

Subject: Your Incident INC0075672 has comments added - Polycoms and Zoom
From: IT Service Desk <jlab@servicenowservices.com>
Date: 12/1/21, 9:27 AM
To: marki@jlab.org

Subject: Polycoms and Zoom

Incident: INC0075672

Comments:

12-01-2021 09:27:11 AM EST - Matthew Sconyers

Additional comments

Mark,

Zoom does support using polycoms for joining meetings. We're currently looking into getting it working properly as there are some issues with using certain polycoms for Zoom. You can call 161.199.136.10 on the polycom and see if it works for you. I recommend turning the volume down on the system when you call it as there may be loud static if the call does not work.

-Matthew

11-30-2021 09:52:37 PM EST - Mark Ito

Additional comments

received from: marki@jlab.org

There are several Polycom videoconferencing devices around CEBAF Center. We in Hall D have used them extensively, at least we did pre-pandemic. Will Zoom support their use?

You can view all the details of the incident by following the link below:

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Original Request:

There are several Polycom videoconferencing devices around CEBAF Center. We in Hall D have used them extensively, at least we did pre-pandemic. Will Zoom support their use?

Ref:MSG0461815_TMpLpCkZsSmyhOCOhjiQ