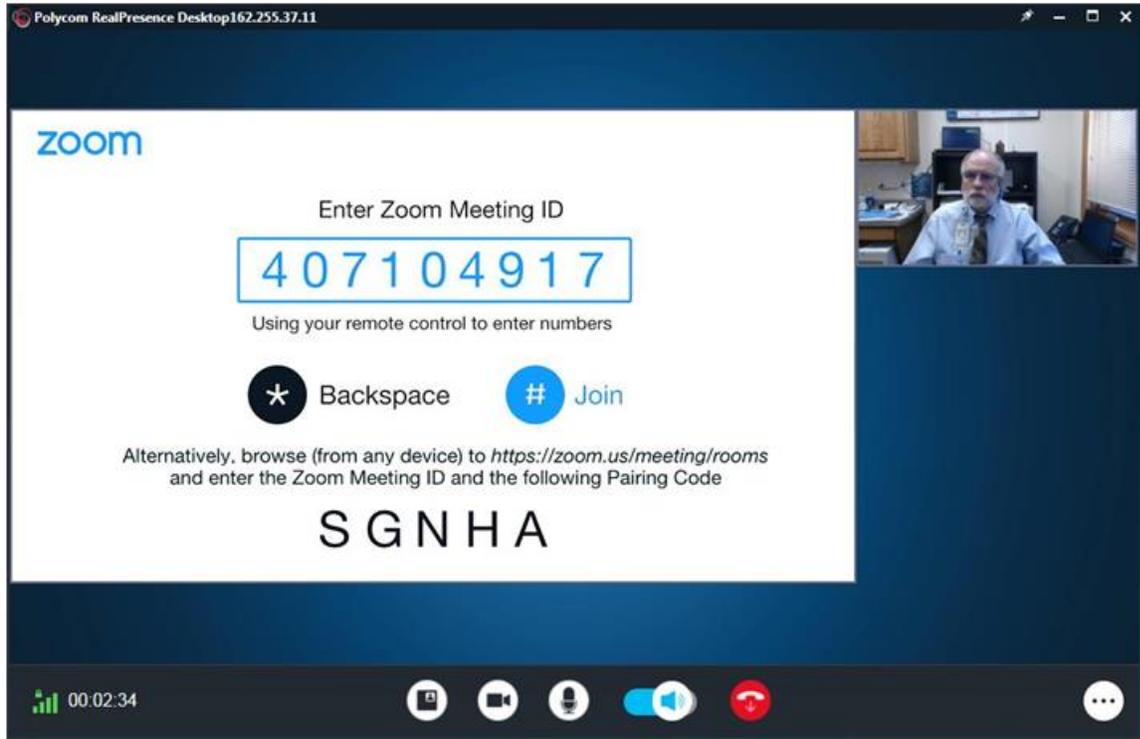
Meeting ID: 123 456 789

SIP: 123456789@zoomcrc.com

Using Polycom with Zoom invitation example:

1. After using your credential to log in to your *Polycom RealPresence Desktop*, enter the IP address from the Zoom invitation in the *Dialpad*. (You may also copy and paste the IP address from the Invitation)

2. Then click on the **Call** button (center green button just below the number pad).

3. You will then arrive at the Enter Zoom Meeting ID interface, where you are instructed to:
   a. Enter (type) the Pound Sign (#) from your device (PC or smart device) keyboard,
   b. Then continue to type in the nine (9) digit Meeting ID provided in your Invitation,
   c. Then Enter (type) the Pound Sign (#) immediately after entering the 9 digit Meeting ID numbers.

For those of you wishing to interoperate as a **Zoom Platform User to Polycom Platform**, once you have launched your Zoom program, please note the following dialing string:
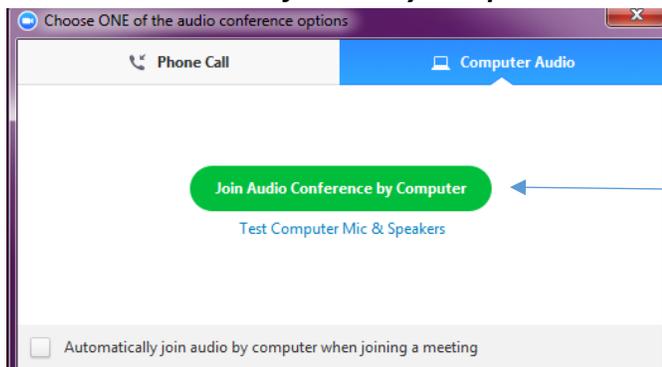
Using Zoom to Join with a Polycom platform example:

1. Log in using your credentials
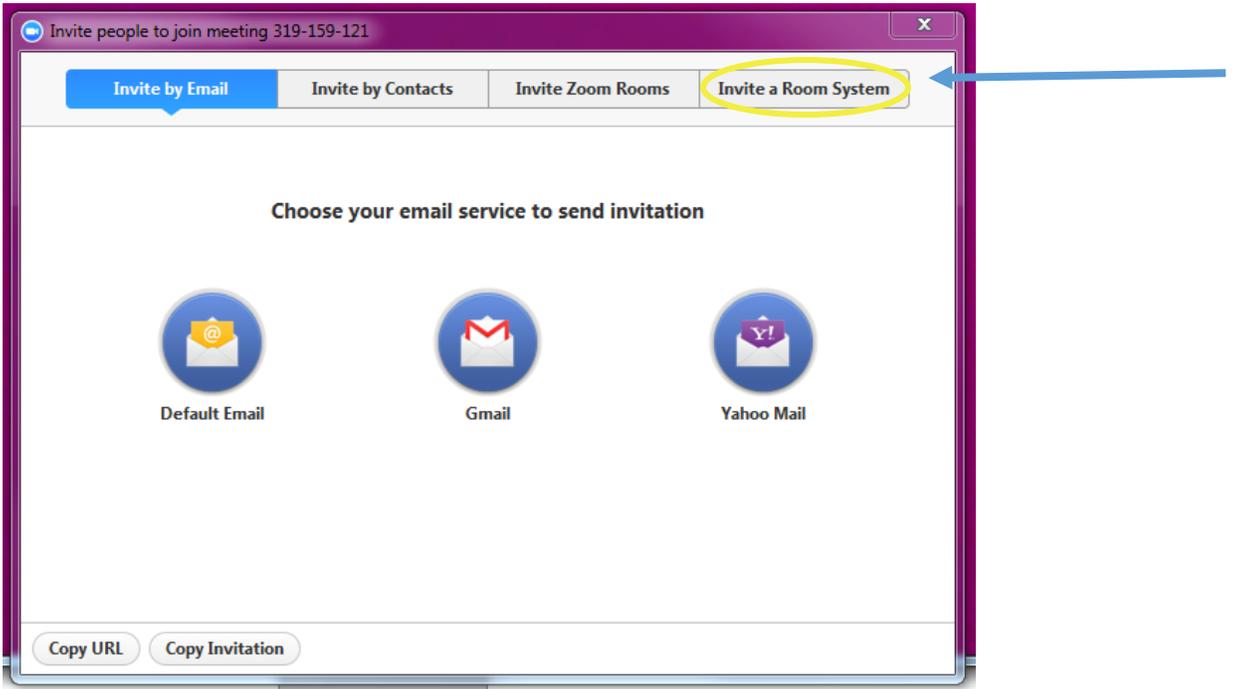2. Select **Start with Video** (top left orange icon).

Start with video

3. Select **Join Audio Conference by Computer** – under the **Computer Audio tab**
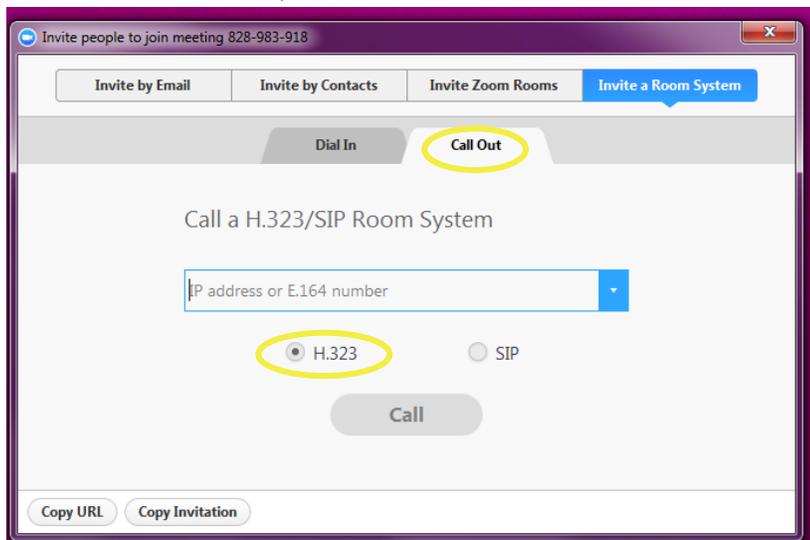
4. At the bottom of the Zoom window - **Click to Invite Participants** on the *Invite+ icon* at the bottom of your screen.

5. Next, choose and click on *Invite a Room System*

6. Click the *Call Out* tab, make sure the H.323 radio button is selected.

7. Then enter for example: **65.121.101.124##241234** and **click on *Call*.** (*You may copy and paste a string into the call window.)

*Please remember to MUTE your microphone – using the **Mute button** on the bottom left corner of you Zoom interface or along the tool bar in a Polycom interface, especially if joining a group to limit background noises. UNMUTE when you wish to be heard.

A final Use Case may be a person wanting to engage in a Telehealth video conference <u>without having either Zoom or Polycom platforms</u> already available. Please call either the Wyoming Telehealth Network of Cheyenne Regional's Telehealth Department and we can help.

As long as you have a broadband Internet connection available with a device having a Web Browser and email capability, either platform can send you an Invitation. The invitations come as an email calendar initation. In the body of the message there will be instructions and a hyperlink indicating 'click here to join the meeting'. This should launch a browser, on the first experience it will go out to get the appropriate product browser add-on or applet. Once the add on is installed, you will be enabled to proceed as instructed to join the corresponding meeting.