

**Subject:** Your Incident INC0075672 has comments added - Polycoms and Zoom  
**From:** IT Service Desk <jlab@servicenowservices.com>  
**Date:** 12/8/21, 9:20 AM  
**To:** marki@jlab.org

**Subject:** Polycoms and Zoom

**Incident:** INC0075672

## Comments:

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**12-08-2021 09:19:19 AM EST - Matthew Sconyers**

Additional comments

Both video and audio work with Zoom meetings.

-Matthew

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**12-06-2021 06:25:41 PM EST - Mark Ito**

Additional comments

reply from: marki@jlab.org

Have you guys been able to do video as well as audio with a Zoom meeting using one of the Lab's Polycoms? Or have the test been with audio only?

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**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

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**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?

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