Joining Bridged Polycom Videoconferences

There are three main ways to get connected to a Polycom videoconference on UF’s bridge:

(1) Have VCS (Video and Collaboration Services) connect you or,

(2) Connect yourself by Polycom (or other standalone equipment like Sony, Codian, Tandberg, etc.),

(3) Connect yourself by telephone (audio only).

(1) If your site is listed on the original request form VCS will try to connect you 15 minutes (or more if requested) before the listed start time. **Please make sure your Polycom unit is on before then.** If it is not, VCS will get a message you are unreachable. There’s no way for them to tell if your unit is just turned off or there are more serious problems.

If you are not on the original request and want VCS to connect you please notify them at least **two days in advance** by emailing **video@ufl.edu**. Please mention the name, date, and time of the conference you are interested in and a phone number to contact you if there are any questions. VCS will dial out to you 15 minutes minutes prior to the time you specify, so make sure your Polycom unit is on at that time.

(2) If you want to connect **(or re-connect)** yourself to a conference it has to already be in progress on the bridge. You can connect yourself during the 15 minutes (or more) before the official start time, or anytime after that.

If your Polycom unit is registered with the gatekeeper:

- Connect directly by entering your Meeting ID number **783xxxx** in the box at the top of the “Place a Call” screen and press the Call/Hang up button.

You can find the Meeting ID numbers for requested conferences via the **Upcoming Videoconference Events** link at **video.ufl.edu** which is **http://at.ufl.edu/~video/service2/public/pub_list.php**
OR

- Call the auto attendant by using the universal Meeting ID number 7830000. Then press the “Far” button on the Polycom remote, use the up and down arrows to highlight the conference you want, and use the right arrow to join.

For Polycom units not registered with the gatekeeper, non-UF endpoints, or if you don’t know if you’re registered:

- If you know the Meeting ID number you can connect yourself directly by dialing: 128.227.156.83##783xxxx

OR

- You can dial 128.227.156.83, press the “Far” button on your remote, use the up and down arrows to find and highlight the conference you want and use the right arrow to join.

(3) To connect yourself to a videoconference by telephone and participate by voice only you must know the Meeting ID number.

You can find the Meeting ID numbers for requested conferences via the Upcoming Videoconference Events link at video.ufl.edu/ which is http://at.ufl.edu/~video/service2/public/pub_list.php

Then you would dial 352-273-4999, and you will be prompted for an extension. Key in your 7 digit Meeting ID number and follow it with a pound sign, and you will join that conference.

**Polycom questions or problems should be directed to VCS at 352-392-2533.**

Please note some newer Polycoms have a limited bridge built-in. They can bridge themselves and 3 other participants. These conferences do not go through the VCS bridge, and VCS is usually not aware of them at all. As a participant you would normally be given instructions to call that unit’s IP address directly.

If, however, you are supposed to be in a VCS bridged call, and you dial into a unit’s internal bridge that can cause feedback, looping of the video signal, and other disruptive problems. Plus at best, you would only see the site you called, not the rest of the conference.
To prevent problems like this sites which have internal bridging should be sure to turn off “auto answer” in their Polycom settings whenever they are in a conference on the VCS bridge.