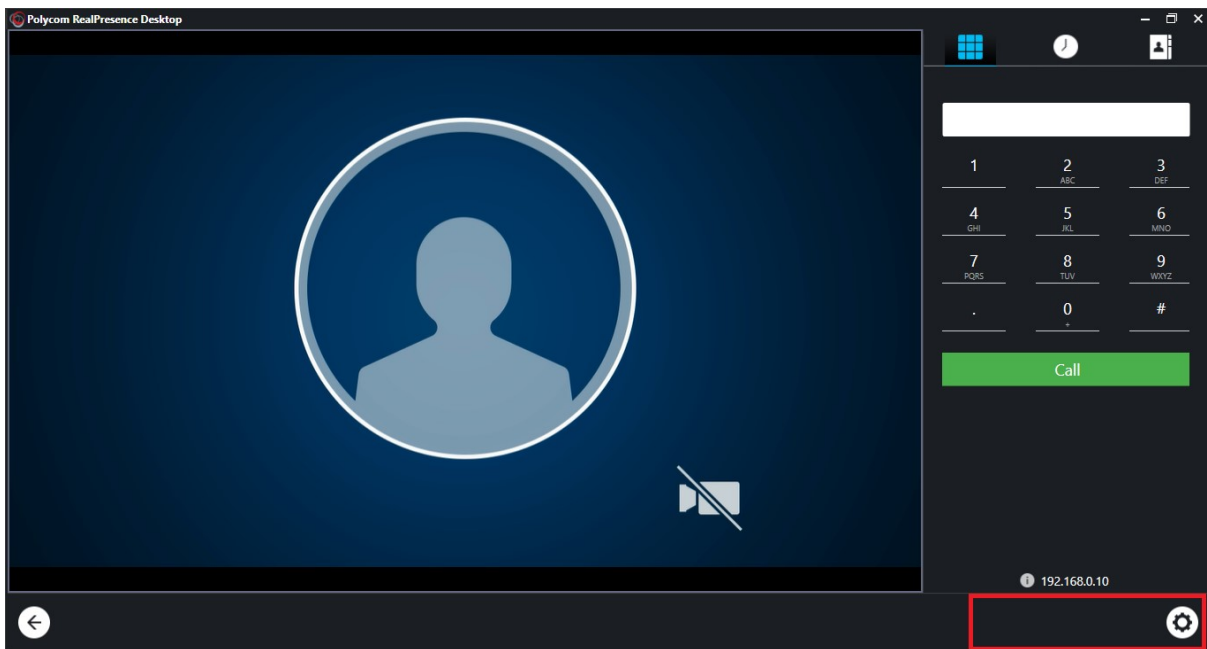


Polycom set-up

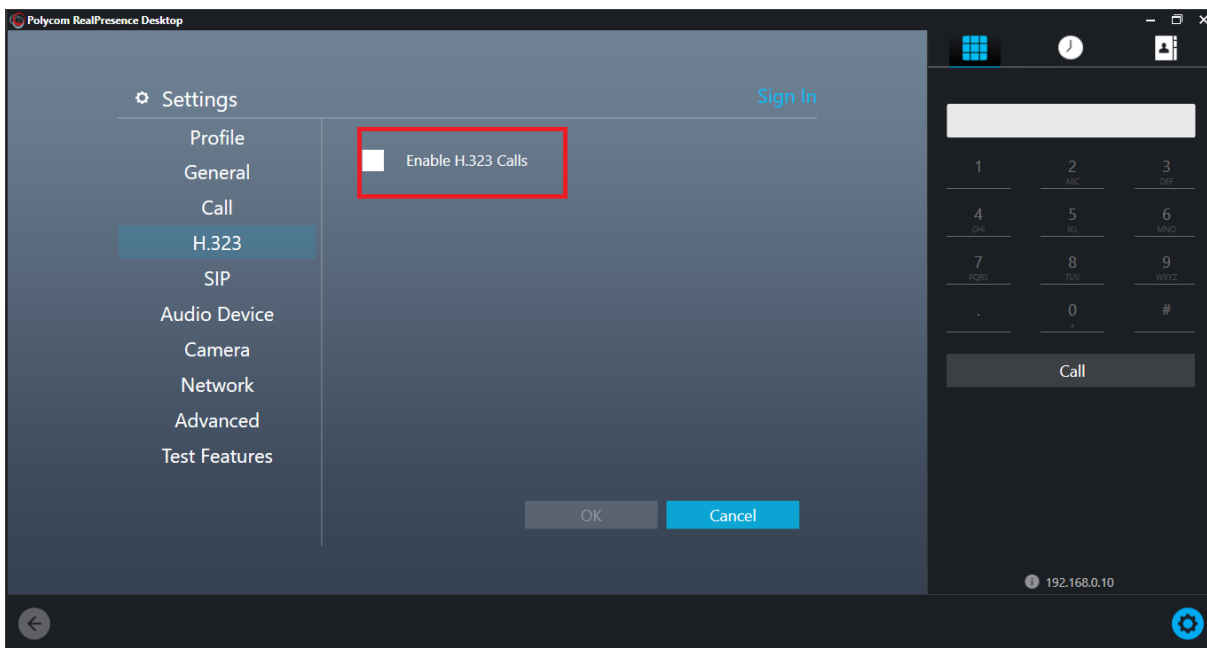
The following settings must be adjusted in order for the device to connect.

When you open up the Polycom app: Click on the cog/wheel to get into settings.

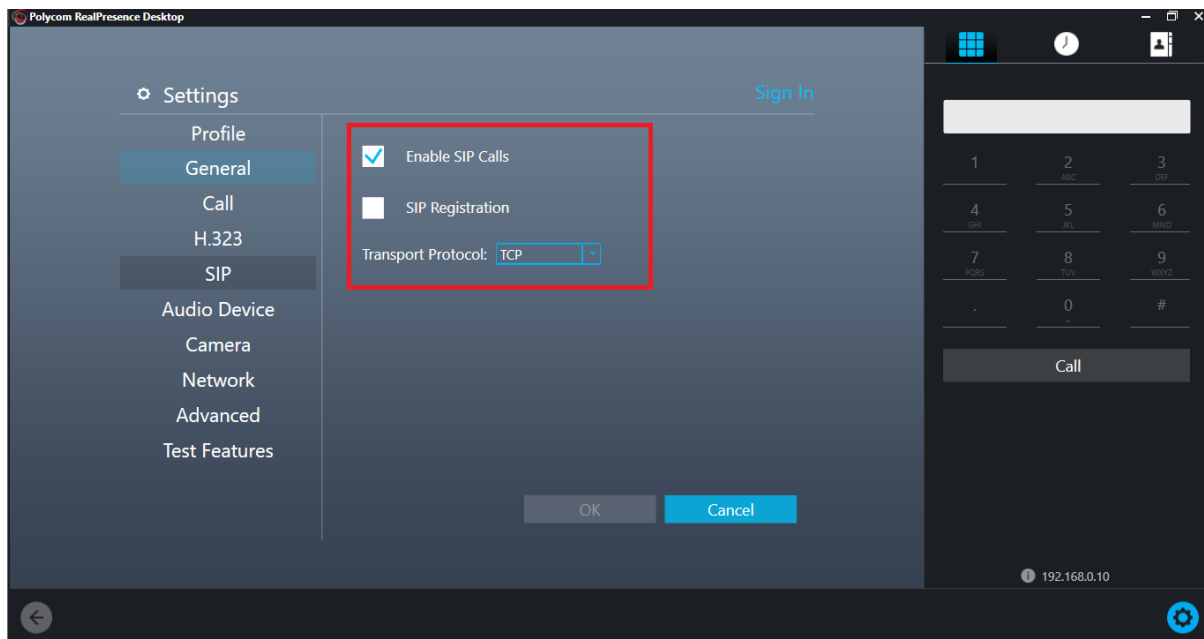
See highlighted in red below:



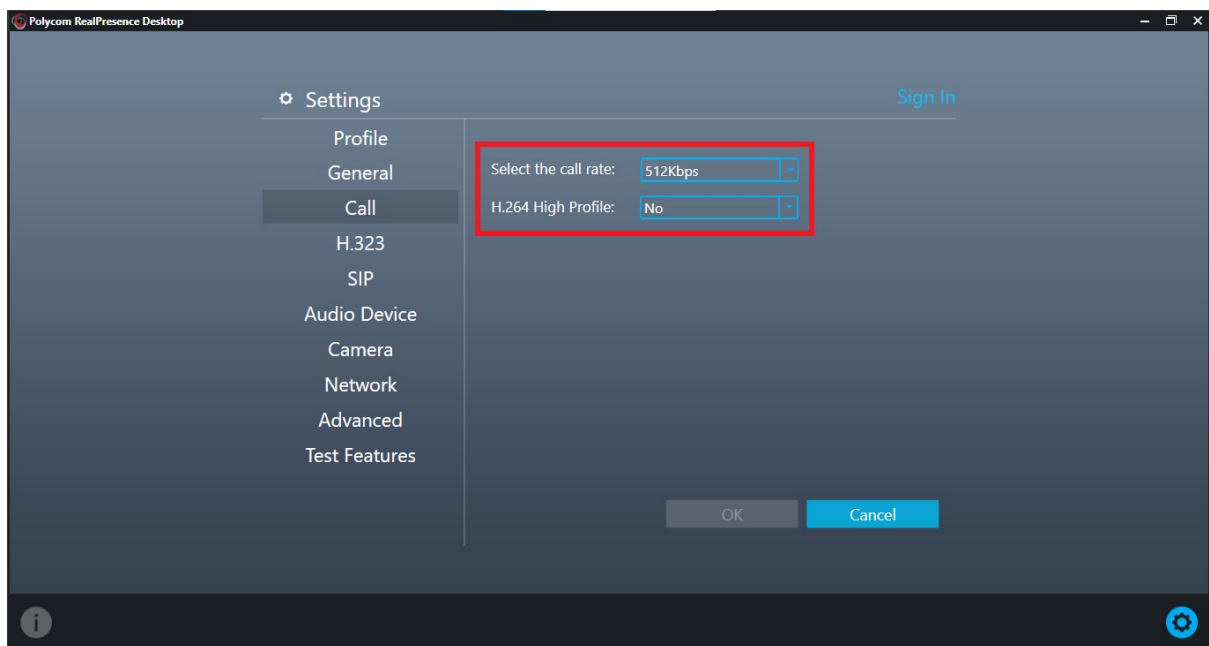
Within Polycom settings H323 should be switched off/unticked. See screenshot below:



SIP should be enabled and TCP selected. SIP registration is not required.



The call rate must be 512Kbps. If it is higher or lower you will not be able to connect. H.264 High Profile must show as No.



iPad Permissions

If you have downloaded Polycom to an iPad please ensure that the permissions are set up correctly. To do this you need to go into the iPad settings then scroll down the list of apps on the left until you reach RealPresence HD. Local network, microphone and camera need to be switched on as below -

